# **Analyse *CALL CENTRE* dataset and make informative output out of it**

# Let us first go through the data and try analysing/understanding it to visualize the data in any meaningful way to help to get the solution result as per the company requirements.

**Problem Statement**: After understanding the data, design a report for the call centre review information. Make sure to create interactive insight of report to contribute to the success of the Business by utilizing data analytics techniques to provide valuable insights.

**Data Description:**

* CALLER ID, this column gives the unique identification number of each caller
* AGENT, here we have names of each agent
* DATE, gives you the date of each call have been received/got it on that particular date
* TIME, we have time here in hh:mm:ss format of each call have been received
* TOPIC, name of the subject on calls has been received (topic names)
* ANSWERED, here we get to know whether call has been received or abounded by giving us a value in yes/no format(Y/N)
* RESOLVED, name of the column itself says, calls which agents received it resolved or not. (Y/N)
* SPEED OF ANSWER IN SECOND, what is the speed of each call
* AVG. TALK DURATION, particular agent how long has been gone through on particular call-in average duration
* SATISFATION RATE, the rating of each agent, who has got how much rating on satisfying callers query on each call

**Perform all these 3 steps for better result/output: -**

* Firstly, replace all null values/blank values to 0
* Change datatype wherever required
* Extract seconds, minutes from avg. talk duration and create a new column by naming -Duration on calls (change the data type)

# **Below are the information/KPIs/demands to be performed in order to meet client’s requirement:**

* Calculate total number of calls
* Create a new column to calculate total number of calls answered and total number of calls been rejected
* Calculate total % of calls been answered and total % of calls been rejected
* Create a new column to calculate how many calls been resolved
* Create a new column to calculate how many calls been not-resolved
* Find top 1 agent who answered maximum calls
* Top 1 agent who got highest satisfaction rate
* Use a chart to display total number of calls by topic wise
* Duration on calls by every agent
* Total calls by days and months for the year 2021
* Use Slicers to interactive with other charts by month and day wise.
* Finally, give the overall 2021 performance ratings
* Use any suitable custom chart to show(give) overall 2021 performance satisfaction rating.