

# Call Center Analysis



Overview

Agent's Performance

## Agent Names

- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha
- ☐ Stewart

## Key Performance Indicators (KPI's)

Total calls

5,000

Answerd calls

4054

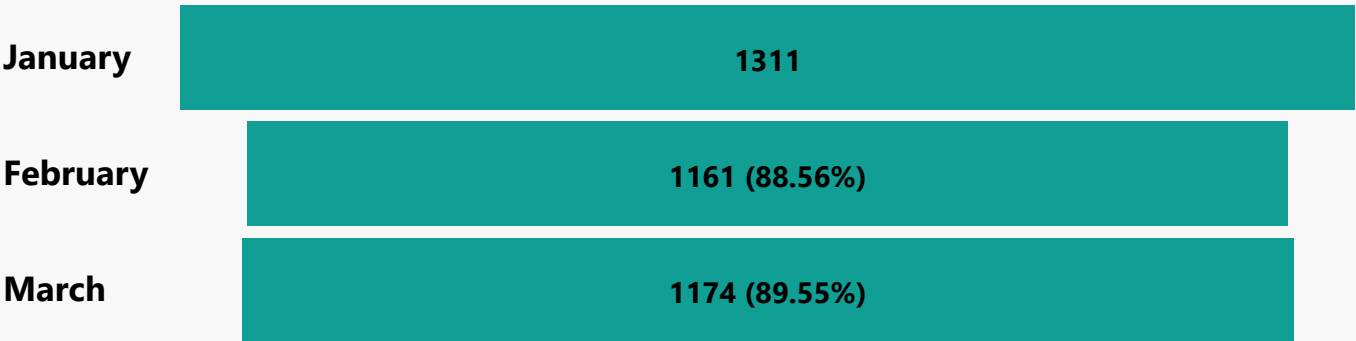
Unanswered Calls

946

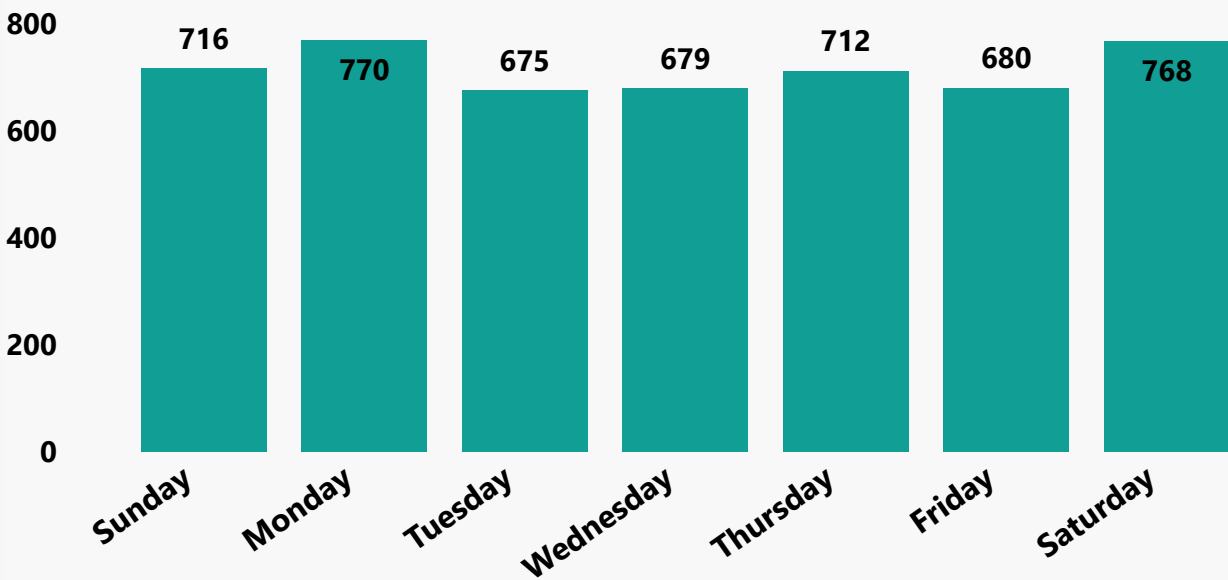
Resolved Cases

3646

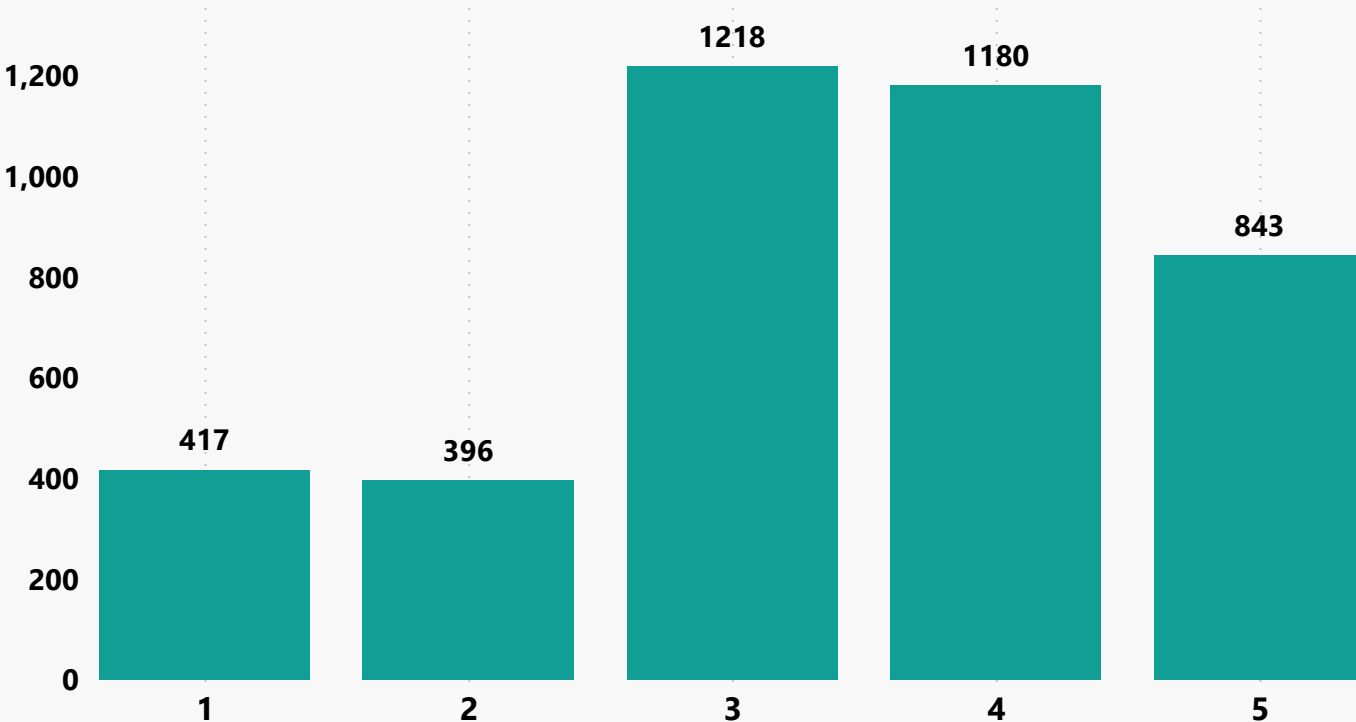
Month Wise Resolved Cases



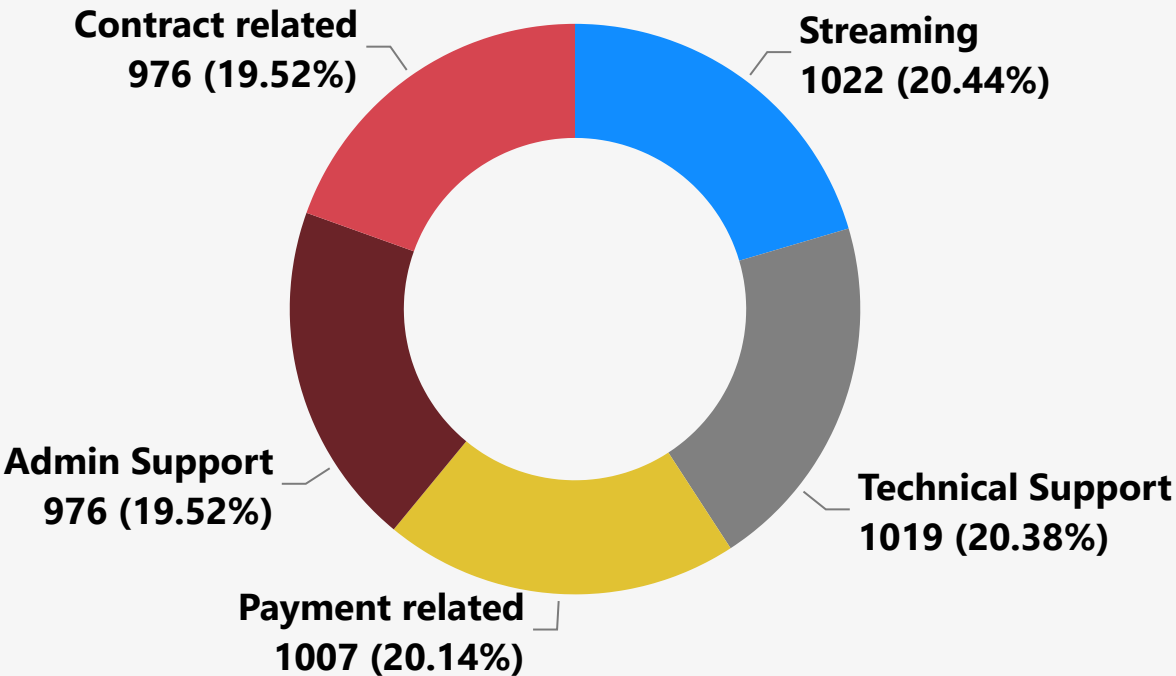
Day Wise Number Of Calls



Calls By Satisfaction Ratings



Reasons For Calls



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 Martha
- ☐

 Stewart

## Key Performance Indicators (KPI's)

Avg Answer Time In Second

54.75

Avg Satisfafaction

2.76

Percentage of Received Calls

81.08%

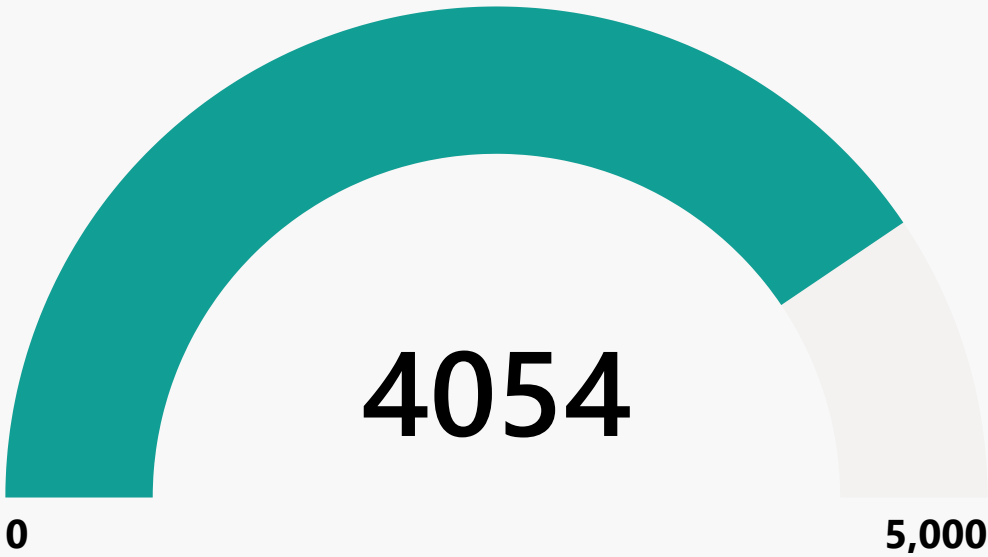
Resolved case Percentage

72.92%

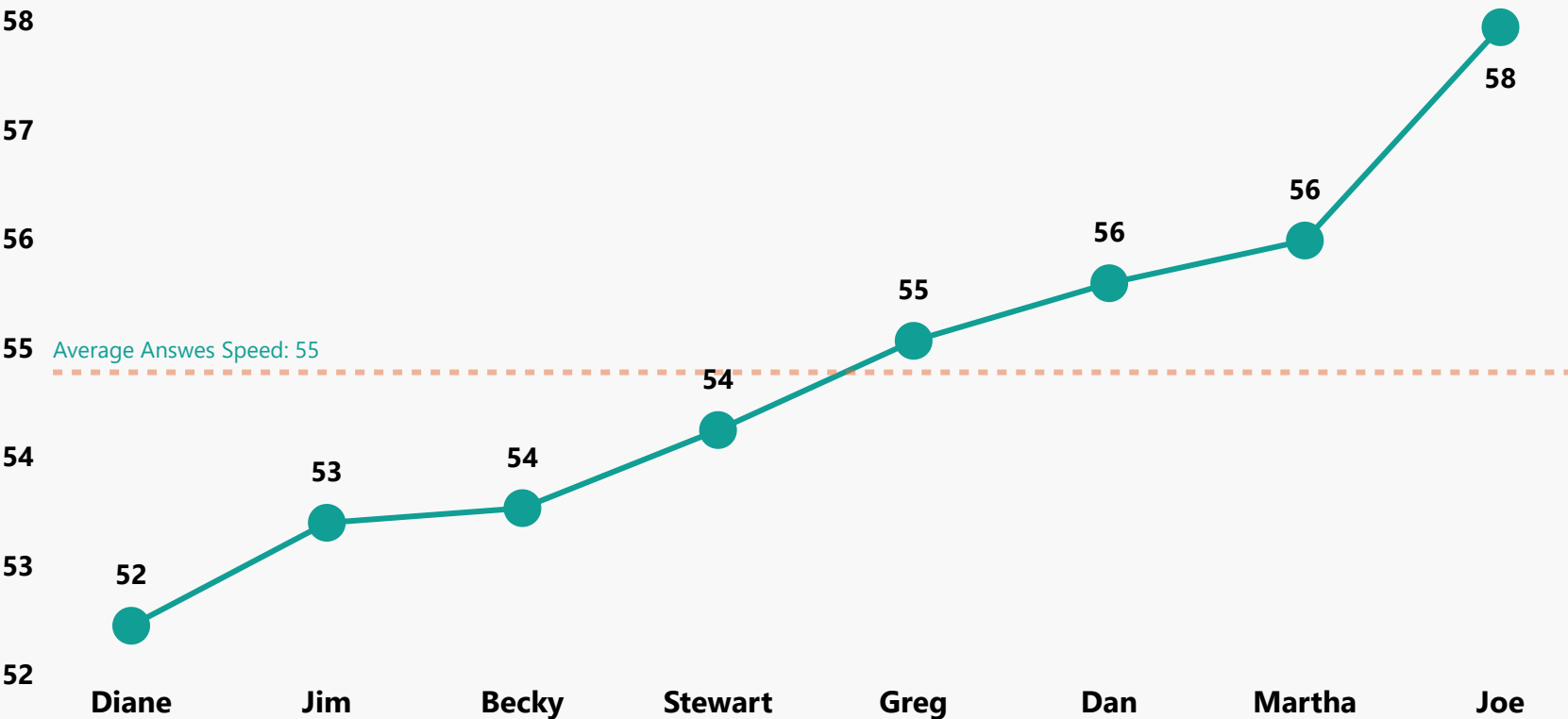
### Agent performance

Agent	Total calls	Answerd calls	Unanswered Calls	Resolved Cases	Unresolved Cases
Becky	631	517	114	462	169
Dan	633	523	110	471	162
Diane	633	501	132	452	181
Greg	624	502	122	455	169
Jim	666	536	130	485	181
Joe	593	484	109	436	157
Martha	638	514	124	461	177
Stewart	582	477	105	424	158

### Answerd calls and Total calls



### Average Speed of Answer in Seconds



89.94%

Case Conversion Per...

2023

Positive Ratings

5,000

Total calls

1354

Unresolved Cases

# Call Center Analysis

## Insights

- 40% of customers think the customer service is very good; they give 4 or 5 stars 🏆.
- 24% of customers think that the service is average, and 16% of customers think that the service is poor. A large number of chunks, 946, which is 19%, did not provide any ratings. The team has to insist on customers rating the customer service for better understanding.
- Out of 5000 calls, 4654 calls were answered, which makes an 81.08% answered calls percentage.
- The resolved case percentage is 72.92%, with almost every team member contributing almost 72% or more
- In the month of January, the number of resolved cases was 1311, but later in February, it slightly decreased to 1161, which was 12% of January's count. In the next month, March, it increased again to 1174, which was a 9.8% increase.
- The answered calls to resolved ratio is excellent at 89.94%, with every team member contributing 89% or more.
- Monday (15.40%) and Saturday (15.36%) are the busiest days.
- The highest reason for calls is streaming, which is almost 20.44%.
- Diane has the highest speed of answering calls, at 52 seconds. She also has the lowest call answered rate, which is 79.15%, and a resolved case percentage of 71.15%