Call Center

Day Name

- ☐ Friday
- ☐ Monday
- ☐ Saturday
- ☐ Sunday
- ☐ Thursday
- ☐ Tuesday
- ☐ Wednesday
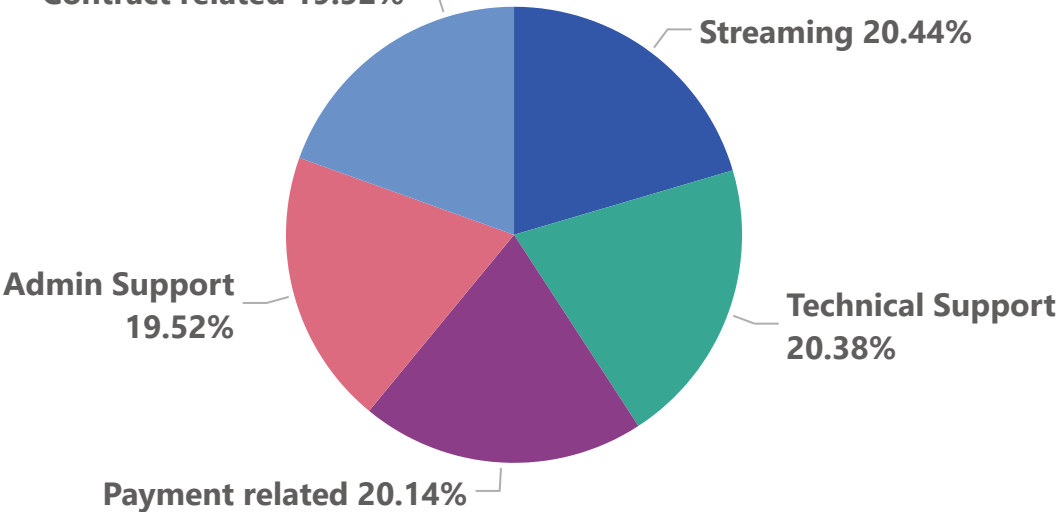
January	March	May	July	September	November
February	April	June	August	October	December
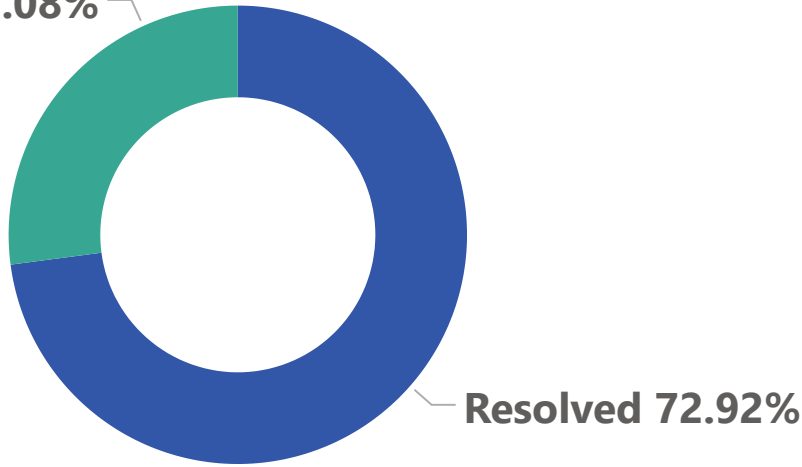
Date

All

Total Calls by Topic

- Streaming 20.44%
- Contract related 19.52%
- Technical Support 20.38%
- Payment related 20.14%
- Admin Support 19.52%

Total Calls by Resolation

- Not Resolved 27.08%
- Resolved 72.92%

Count Of Agent

8

Total Calls

5K

Total Calls Rejected

946

Highest Call Answered

Jim

Total Calls Answered

4K

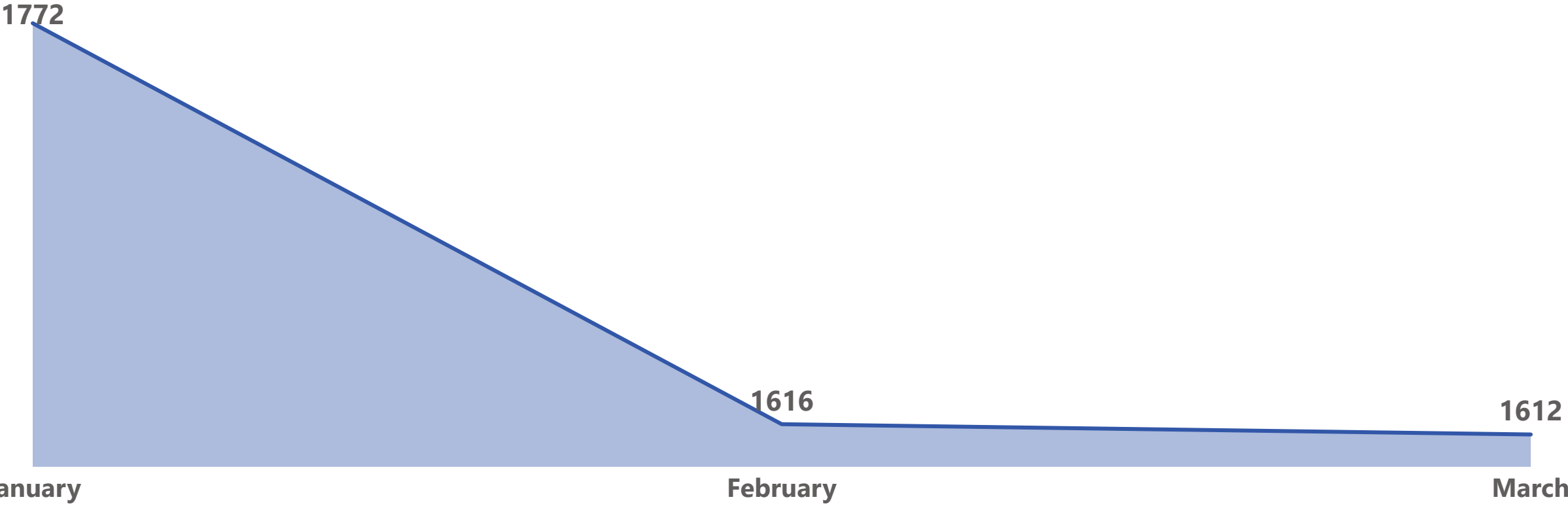**Percentage Of Calls Not Resolved**
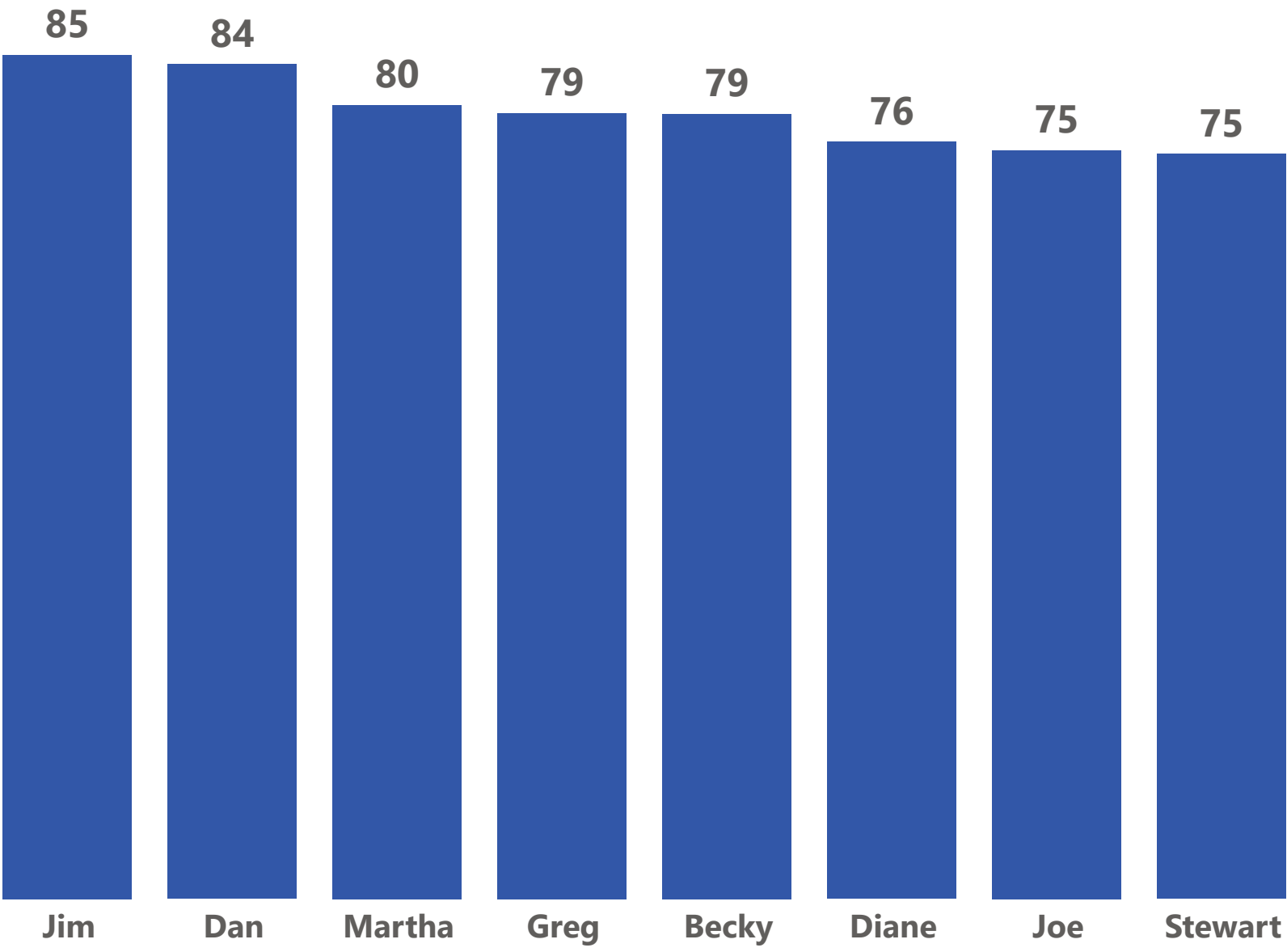
27.08%

Percentage Of Calls Resolved

72.92%

Total Calls by Satisfaction rating

Satisfaction rating	Value
	1218
	1180
	946
	843
	417
	396

Sum of Duration Of Calls by Agent

Agent	Value
Jim	85
Dan	84
Martha	80
Greg	79
Becky	79
Diane	76
Joe	75
Stewart	75

Total Calls by Month Name

Month	Value
January	1772
February	1616
March	1612

Data Professional Survey Breakdown

Country of Survey Takers

United States
261

India
73

United Kingd...
40

Other
224

Canada
32

Average Salary By Job Title

Data Scientist — 94
Data Engineer — 65
Data Architect — 64
Other — 60
Data Analyst — 55
Database Dev... — 33
Student/Look... — 27
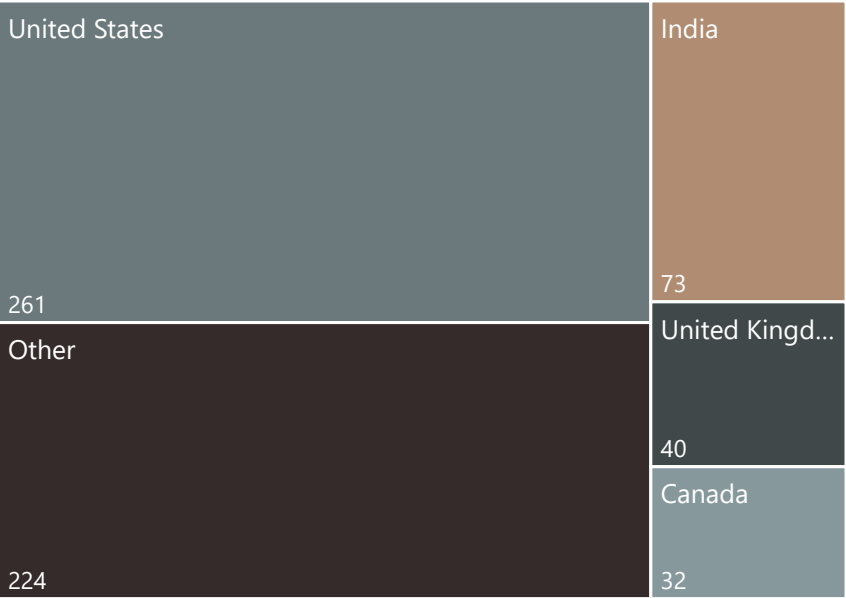
Favorite Programming Language

Job Title ● Data Analyst ● Data Archi... ● Data Engi... ● Data Scie... ▶

Count of Voters

420
101
95
7
6
1

Python R Other C/C++ JavaScript Java
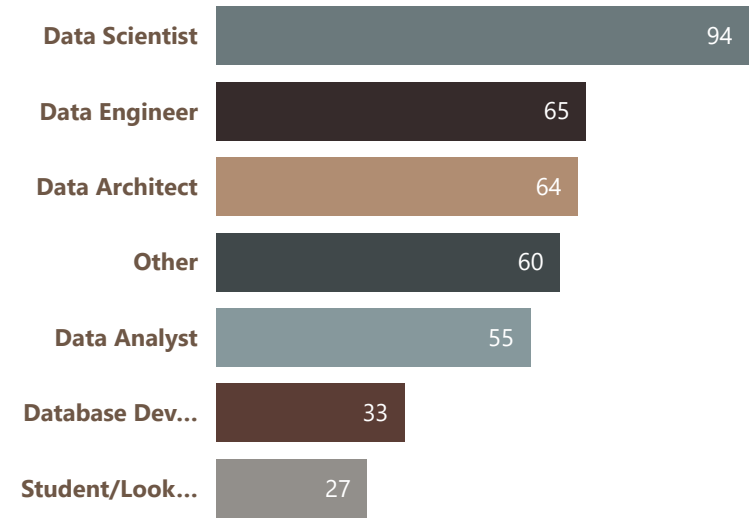
Difficulty To Break Into Data

Very Difficult 6.98%
Neither easy nor difficult 42.7%
Easy 21.27%
Difficult 24.76%

AVG of Survey Takers   Count of Survey Takers

29.87   630
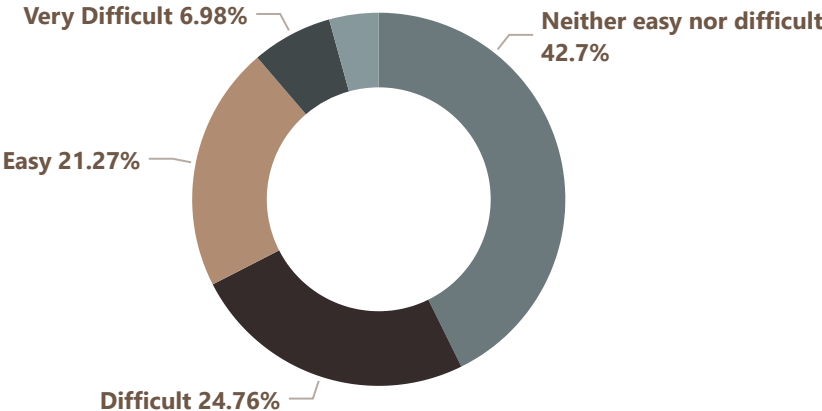
Happy With Work/Life Balance

5.74

0   10
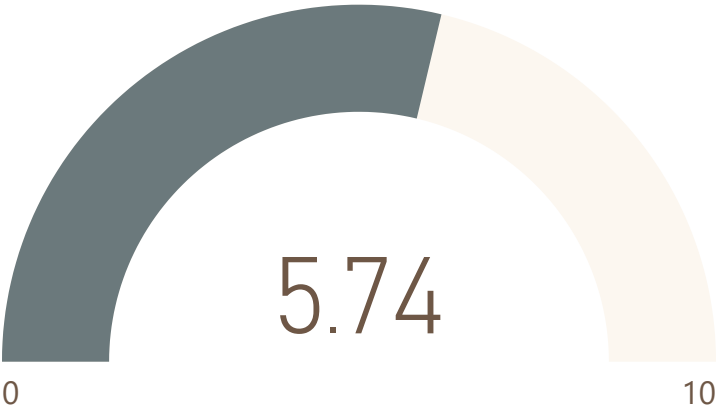
Happiness With Salary

4.27

0   10
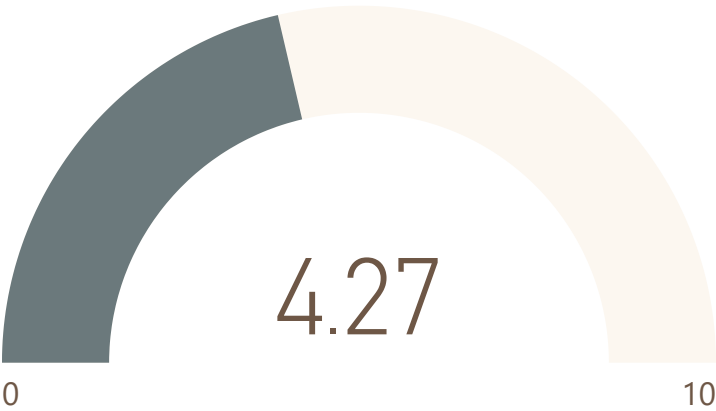
DS Salary Dashboard

Work year

All

112.30K
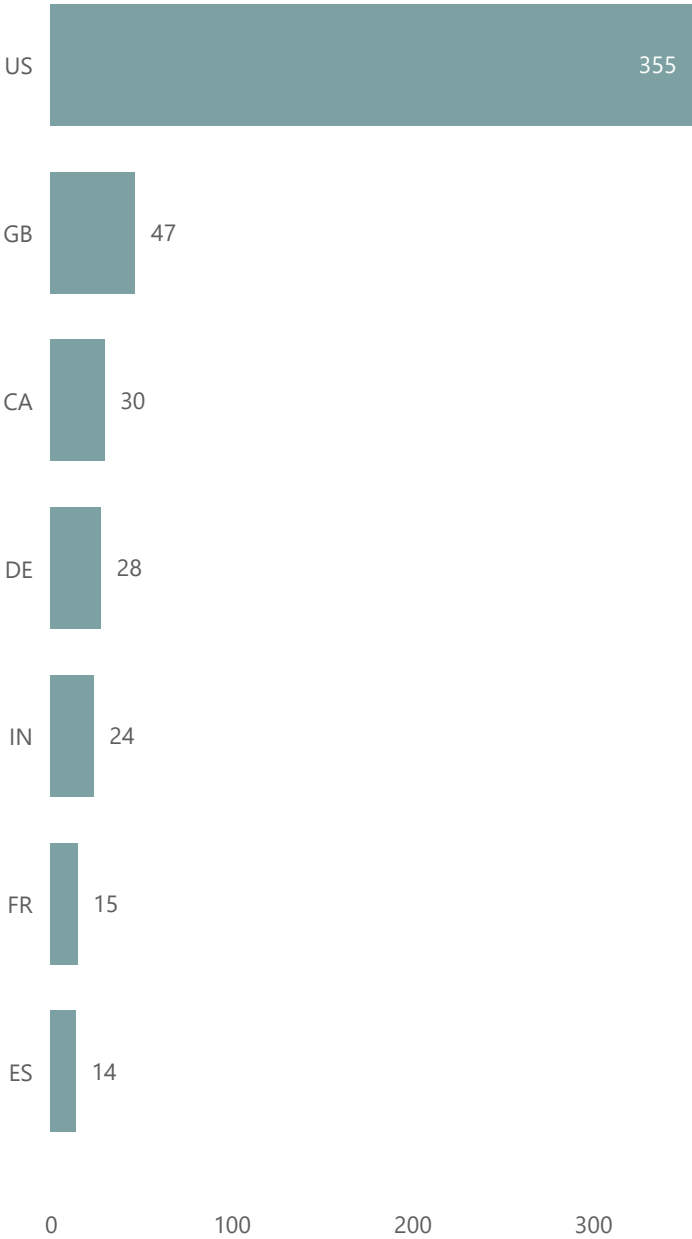Average of Salary in usd

2859
Min of Salary in usd

600K
Max of Salary in usd

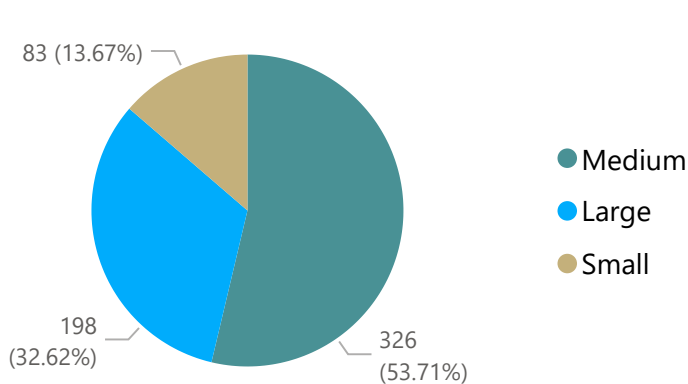### No of employee by Company location

Location	Count
US	355
GB	47
CA	30
DE	28
IN	24
FR	15
ES	14

No of employee by Experience level

- Senior-level: 280 (46.13%)
- Mid-level: 213 (35.09%)
- Entry-level: 88 (14.5%)
- Expert-level
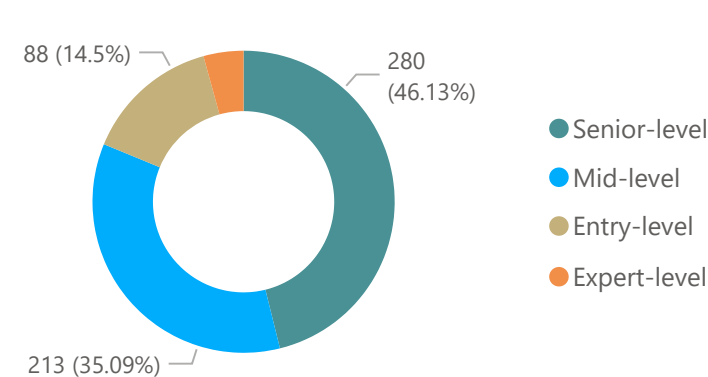
No of employee by Remote ratio

- Fully remote: 381 (62.77%)
- No remote: 127 (20.92%)
- Partially rem...: 99 (16.31%)

No of employee by Company size

- Medium: 326 (53.71%)
- Large: 198 (32.62%)
- Small: 83 (13.67%)
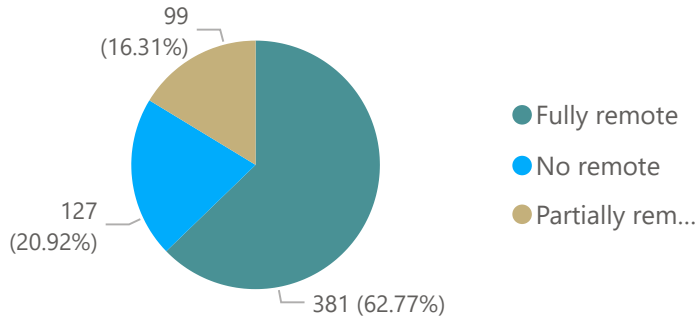
No of employee by Employment type

Type	Percent
Full time	96.87%
Part time	1.65%
Contract	0.82%
Freelance	0.66%
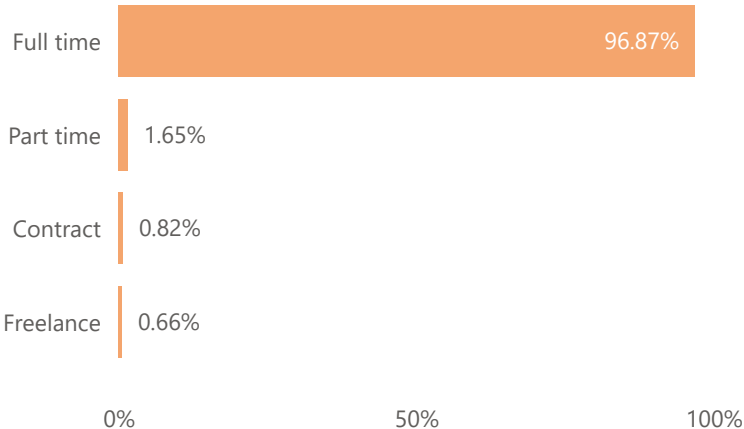
No of employee by job title

Job title	Count
Data Scientist	143
Data Engineer	132
Data Analyst	97
Machine Learning Engineer	41
Research Scientist	16
Data Science Manager	12
Data Architect	11

Quick measure

Churn Data
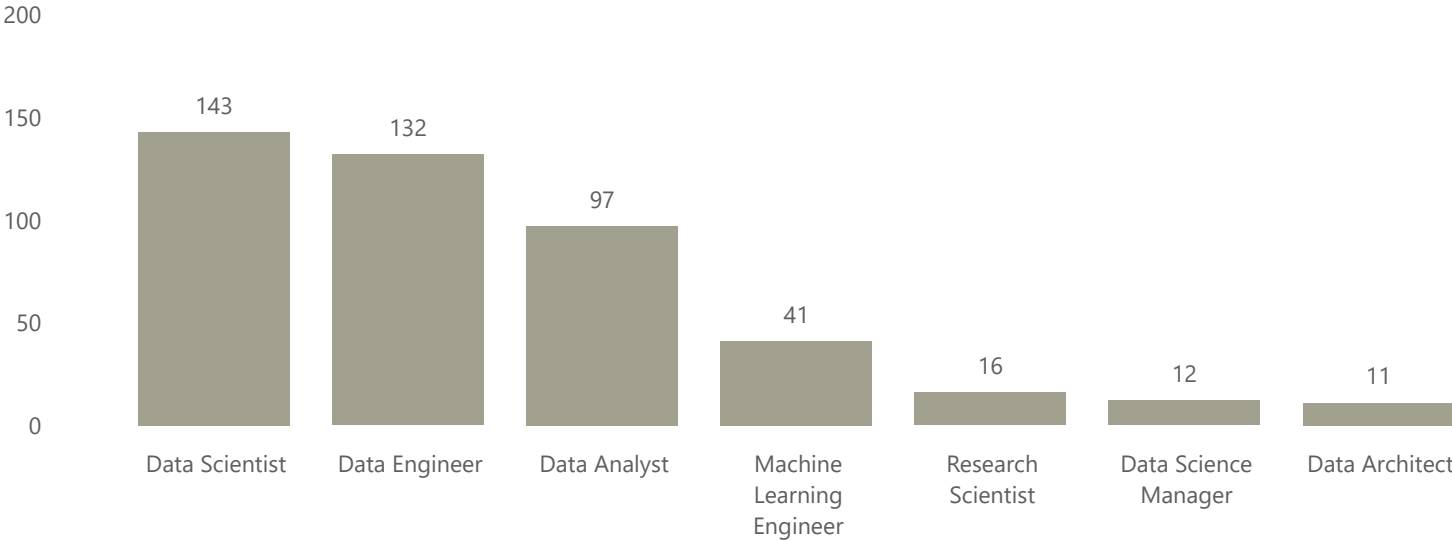
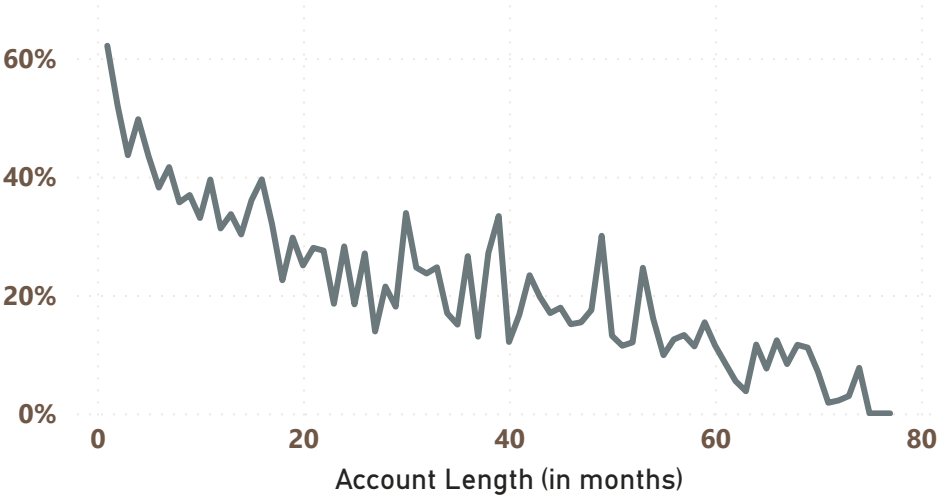## No of Unique Customer

6687

No of Customer

6687

No of Churned

1796

Churn Rate by Account Length (in months)
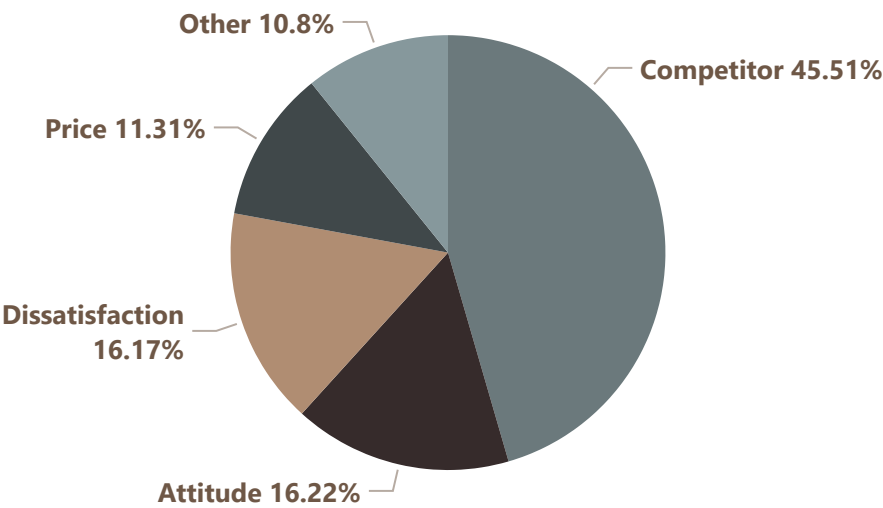

No Of Customer and Churn Rate by Age (bins)

● No Of Customer ● Churn Rate

Churn Rate by Payment Method

Credit Card 16.63%
Paper Check 43.7%
Direct Debit 39.67%
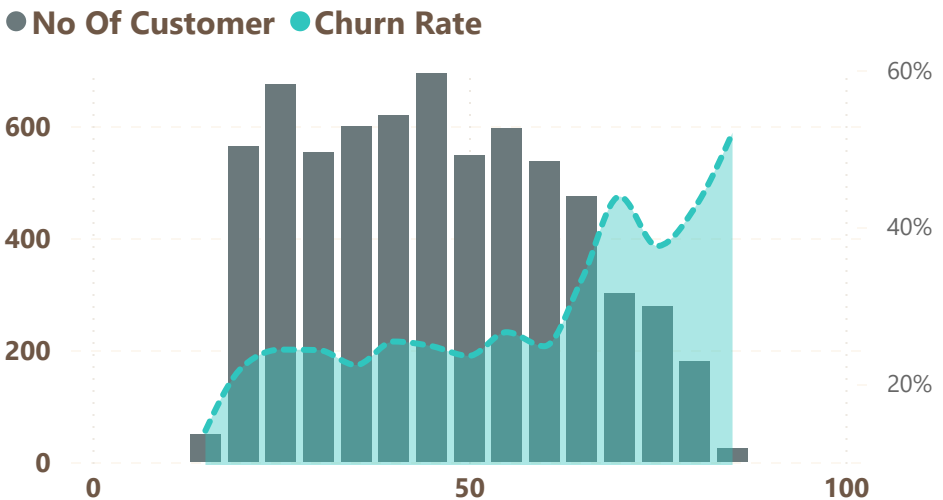
Count of Churn Label by Churn Category

Other 10.8%
Competitor 45.51%
Price 11.31%
Dissatisfaction 16.17%
Attitude 16.22%

State	No Of Churned	No Of Customer	Churn Rate
CA	43	68	63.24%
DE	37	122	30.33%
KY	36	118	30.51%
MD	46	140	32.86%
MT	43	137	31.39%
NE	40	122	32.79%
NH	36	112	32.14%
OH	55	158	34.81%
OR	48	156	30.77%
PA	30	90	33.33%
Total	414	1223	33.85%

Demo Graphics	Churn Rate
Other	23.00%
Senior	38.22%
Under 30	24.71%
Total	26.86%

Intl Active	No	Yes	Total
No	20.01%	71.19%	22.21%
Yes	40.34%	7.59%	34.31%
Total	27.07%	24.88%	26.86%

Churn Rate by Demo Graphics

Demo Graphic	Churn Rate
Senior	38.22%
Under 30	24.71%
Other	23.00%

State

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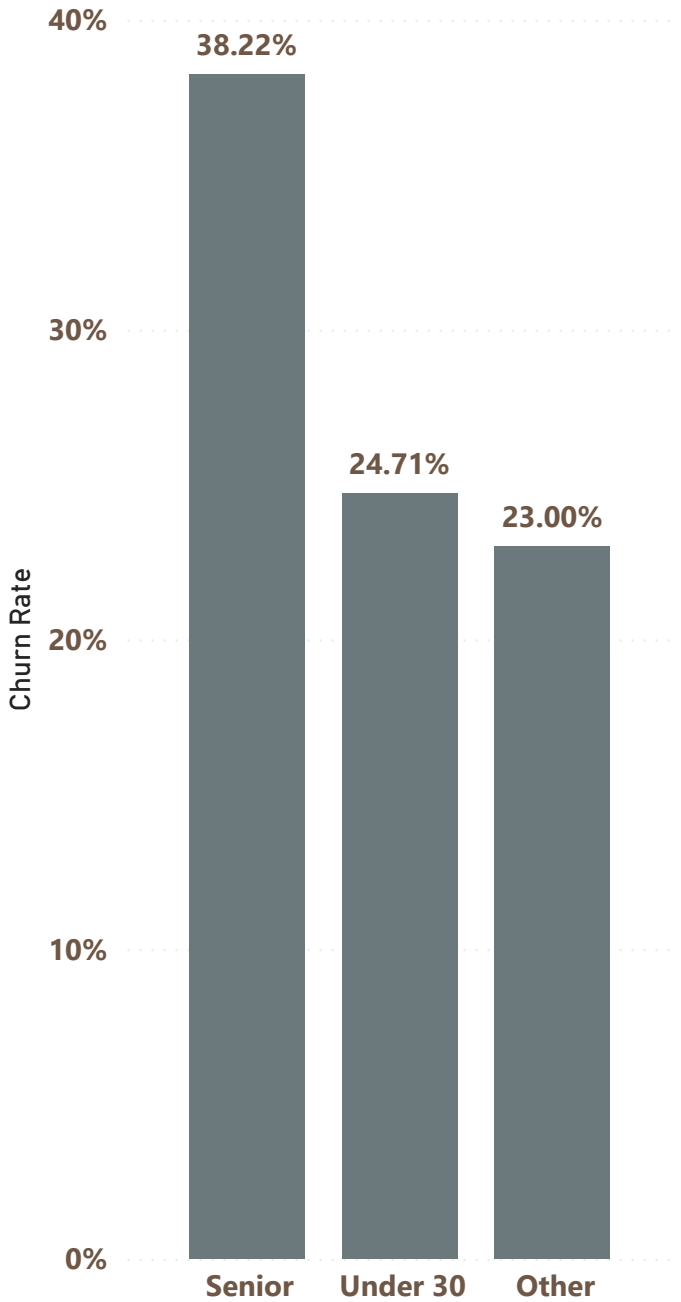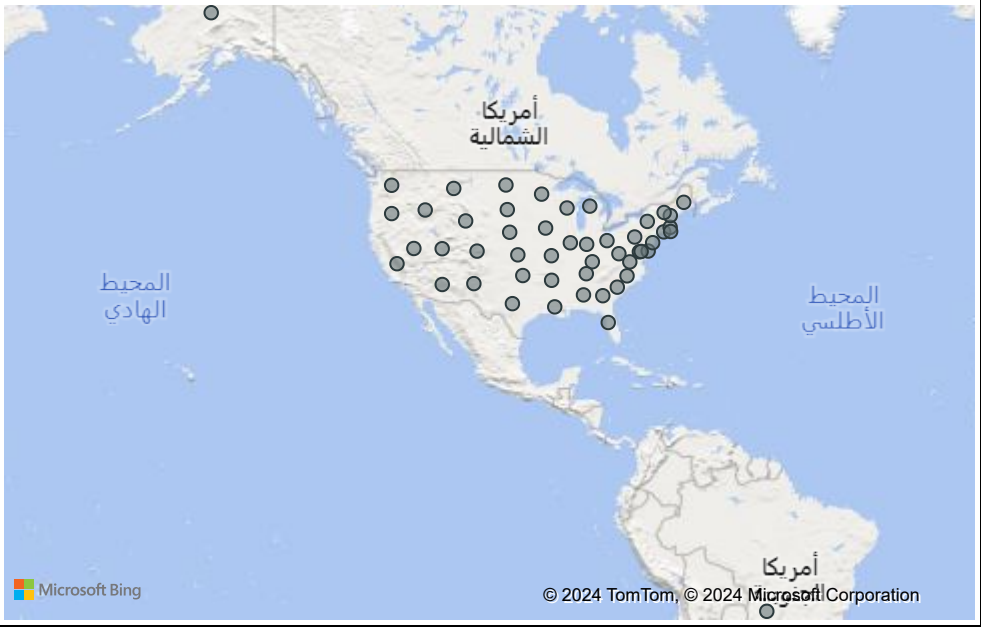
Churn Rate by Grouped Consumption and Unlimited Data Plan

Unlimited Dat... ● No ● Yes

Grouped Consumption	No	Yes
Between 5 And ...	31.78%	33.57%
10 Or More GB	27.57%	27.72%
Less Than 5 GB	12.31%	34.71%

No Of Customer by Churn Reason
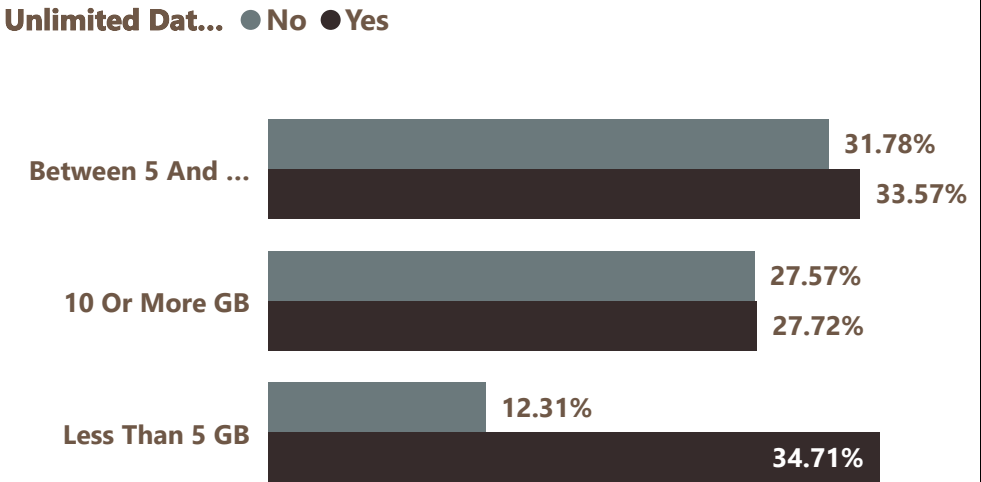
Month-to-Month
46.29%
Churn Rate

One Year
11.29%
Churn Rate

Two Year
2.78%
Churn Rate

Churn Reason	Value
Competitor made better offer	29.25%
Competitor had better devices	28.67%
Attitude of support person	19.59%
Don't know	11.87%
Competitor offered more data	10.62%

Churn Rate

26.86%
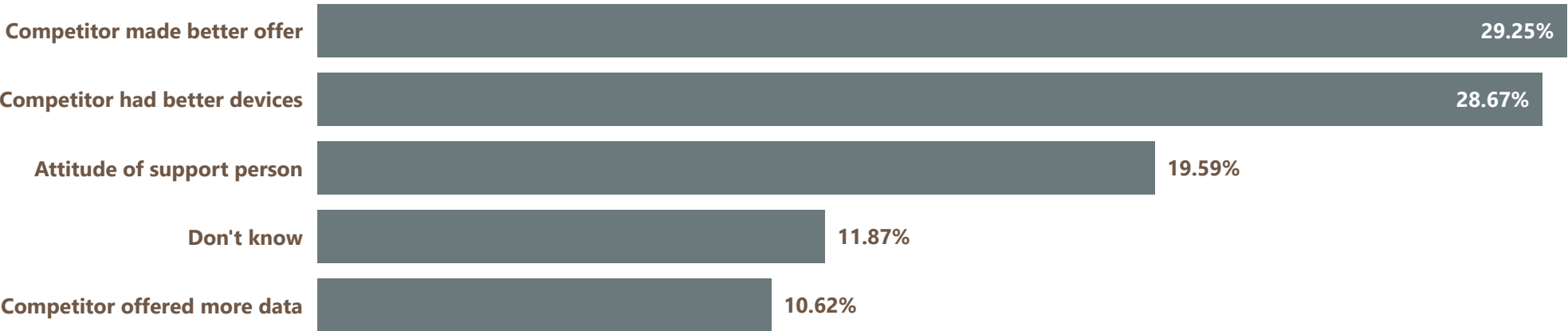
Average of Monthly Charge and Churn Rate by Number of Customers in Group

● Average of Monthly Charge ● Churn Rate
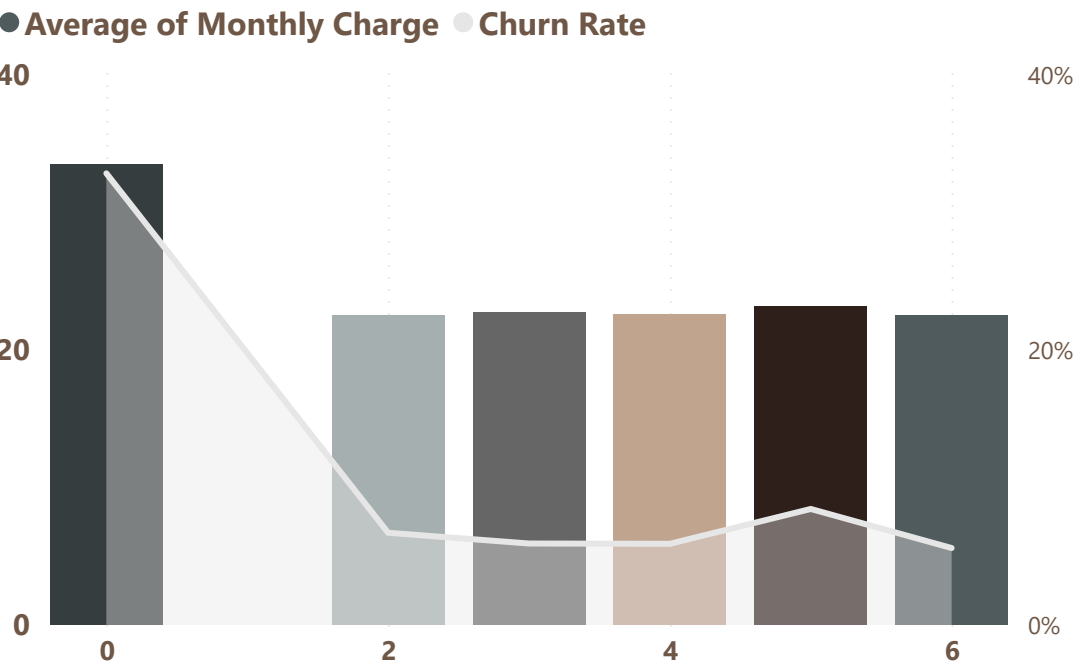
Churn Rate by Contract Category

Monthly   Yearly