



CALL CENTER

Overview

Rating

Time

Variation



Cesar Juarez

Year Todas Month Todas Day Todas

Agentes



Becky



Dan



Diane



Greg



Jim



Joe



Martha



Stewart



5000

CALLS



182.4

SECONDS



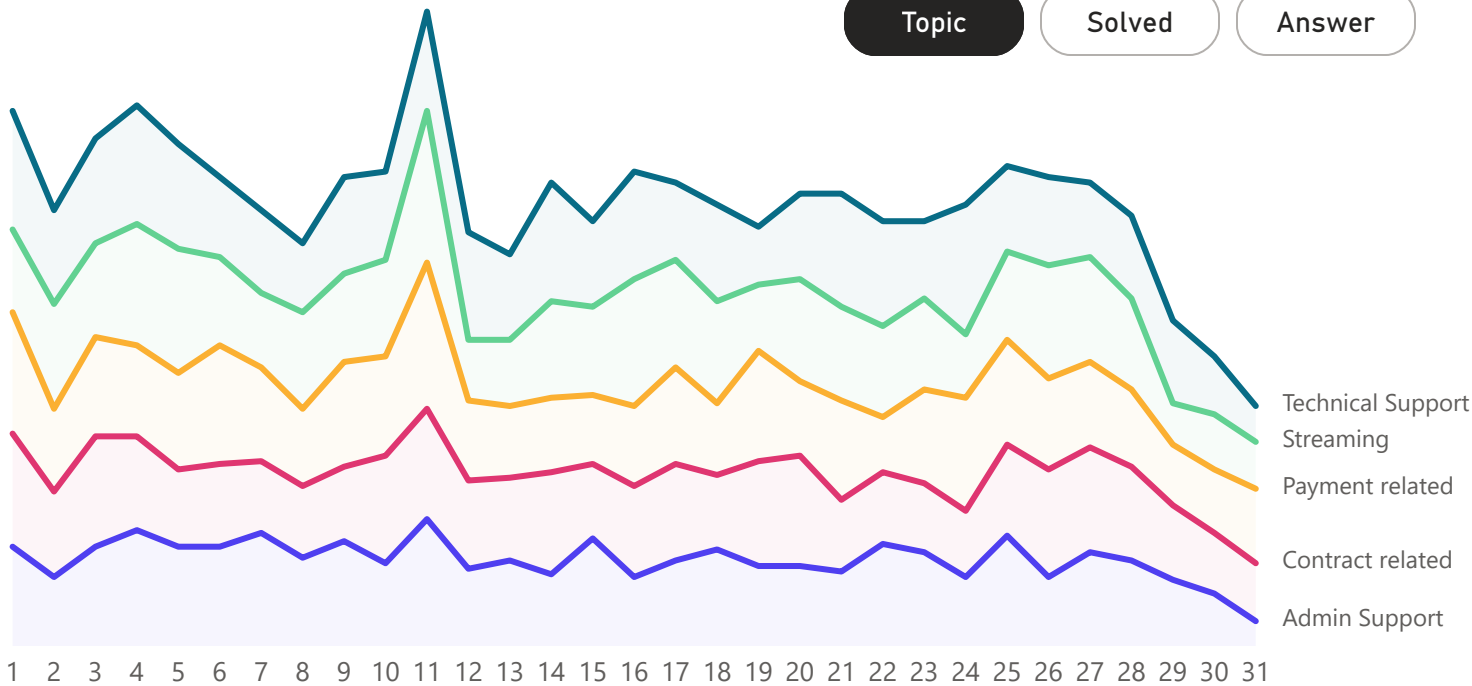
3.4

RATING

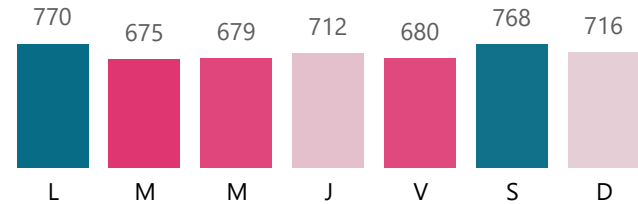


67.5

RESPONSE



Calls by day f the Week



Calls by Topic



81.08 %

ANSWER

18.92 %

NO ANSWER

72.92 %

SOLVED

27.08 %

NO SOLVED



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Cesar Juarez

Year Todas

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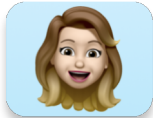
Day Todas



Becky



Dan



Diane



Greg



Jim



Joe



Martha



Stewart

RATING 01
946

RATING 02
417

RATING 03
396

RATING 02
1218

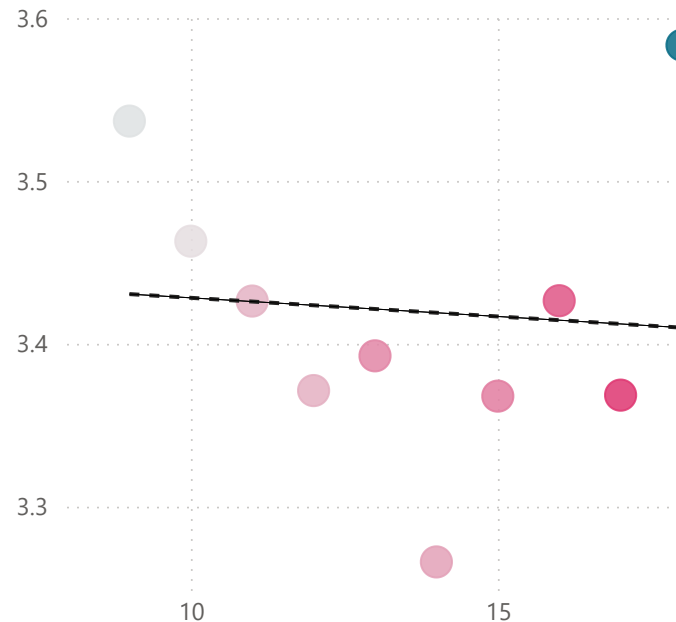
RATING 04
1180

RATING 05
843

Rating by Call Time

Decreasing trend in satisfaction with longer calls.

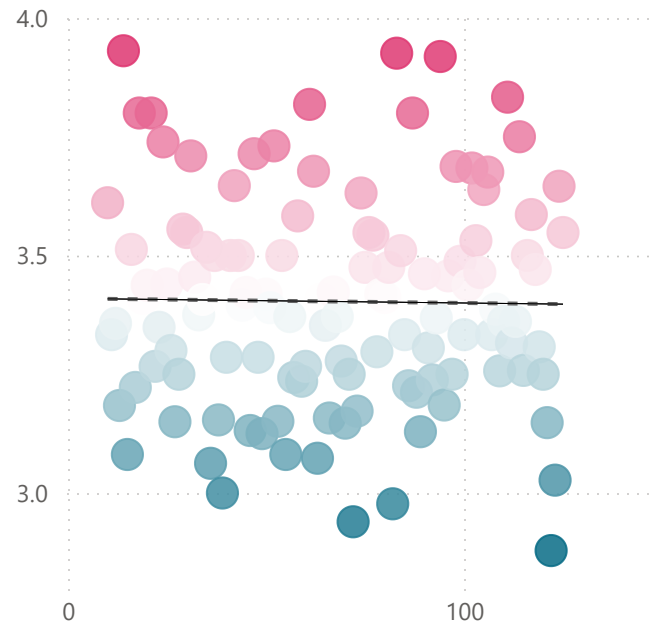
CALL TIME 0.25 mil 5.08 mil 9.91 mil



Rating by Response Time

Greater satisfaction with fast response times.

AVG RATING 2.9 3.4 3.9



SOLVED

5000

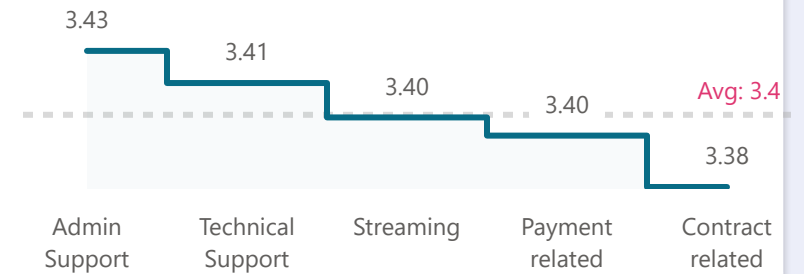
ANSWER

5000

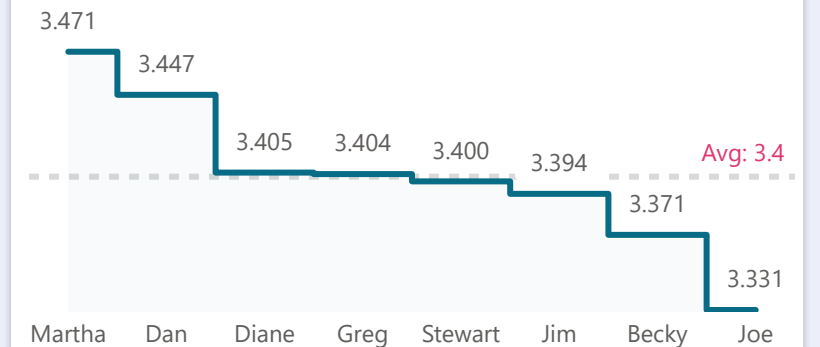
Percent: 72.92 %
Number: 3646
Percent: 27.08 %
Number: 1354

Percent: 81.08 %
Number: 4054
Percent: 18.92 %
Number: 946

Avg Raing by Topic



Avg Rating by Agent





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× Date Granularity

Todas



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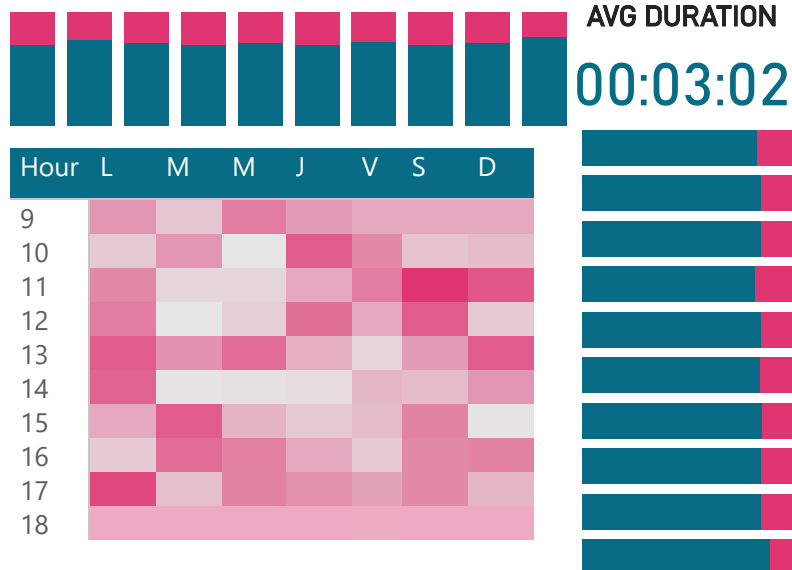
Stewart

•The average daily response time remains **constant**.

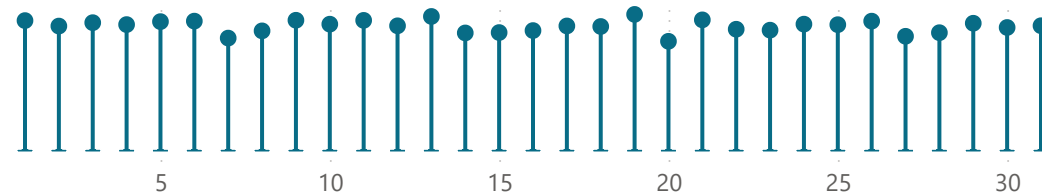
•The average call duration is about **3 minutes**.

•There is a **positive correlation** between the volume of calls and affirmative resolutions.

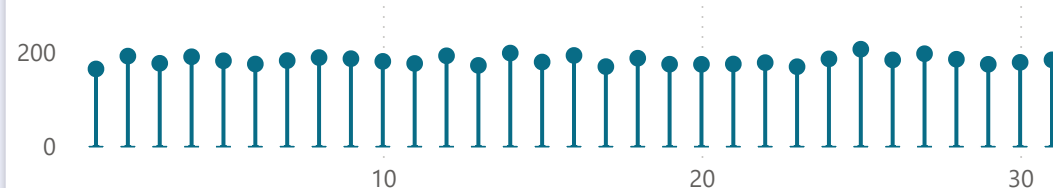
•A **decrease in the resolution** percentage is observed as the call volume increases.



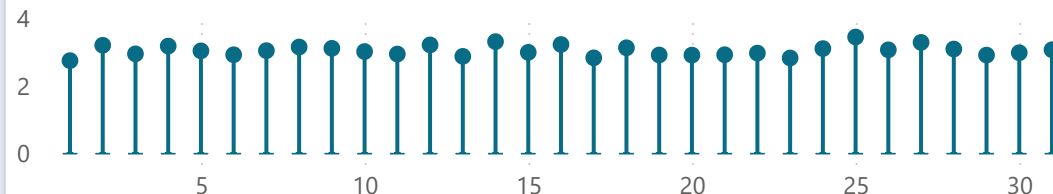
Avg Response time by Day



Avg Seconds by Day

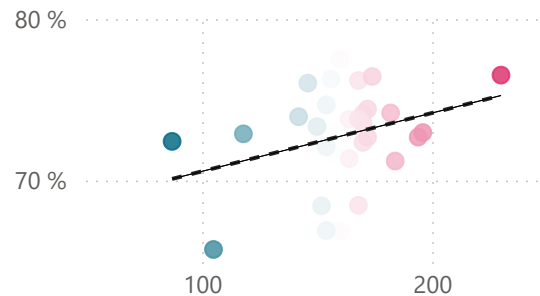


Avg Minutes by Day



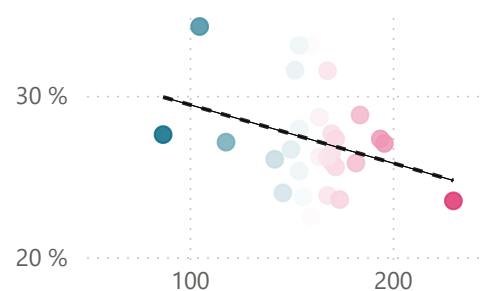
%Calls Solved

CALLS 87 159 230



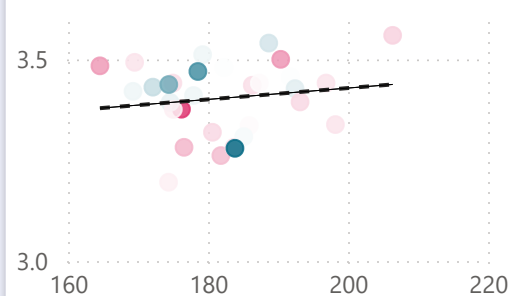
%Calls No Solved

CALLS 87 159 230



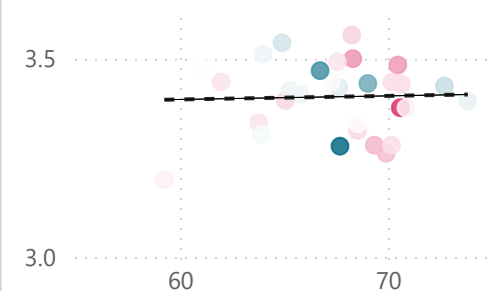
Avg Seconds by Rating

CALLS 87 159 230



Avg Response time by Rating

CALLS 87 159 230





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Cesar Juarez

Variation of the current month with the previous month

Analyze the increase or decrease in answered calls

Day	March	%	February	%	▲ VAR	CALL	%
1	64	3.97%	72	4.46%	8	194	3.88%
2	62	3.85%	36	2.23%	-26	158	3.16%
3	52	3.23%	74	4.58%	22	184	3.68%
4	70	4.34%	72	4.46%	2	196	3.92%
5	54	3.35%	72	4.46%	18	182	3.64%
6	62	3.85%	50	3.09%	-12	170	3.40%
7	48	2.98%	56	3.47%	8	158	3.16%
8	56	3.47%	42	2.60%	-14	146	2.92%
9	46	2.85%	56	3.47%	10	170	3.40%
10	46	2.85%	62	3.84%	16	172	3.44%
11	74	4.59%	72	4.46%	-2	230	4.60%
12	50	3.10%	44	2.72%	-6	150	3.00%
13	48	2.98%	54	3.34%	6	142	2.84%
14	50	3.10%	60	3.71%	10	168	3.36%
15	50	3.10%	58	3.59%	8	154	3.08%
16	60	3.72%	56	3.47%	-4	172	3.44%
17	50	3.10%	68	4.21%	18	168	3.36%
18	48	2.98%	50	3.09%	2	160	3.20%
19	42	2.61%	48	2.97%	6	152	3.04%
20	56	3.47%	68	4.21%	12	164	3.28%
21	62	3.85%	54	3.34%	-8	164	3.28%
22	54	3.35%	50	3.09%	-4	154	3.08%
23	46	2.85%	54	3.34%	8	154	3.08%
24	54	3.35%	52	3.22%	-2	160	3.20%
25	46	2.85%	64	3.96%	18	174	3.48%
26	54	3.35%	56	3.47%	2	170	3.40%
27	58	3.60%	54	3.34%	-4	168	3.36%
28	38	2.36%	62	3.84%	24	156	3.12%
29	60	3.72%			-60	118	2.36%
30	25	1.55%			-25	105	2.10%
31	27	1.67%			-27	87	1.74%