**Call Center Data Analysis Report**

This is a **Call Center Data Analysis** dashboard that provides various metrics and data visualizations to assess the performance of a call center over a specific month. The dashboard is divided into different sections, each presenting specific types of information. Here is a summary of the dashboard with bullet points:

* The key performing Indicators are :
  + - "Calls Answered": 4054
    - "Total Calls": 5000
    - "Average Satisfaction": 3.40
    - "Count of Agent": 8
    - "Average Answer speed": 274K
* A line graph showing “Count of Average Talk Duration by Agent” shows the average talk duration by different agents. Jim has the highest duration followed by Dan.
* A bar chart “Sum of Satisfaction rating by Topic” displaying satisfaction ratings for various topics like Streaming having 2.9k rating, Payment related having 2.8k ratings followed by Technical Support which is at 2.7K.
* Displays the “Overall Customer Satisfaction rating” with three distinct categories:
  + - Zero satisfaction: 0 calls.
    - Medium satisfaction (4054): represented in blue.
    - High satisfaction (8108): represented in green.
* A pie chart titled “Call Durations” with two segments:
  + - Answered (Y/N): Represented in blue with a count of 4.05K.
    - Not answered (N): Represented in grey with a count of .95K.
* A bar graph titled “Count of Answered (Y/N) By Agent”, displaying counts for each agents.

The dashboard provides comprehensive insights into the call center's performance metrics such as total calls received, answered calls, average satisfaction score and average answer speed. It also offers detailed analytics on individual agent’s performance including their average talk duration and number of calls answered. Additionally, customer satisfaction is analyzed based on different topics.