Samuel Bamidele
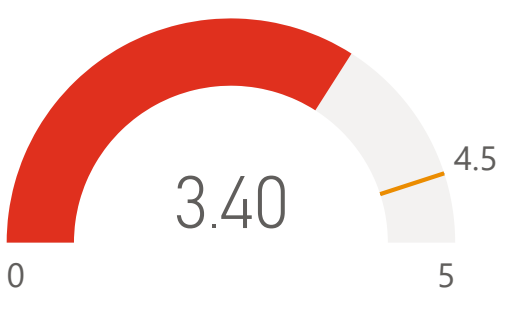**Data Analyst**
bamidelesamuel.data@gmail.com

Call Data Analysis

Topic

All

Agent
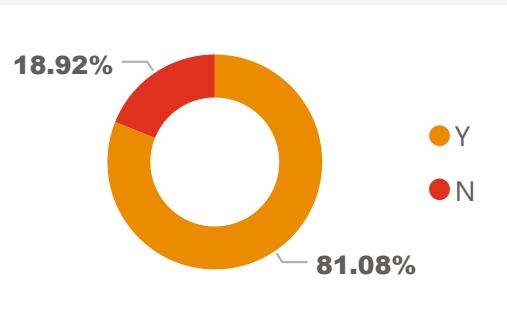
All

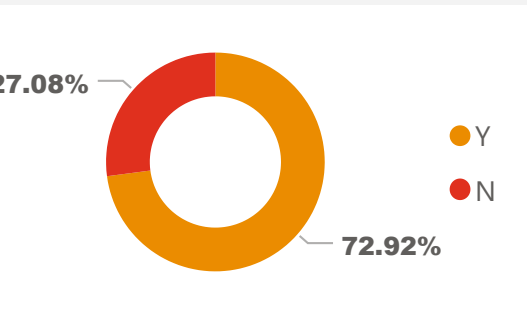1/1/2021   3/31/2021

Average satisfaction

3.40

0   5

4.5

Key findings

- Unresolved subjects need attention especially in Technical Support.
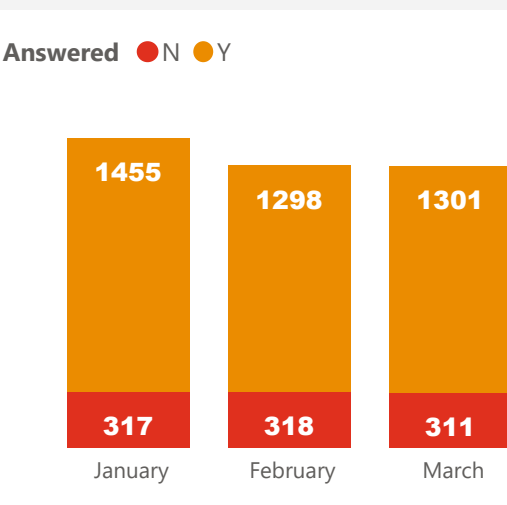- Unanaswered calls needs attention.

Answered

18.92%

81.08%

- Y
- N

Resolved

27.08%

72.92%

- Y
- N

Average speed of answer (s)

67.52

Number of calls per month

Answered ●N ●Y

Month	Answered (Y)	Answered (N)
January	1455	317
February	1298	318
March	1301	311

Agent statistics

Agent	# of answered	# of resolved	Avg Satisfaction Rate	Avg speed of answer (s)
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Dan	523	471	3.45	67.28
Jim	536	485	3.39	66.34
Diane	501	452	3.41	66.27
Stewart	477	424	3.40	66.18
Becky	517	462	3.37	65.33

Jim performs well overall with high satisfaction ratings, though he's less active on technical support, which takes more time. Improving his tech knowledge could help. Joe, however, is a concern as he handles fewer calls, has low satisfaction scores, and takes longer on calls.