

# Call Center Trends

5K  
Total\_Calls

4054  
Overall calls answered

946  
Overall calls abandoned

14K  
Overall customer satisfaction

5000  
Count\_of\_Calls

67.52  
Avg\_speed\_of\_answer\_in...

Call Id  
All

Agent  
All

Topic

Admin Support Contract related Payment related

Streaming Technical Supp...

Answered (Y/N)

N Y

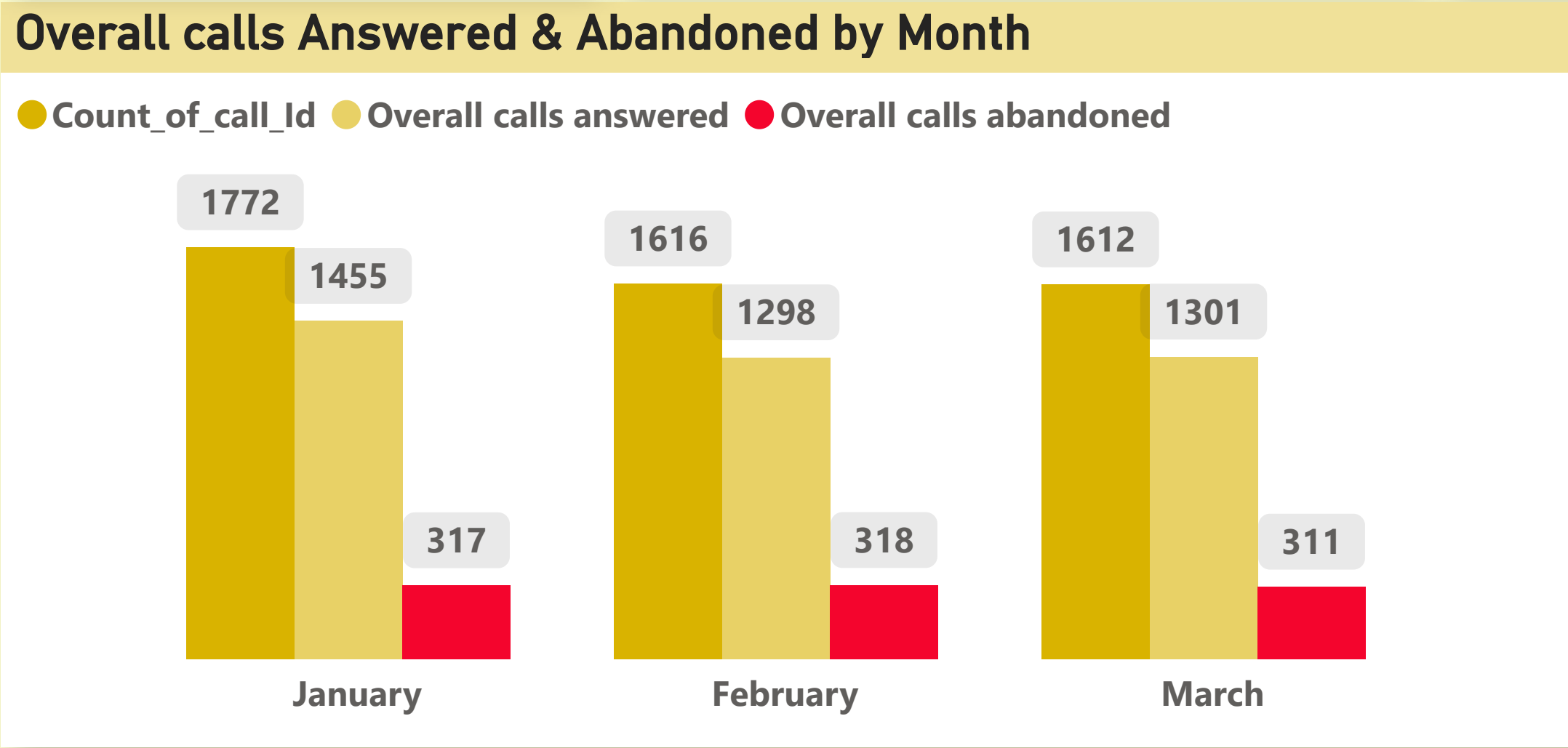
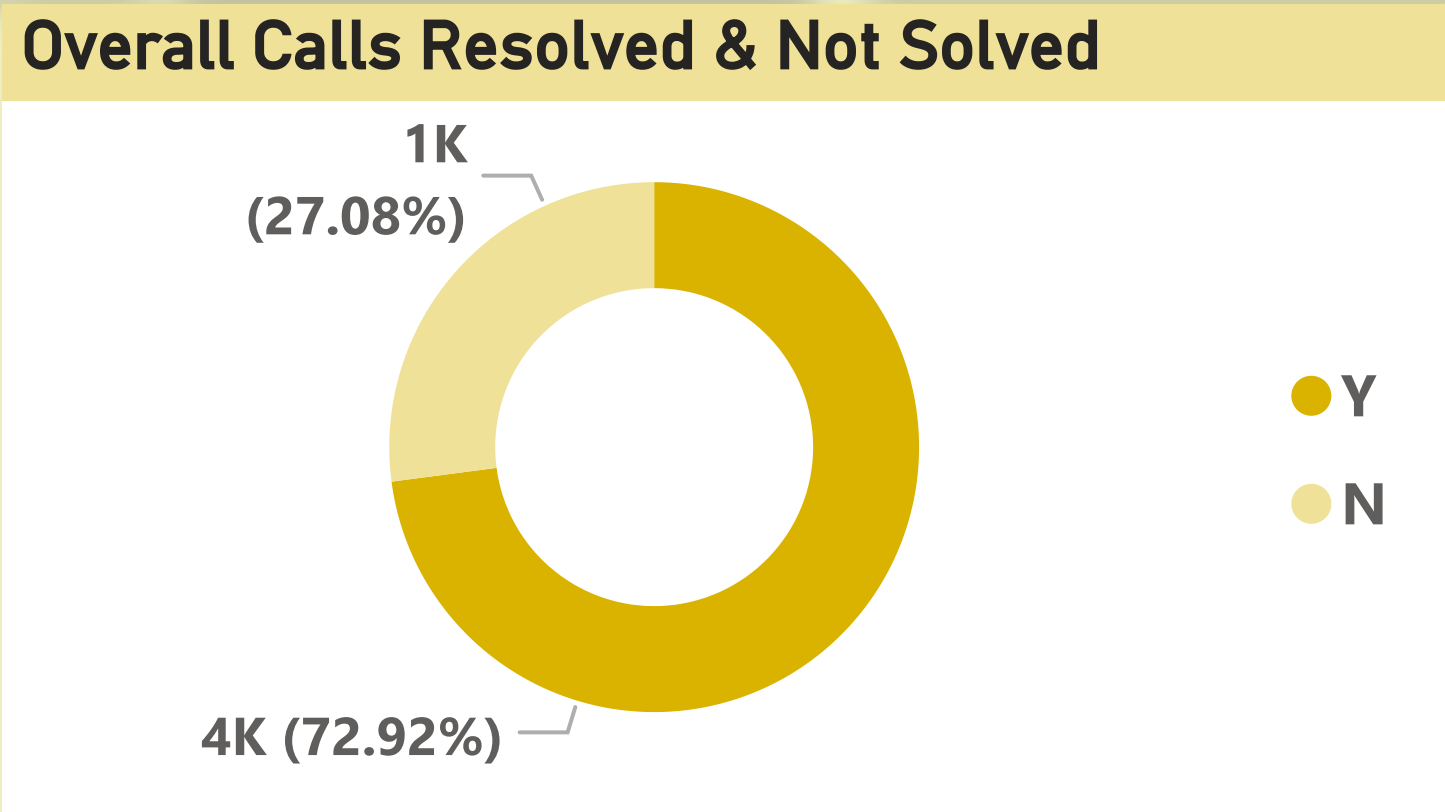
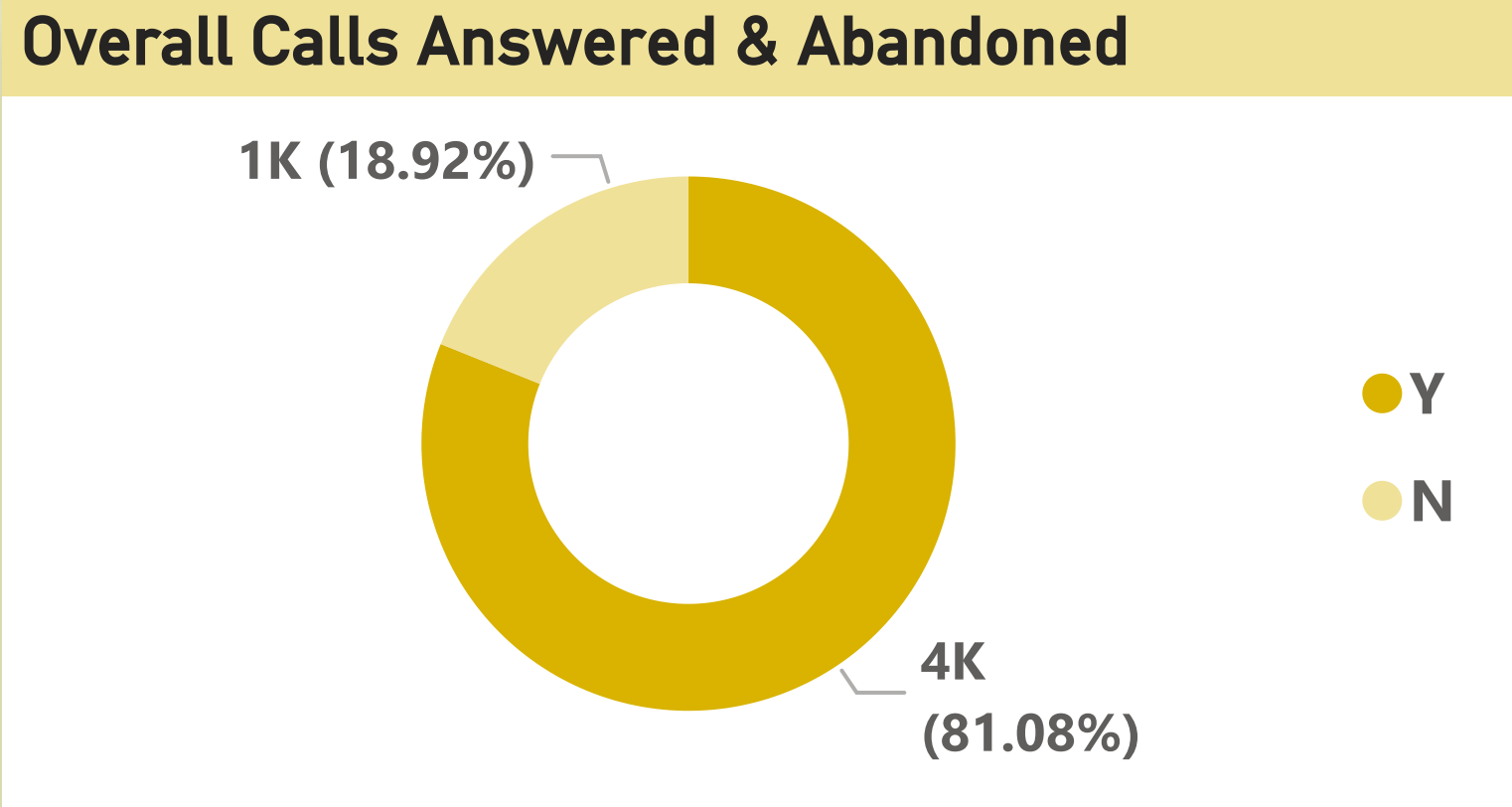
Resolved

N Y

Date

1/1/2021

3/31/2021



Agent_Statistics				
Agent	Overall calls answered	Overall_Resolved	Average of Satisfaction rating	Average_talk_duration
Dan	523	471	3.45	1.00
Jim	536	485	3.39	1.00
Greg	502	455	3.40	1.00
Stewart	477	424	3.40	1.00
Joe	484	436	3.33	1.00
Martha	514	461	3.47	1.00
Becky	517	462	3.37	1.00
Diane	501	452	3.41	1.00
Total	4054	3646	3.40	1.00

# Churn Analysis

1869

Customer at Risk

2173

NumTechTickets

7965

NumAdminTickets

\$1.25M

Monthly Charges

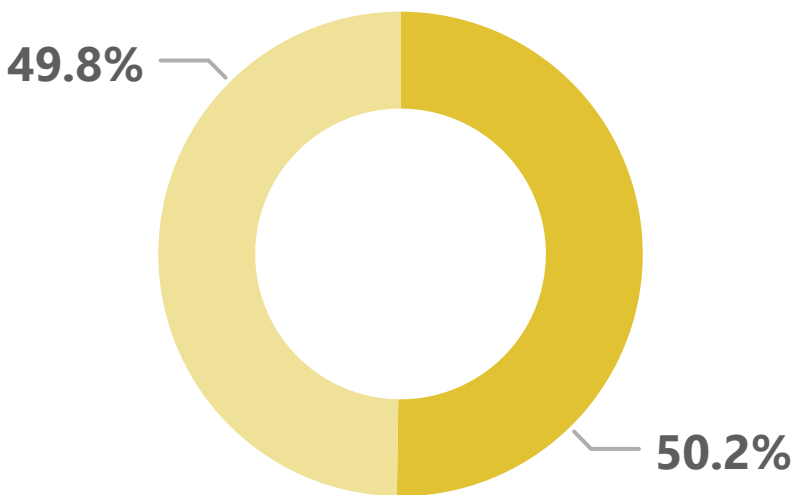
\$25.77M

Yearly Charges



## Demographics

● Female ● Male



25%

Senior Citizen

36%

Partner

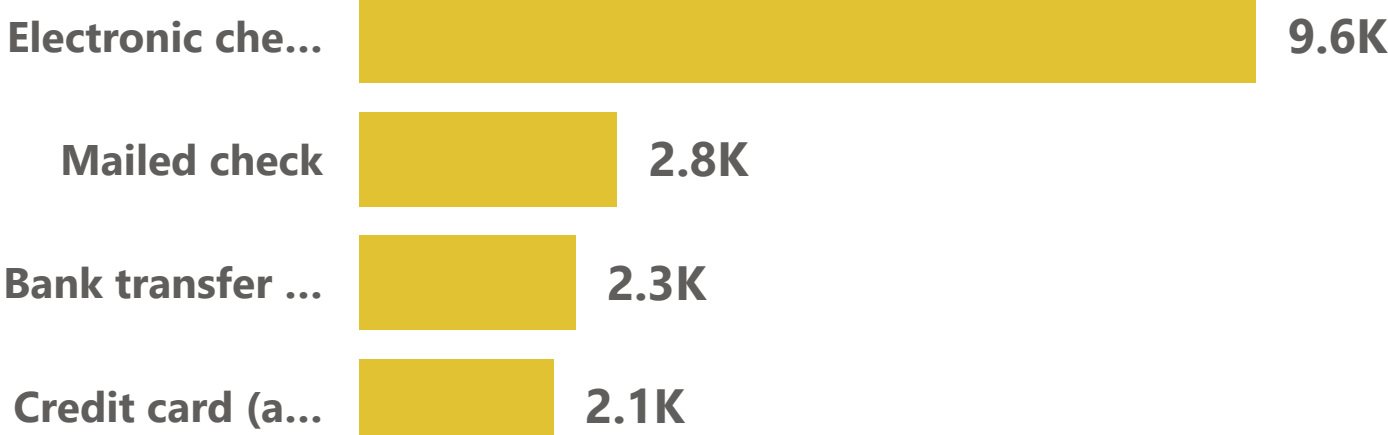
17%

Dependents

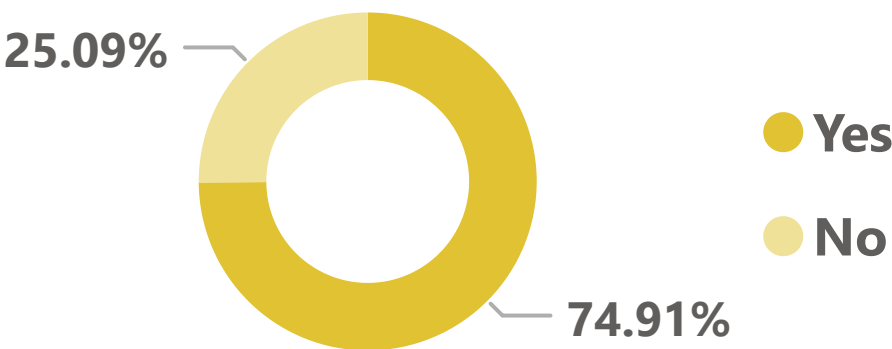


## Customer account Information

### Payment Method



### Paperless Billing



### Average Charges

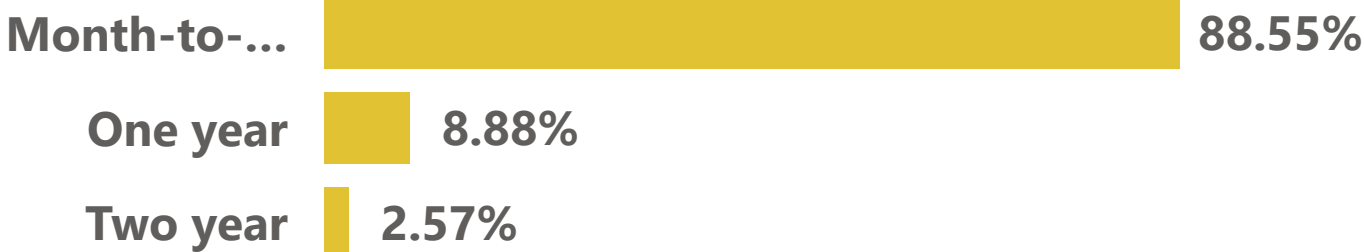
\$1.25M

Monthly

\$25.77M

Total

### Contract



## Services Customers signed up for

91%

Phone Service

44%

Streaming TV

100%

Streaming Movies

29%

Device protection

28%

Online Bacup

100%

Tech Support

16%

Online Security

### Multiple Lines?

49.97%

No

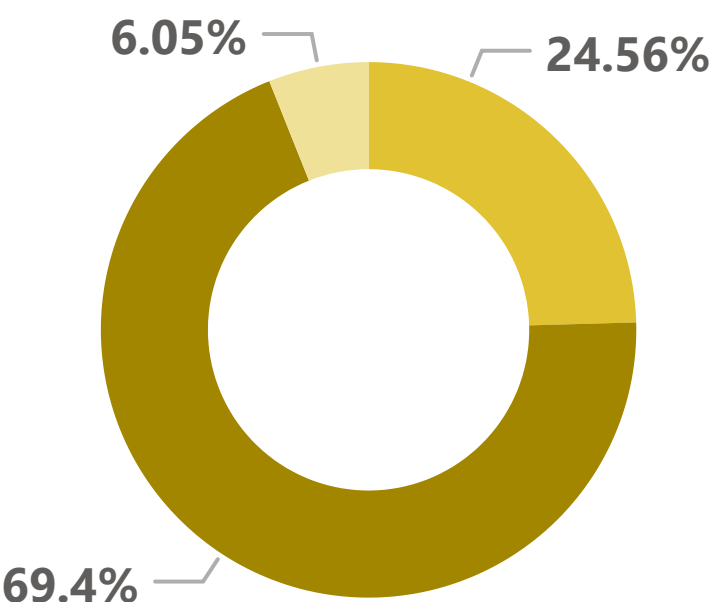
50.03%

Yes



## InternetService

● DSL ● Fiber optic ● No



# Customer Risk Analysis

Risk of churn

Churn

☐ No

☐ Yes

Internet Service

InternetService

☐ DSL

☐ Fiber optic

☐ No

Months Subscribed

tenure

0

72

Contract type

Contract

☐ Month-to-month

☐ One year

☐ Two year

7043

Total Customers

26.54%

churn rate %

Churn

0K

2K

7K

\$144.51M

Yearly Charges

26595

Tech Tickets

32688

Admin Tickets

churn rate % by InternetService

InternetService	churn rate %
Fiber optic	41.89%
DSL	18.96%
No	7.40%

Count of customerID by InternetService

InternetService	Count of customerID
DSL	21.67%
Fiber optic	43.96%
No	34.37%

Sum of Monthly Charges by InternetService

InternetService	Sum of Monthly Charges
DSL	7.05%
Fiber optic	62.11%
No	30.84%

Type of Contract

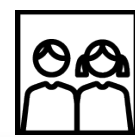
Contract	churn rate	Customers
Month-to-month	42.71%	4K
One year	11.27%	1.5K
Two year	2.83%	1.7K

Years of contract

Years of contract	churn rate %	Monthly Charges
< 1 year	20%	\$1.0M
< 2 years	10%	\$0.5M
< 3 years	8%	\$0.4M
< 4 years	5%	\$0.3M
< 5 years	7%	\$0.5M
< 6 years	22%	\$1.0M

Churn by Payment Method

Payment Method	churn rate %	Sum of MonthlyCharges
Electr... check	45.29%	\$1.6M
Mailed check	19.11%	\$0.6M
Bank transfer (auto...)	16.71%	\$0.9M
Credit card (auto...)	15.24%	\$0.9M



# Diversity & Inclusion

Department

All



Job Level

All



Age group

All



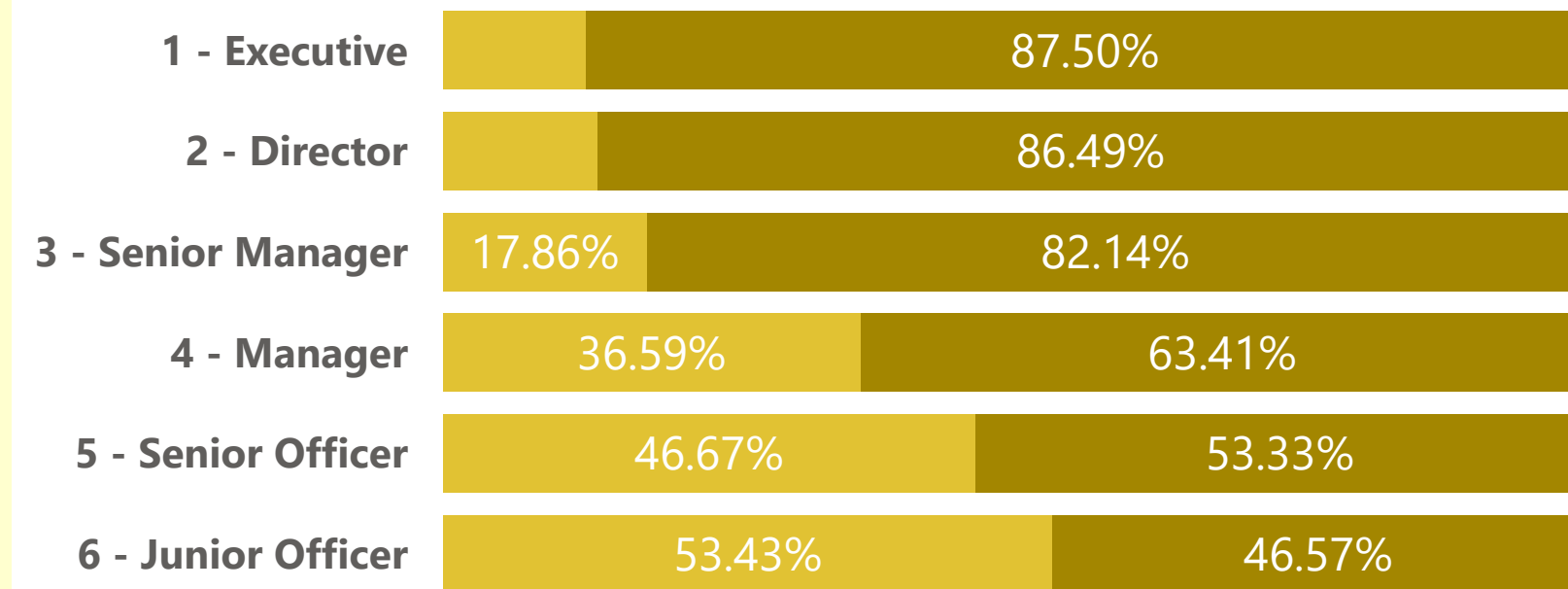
Region Group

All



## KPI 1- Hiring

Gender ● Female ● Male



59%

% of hires men

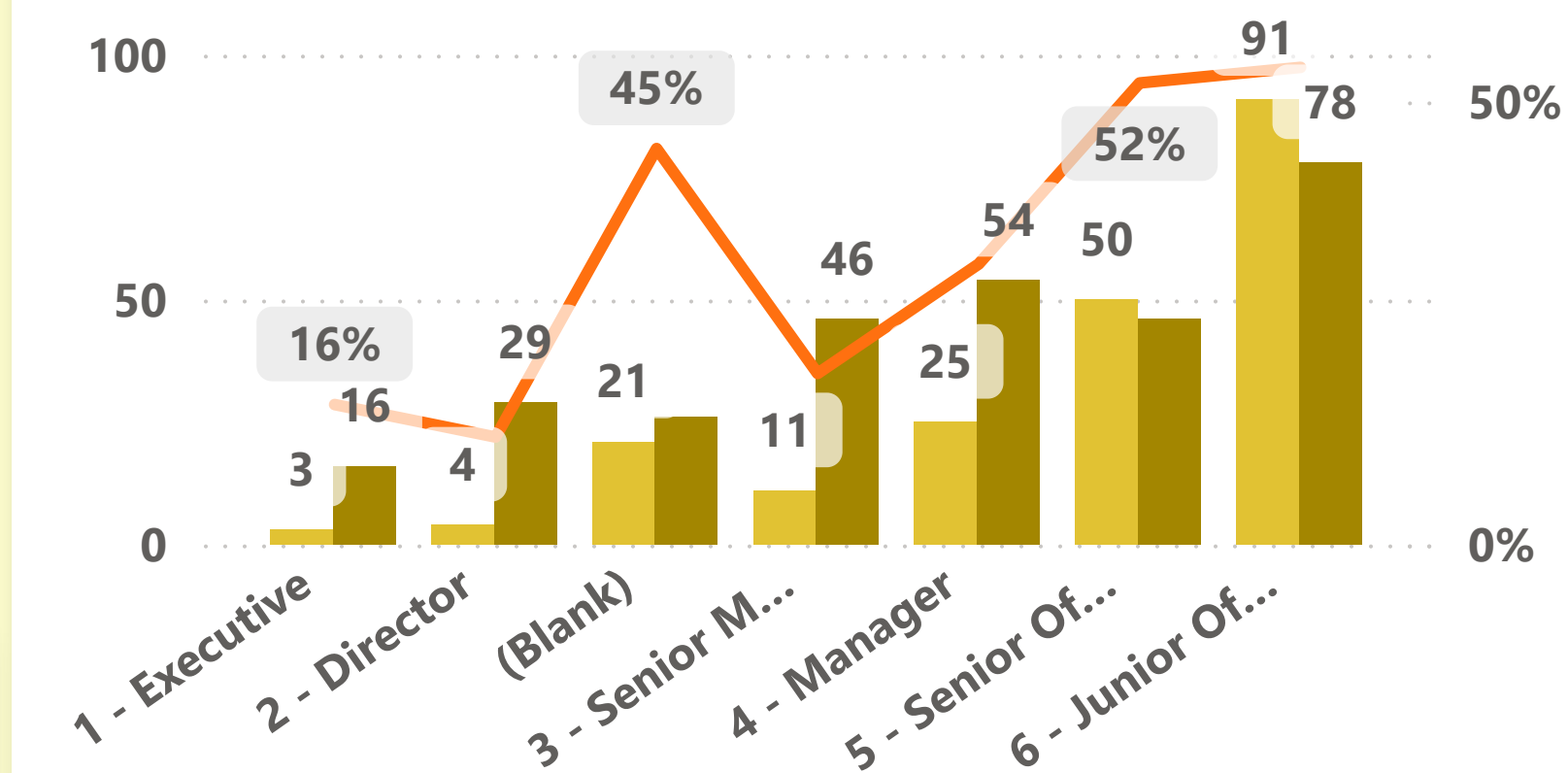
41%

% of hires women



## KPI 2 - Promotions (this year)

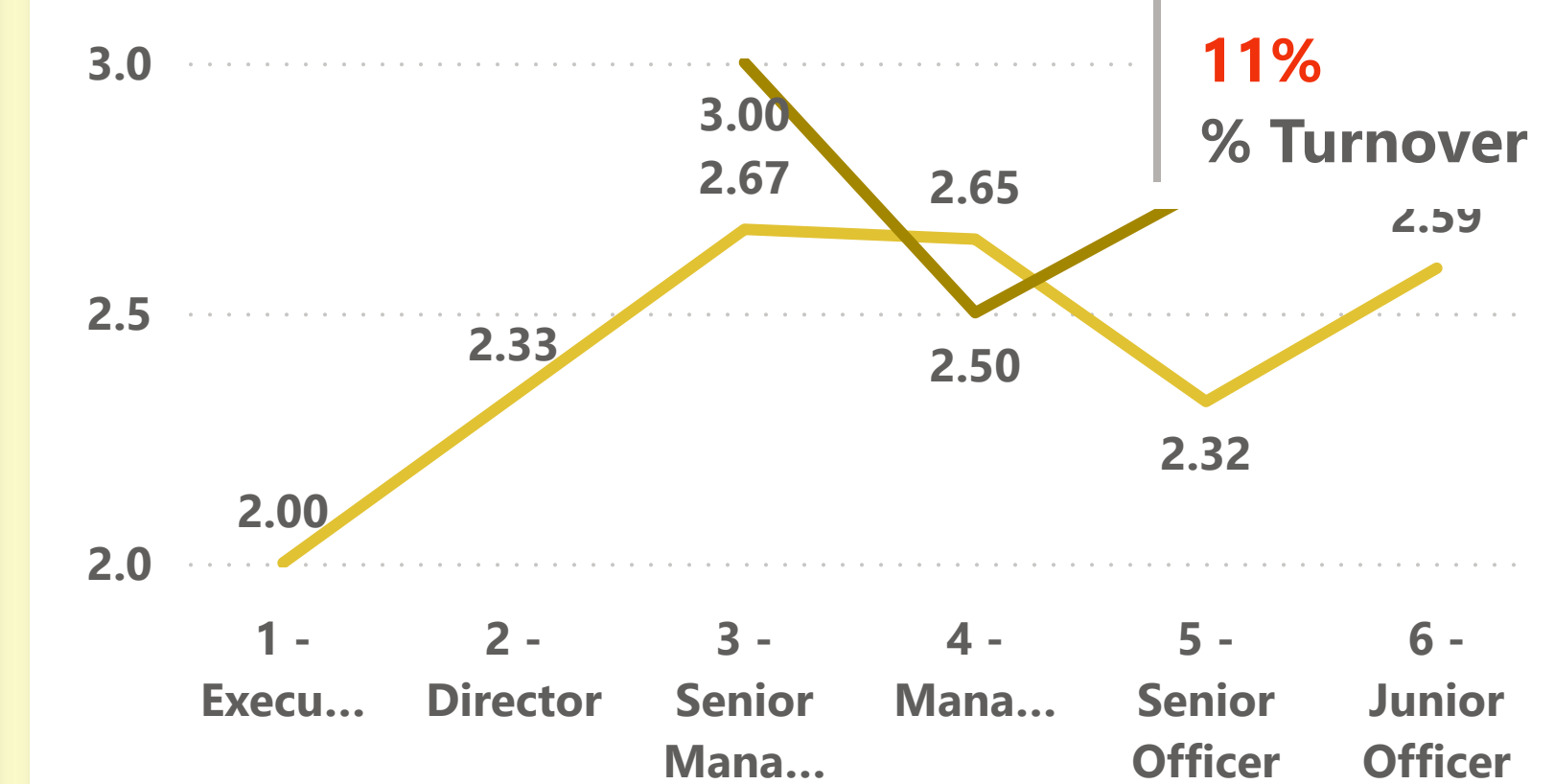
Gender ● Female ● Male ● % of hires women



## KPI 3 - Turnover Rate (FY20 leavers)

Average Performance Rating of Leavers vs non-Leavers (WOMEN)

Left this FY? ● No ● Yes

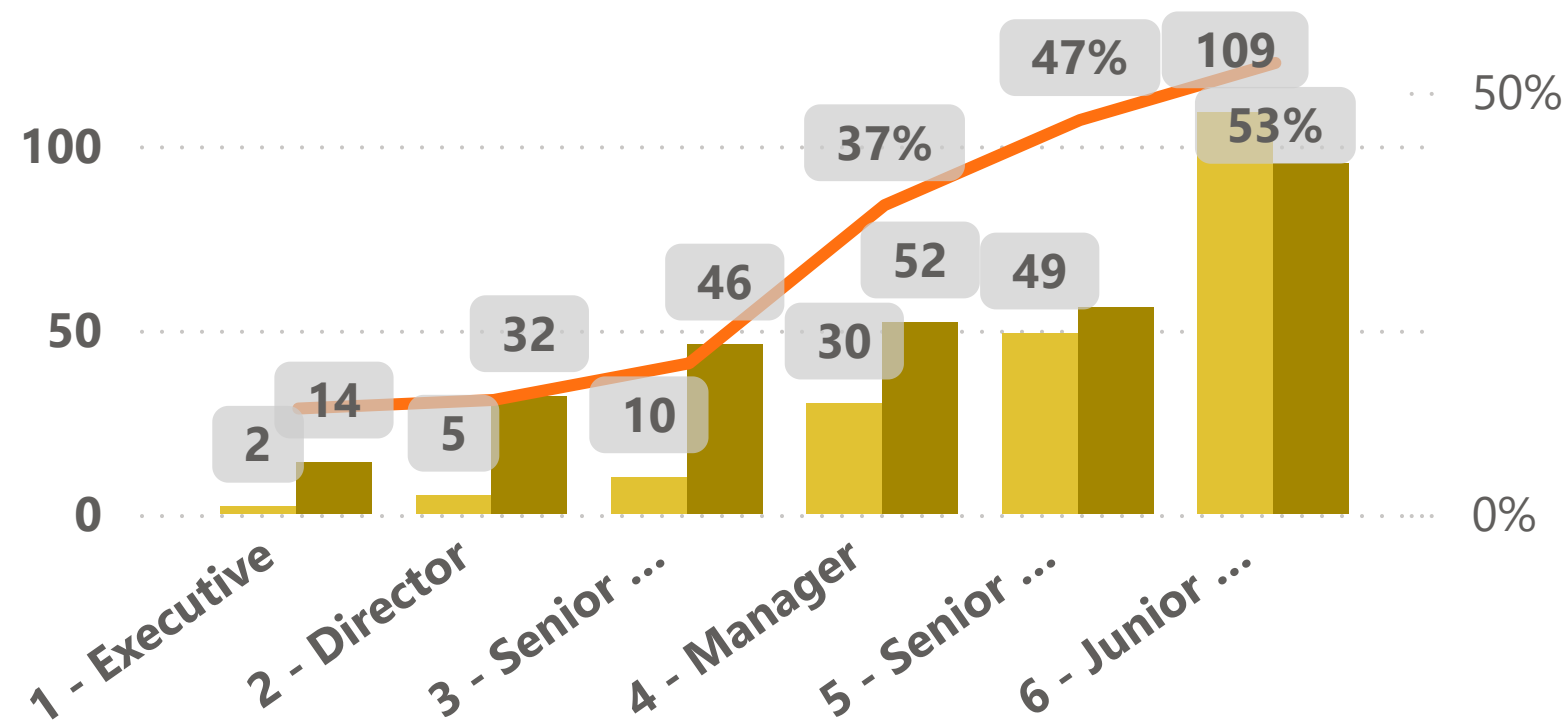


Female

11%

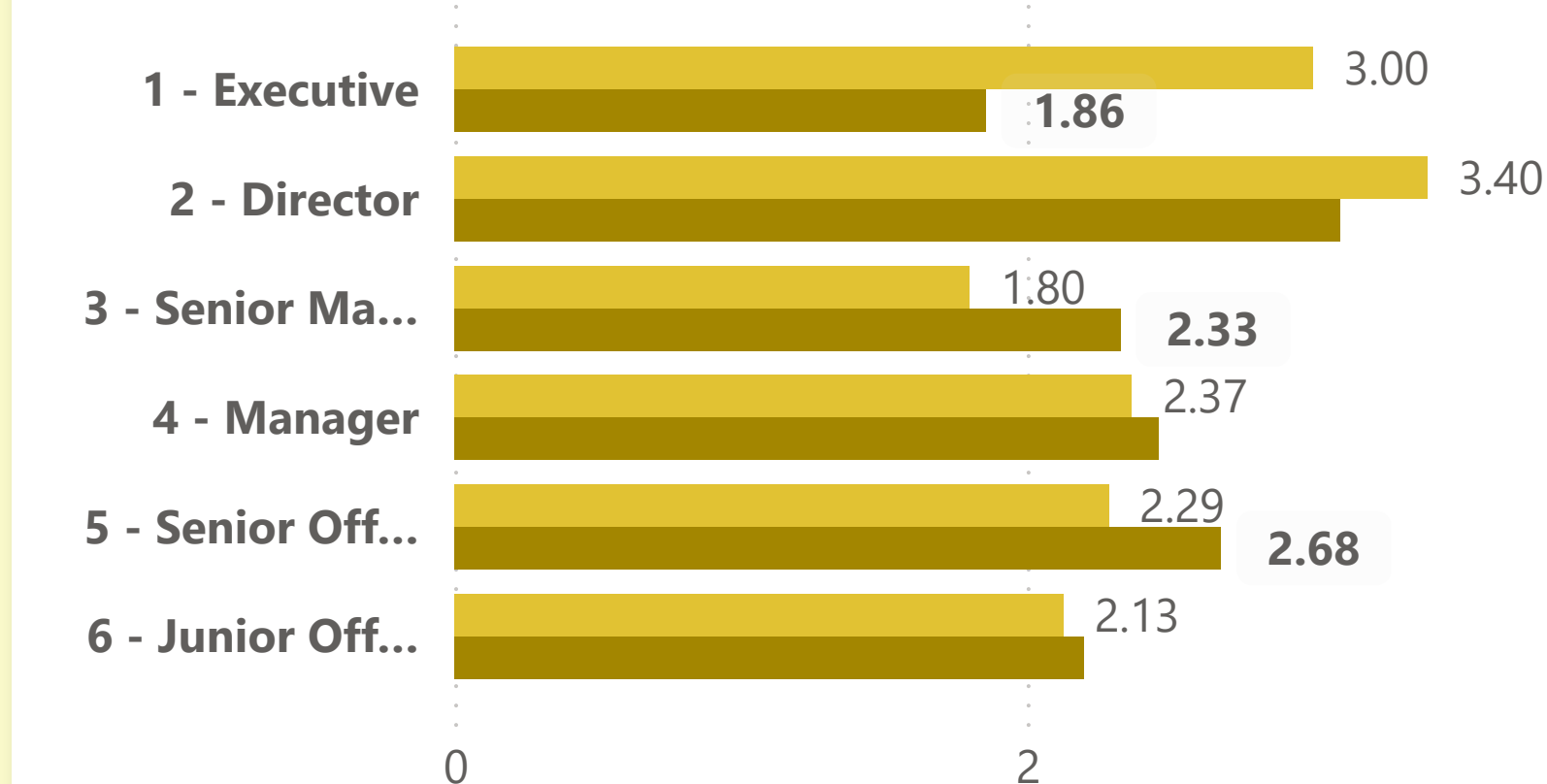
% Turnover

Gender ● Female ● Male ● % of hires women



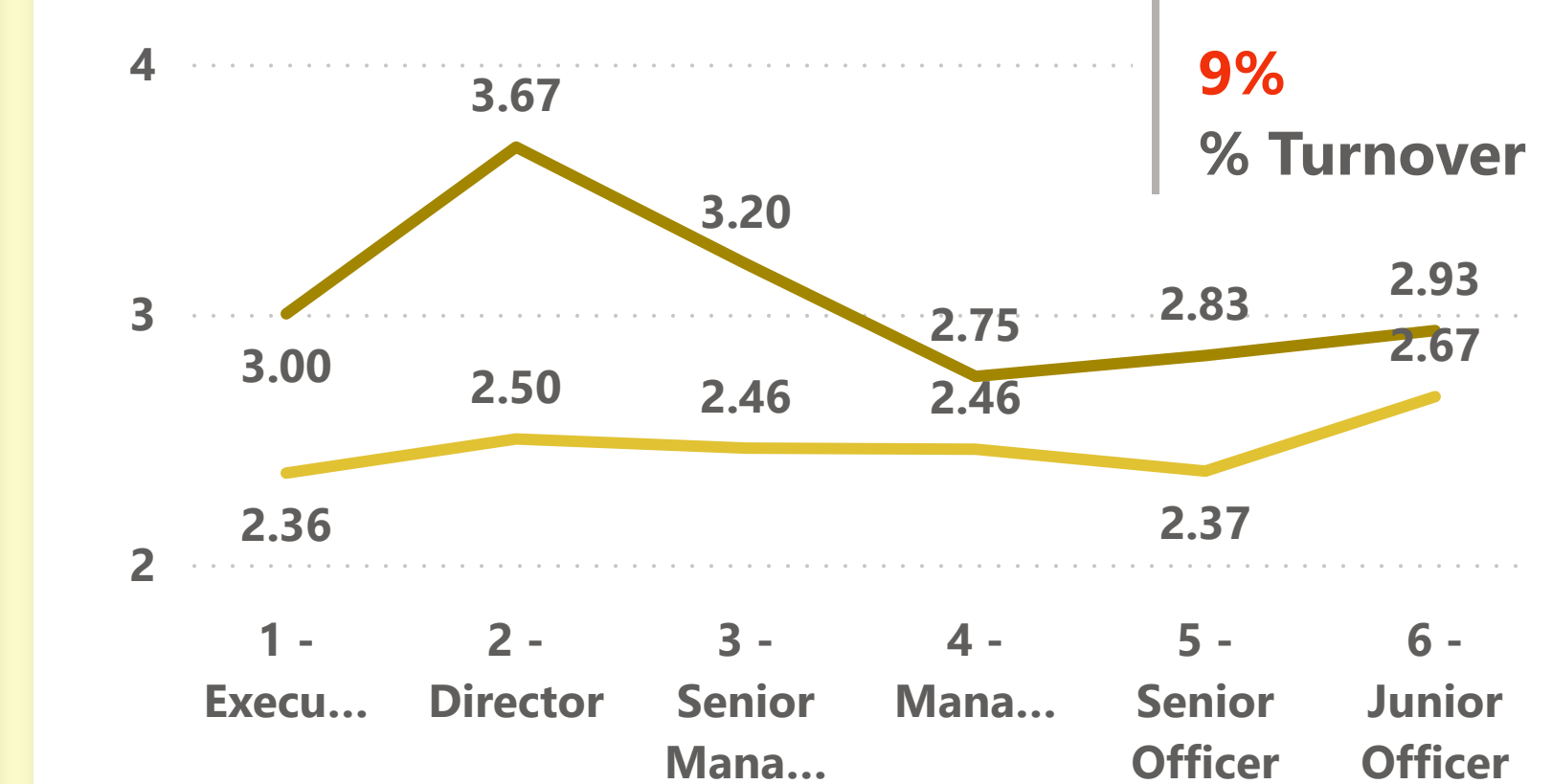
Job Level after FY20 promotions

Gender ● Female ● Male



Average Performance Rating of Leavers vs non-Leavers (MEN)

Left this FY? ● No ● Yes



Male

9%

% Turnover





# Diversity & Inclusion

Department

All



Job Level

All



Age group

All



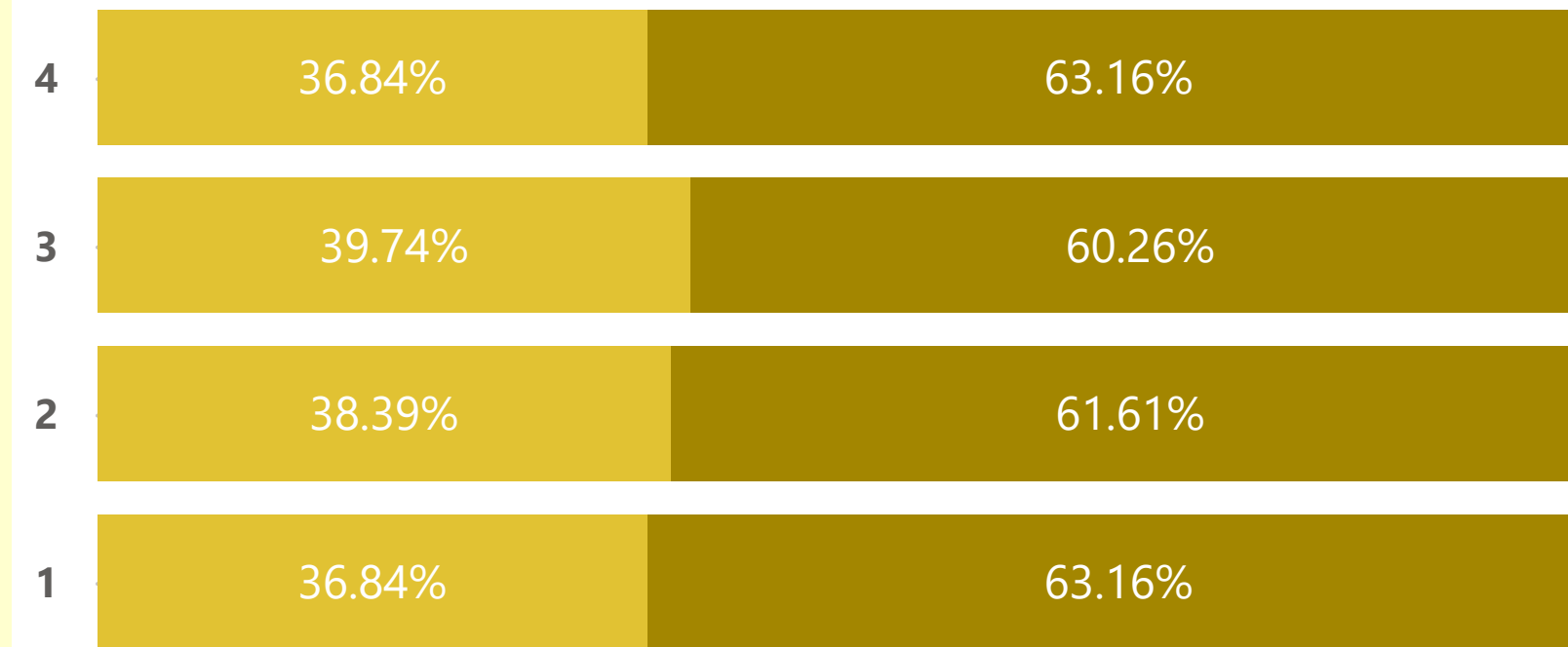
Region Group

All



## KPI 4 - Performance Rating

Gender ● Female ● Male

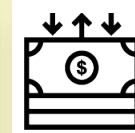


2.42

Avg Perf rating: women

2.41

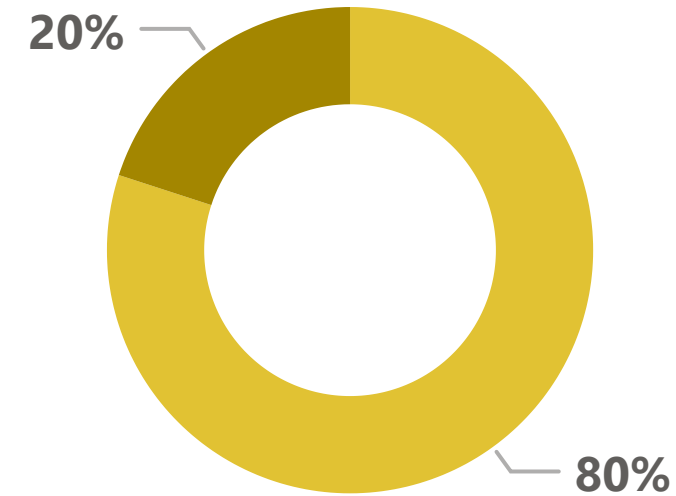
Avg Perf rating: men



## KPI 5 - Executive Gender Balance

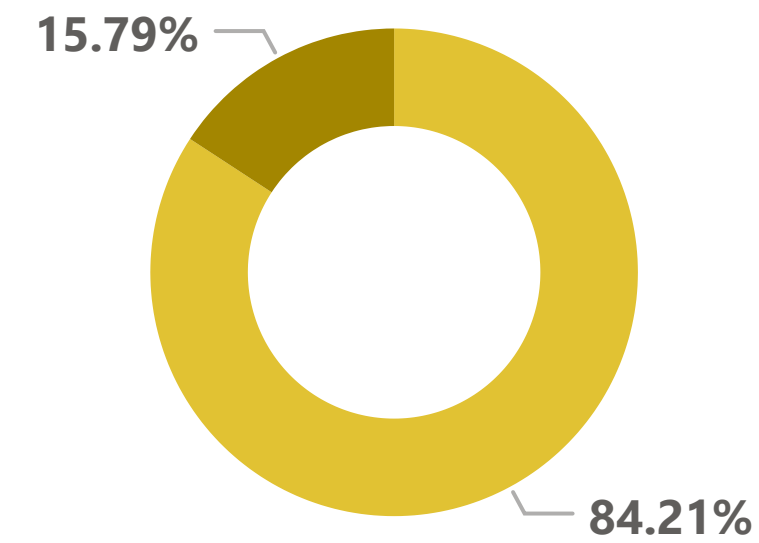
Executive Split [FY 20]

● Male ● Female



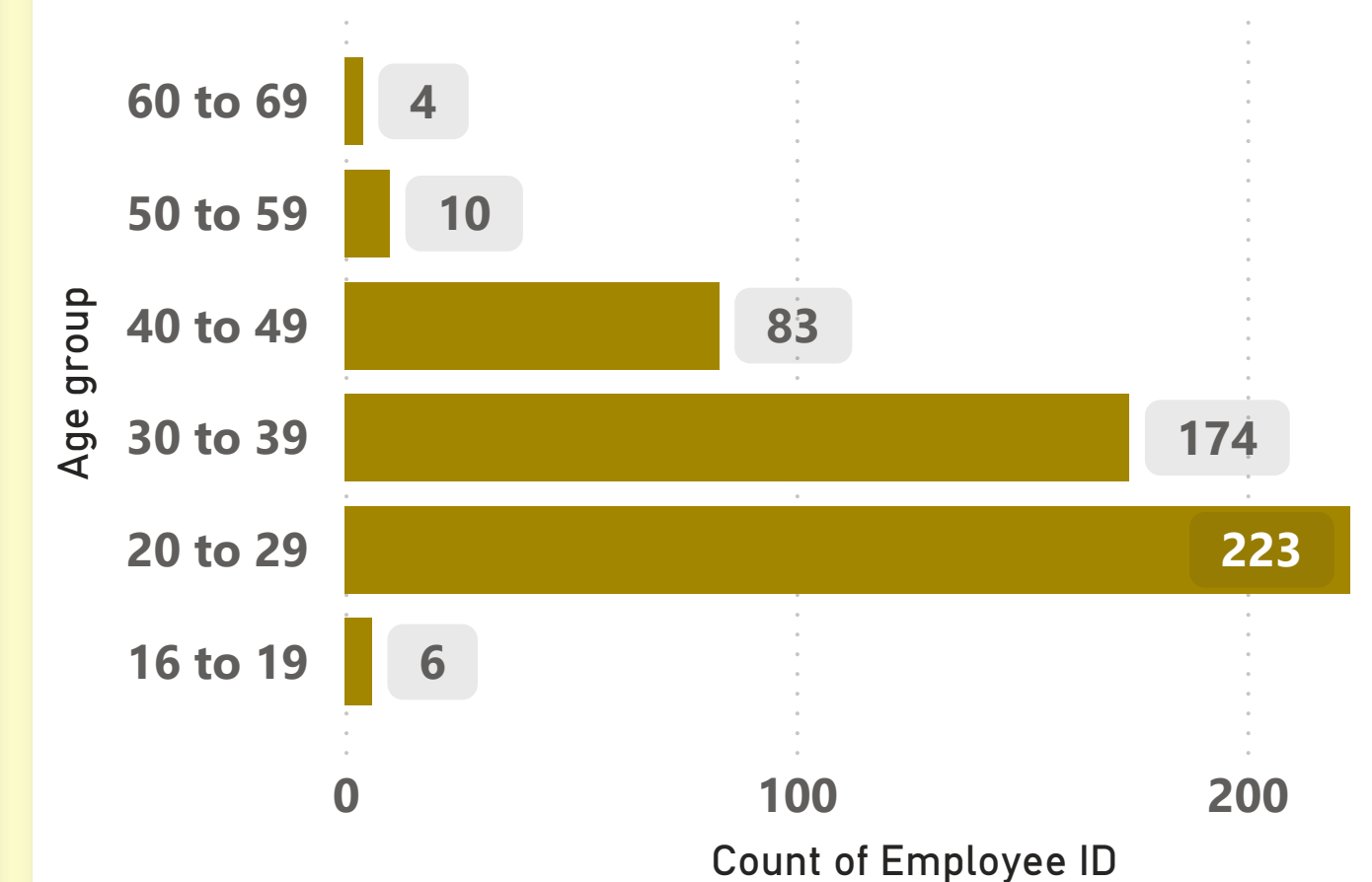
Executive Split [FY 21]

● Male ● Female

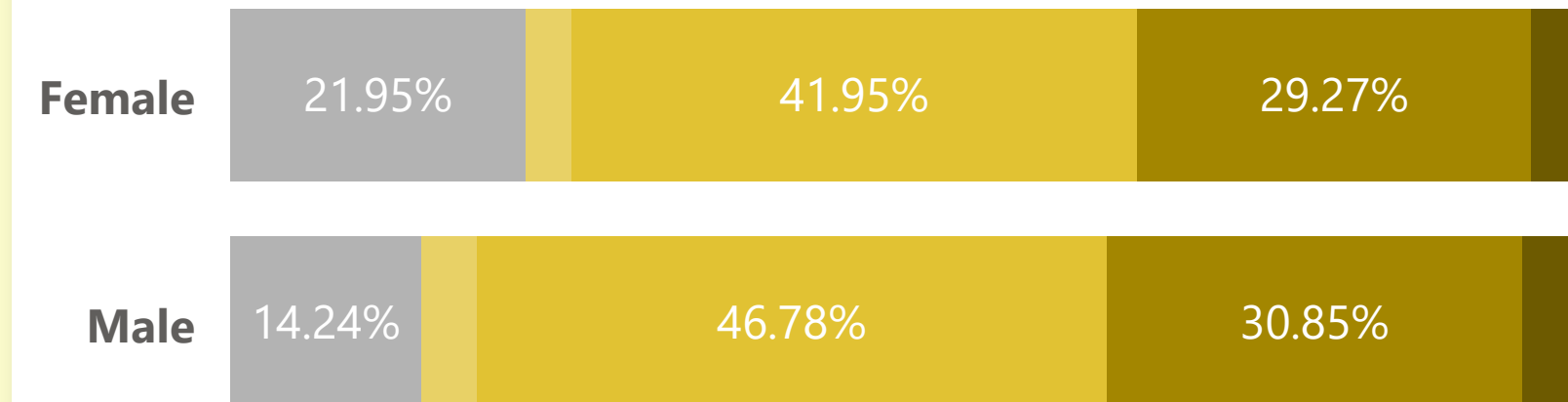


## KPI 6 - Age Group

Employees by Age group (end FY20)

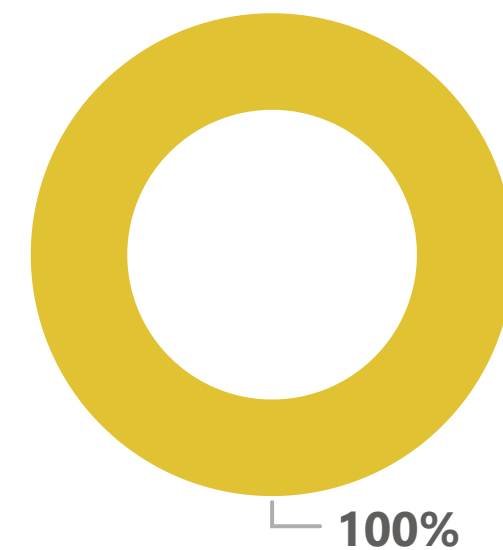


FY20 Perf R... ● (Blank) ● 1 ● 2 ● 3 ● 4



Executive Split [FY 20]

● Male



Promotion to Executive (FY20)

● Male



Age group ● 16 to 19 ● 20 to 29 ● 30 to 39 ● 40 to 49 ▶

