



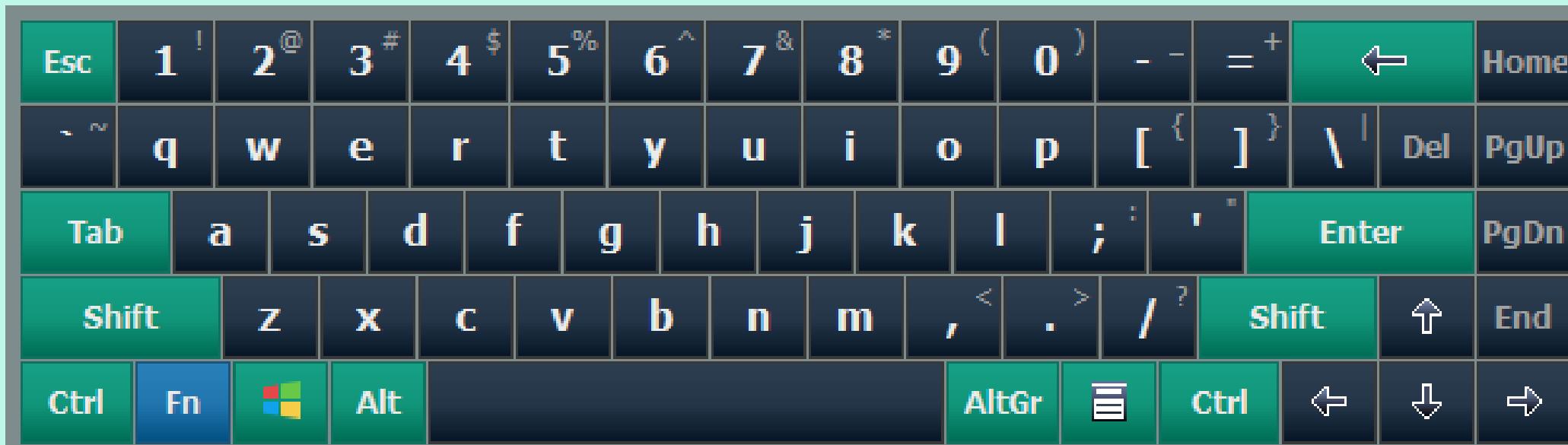
# CALL CENTER ANALYSIS

Sathyakala D  
Data Analyst Intern



Month	Jan	Feb	Mar
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Enter Password





# CALL CENTER ANALYSIS (Overview)

Sathyakala D  
Data Analyst Intern



Jan Feb Mar

Total Calls

5000

Total calls Answered

4054 81.08%

Total calls Abandoned

946 18.92%

Issues Re-Solved

3646 72.92%

Issues Un Re-solved

1354 27.08%

No. of Agent

8

Average Call Duration

00:03:45

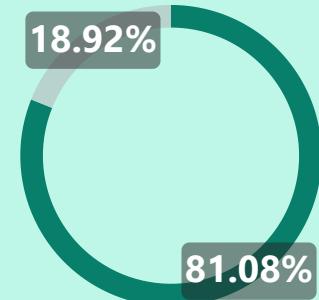
Customer Satisfaction



Average Speed of answer

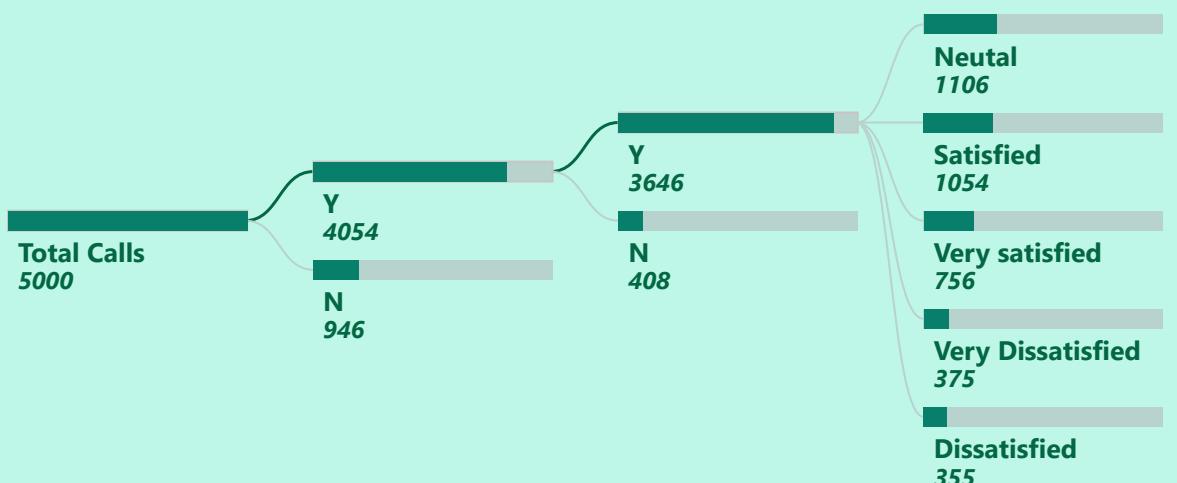
67.52

Total Calls by Answered (Y/N)

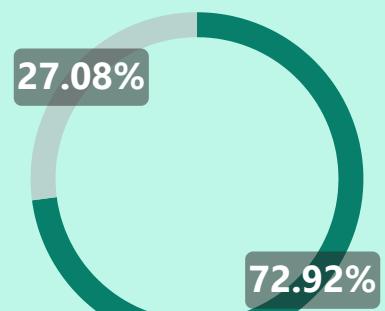


Overview

Answered (Y/N) × Resolved × Rating Grade ×



Total Calls by Resolved





# CALL CENTER ANALYSIS (Call Analysis)

Sathyakala D  
Data Analyst Intern



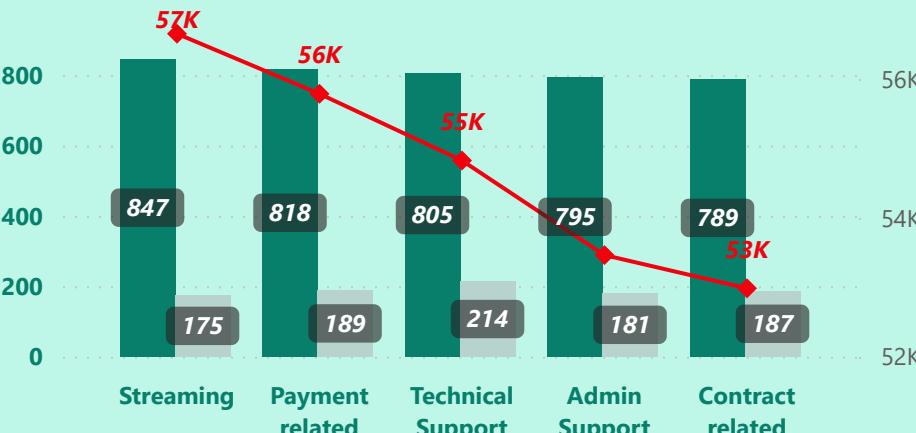
Jan Feb Mar

Total calls  
Answered

4054



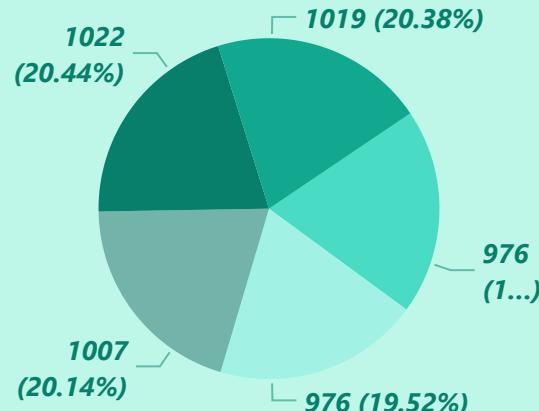
## Calls answered(Y/N) Vs Speed of answers by Topic



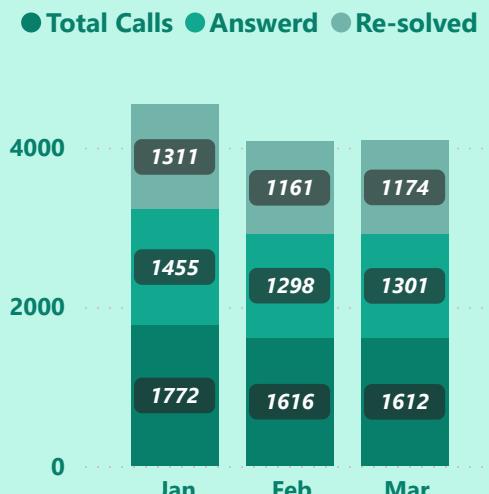
● Answerd ● Notanswered ◆ Sum of Speed of answer in seconds

## Total calls by topic distribution

- Admin Support
- Contract related
- Payment related
- Streaming
- Technical Support

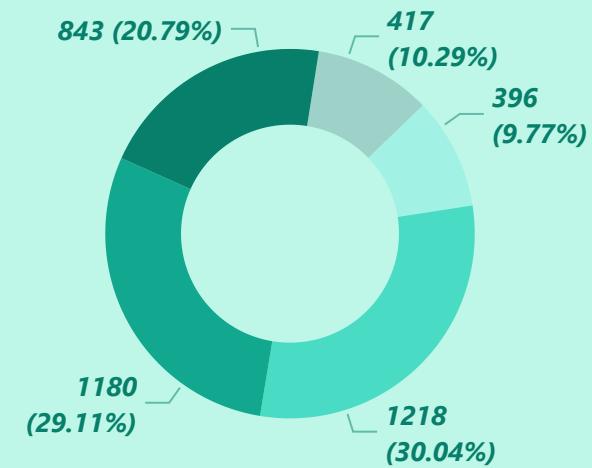


## Total Calls, Answerd and Re-solved by Month



## Satisfaction rating distribution

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied

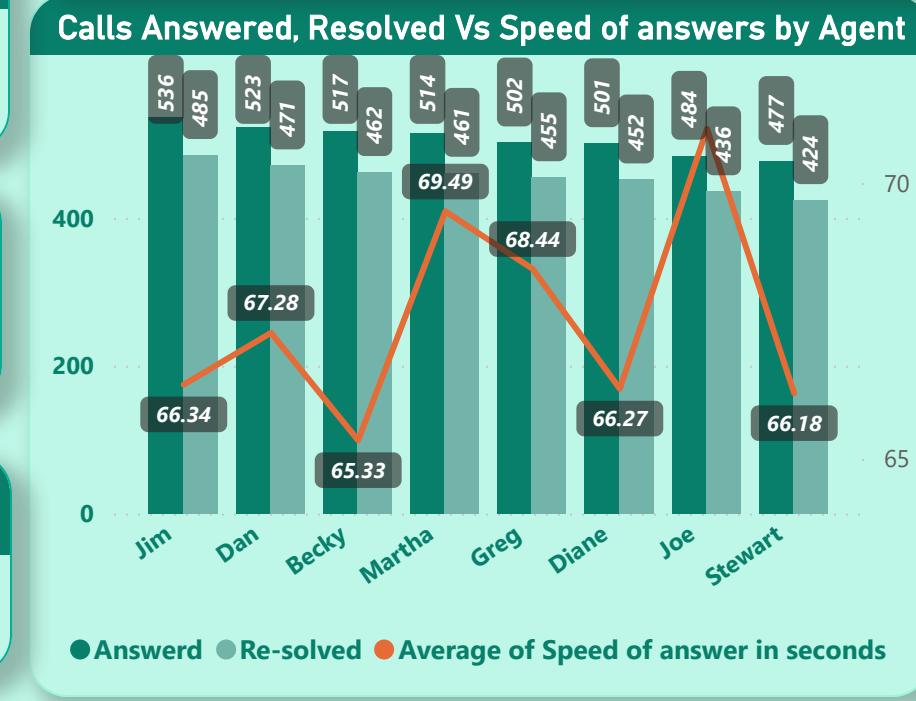
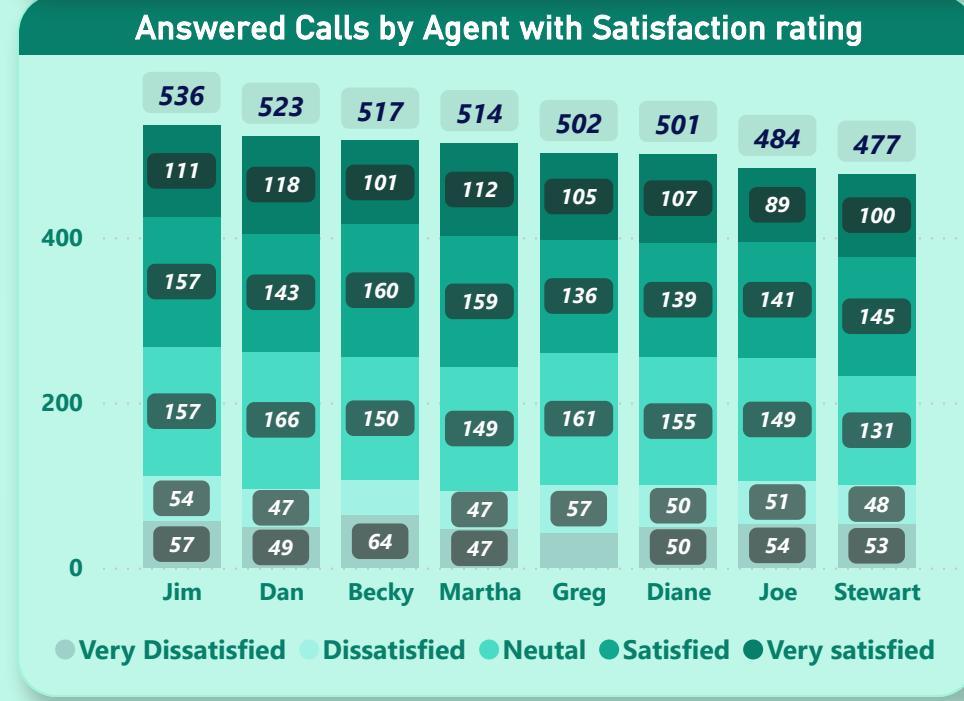
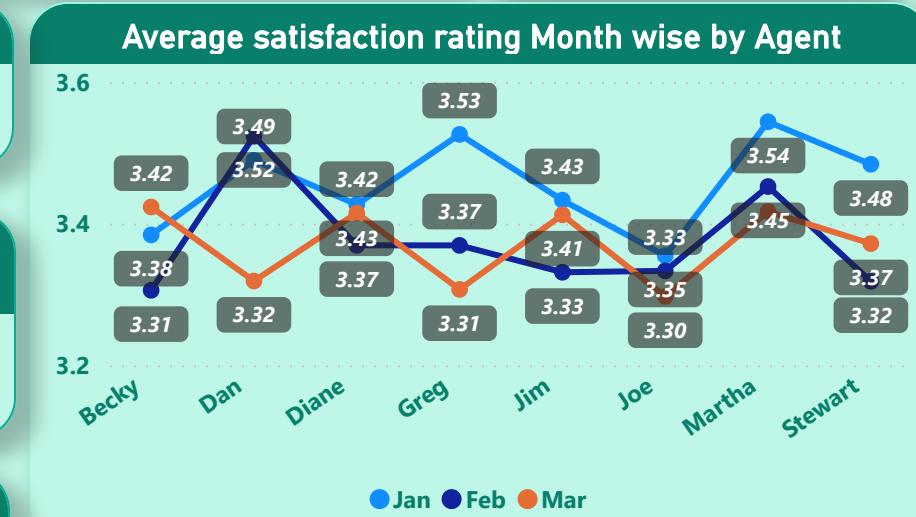
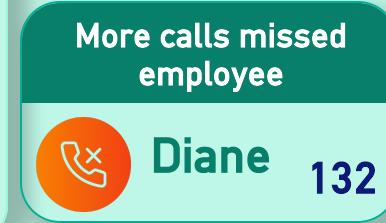
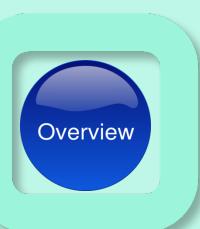




# CALL CENTER ANALYSIS (Agent Analysis)

Sathyakala D  
Data Analyst Intern

Jan Feb Mar





# CALL CENTER ANALYSIS (Summary)

## Insights:

1. Total No. of calls : 5000,
2. Answered calls: 4054 (81.08%)
3. Resolved calls: 3646 (72.92%)
4. Average answer speed: 67.52 sec
5. Average call duration: 00:03:45
6. Customer satisfaction rating: 3.40
7. Total No. of agents: 8
8. No. of Calls answered by agent:

Jim: 536, Dan: 523, Becky: 517, Martha: 514, Greg: 502, Diane: 501, Joe: 484, Stewart: 477

9. No. of Calls by topic:

Streaming: 1022 (20.44%), Technical Support: (1019) 20.38%, Payment related: (1007) 20.14%,

Admin support: (976) 19.52%, Contract related: (976) 19.52%

10. Most issues resolved employee: Jim, 485 calls
11. More calls answered employee: Jim, 536 calls
12. Most rated employee: Martha, 3.47 rating
13. More calls missed employee: Diane, 132 calls

## Review:

1. Focus on Admin support, Contract related topics which low percentage compared to other topics.
2. Investigate reason for more missing calls (132) by Diane and 18.92% of calls were not answered and implement the strategy for improvement.