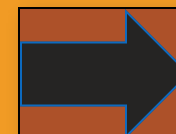




# Call Centre Trends





5000

Total Calls

4054

Total Answered call

3646

Total Resolved Calls

0.13

Average of Call durat...

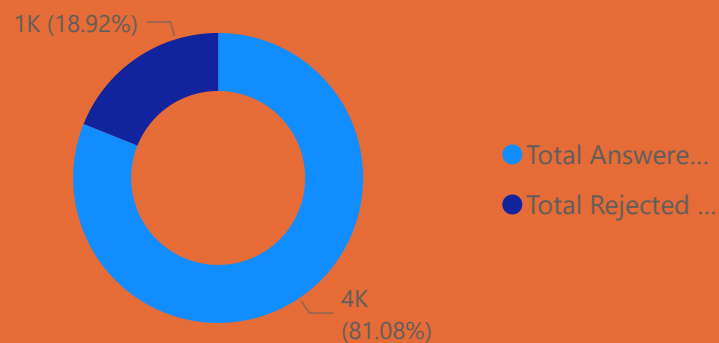
Month

January

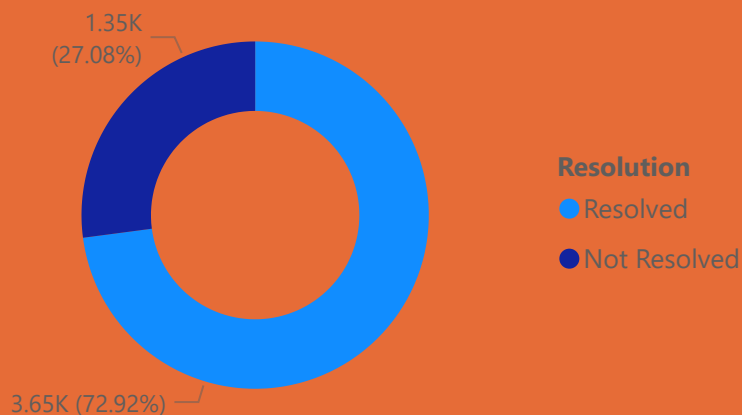
February

March

overall call answered and abandoned



overall call Resolved



Agent

Becky

Dan

Diane

Greg

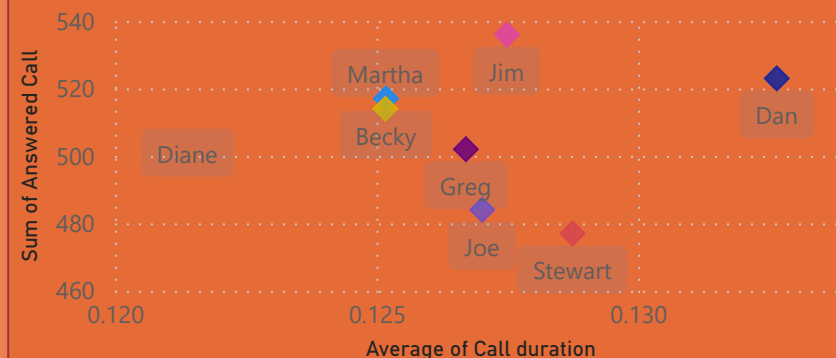
Jim

Joe

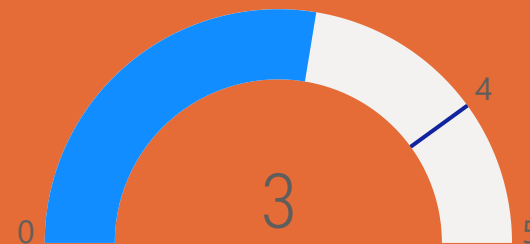
Martha

Stewart

Average of Call duration and Sum of Answered Call by Agent



Average Satisfaction Rating



54.75

Average of Speed of answer in seconds

Total Calls by Topic

Streami...

Technic...

Paymen...

Admin ...

Contrac...

0K

1K





Highest Call Duration Time

Jim

First Agent

Highest % Of Call Answered

Dan

First Agent

Highest Unresolved call by Agent

Diane

First Agent

Highest Unresolved Call By Topic  
Technical Support

Agent	Total Calls	Total Answered call	Total Resolved Calls	Average Ratings
Stewart	582	477	424	★★★★☆
Joe	593	484	436	★★★★☆
Diane	633	501	452	★★★★☆
Greg	624	502	455	★★★★☆
Martha	638	514	461	★★★★☆
Becky	631	517	462	★★★★☆
Dan	633	523	471	★★★★☆
Total	5000	4054	3646	★★★★☆

## Key Insights

The Phone Now Call Center received 5000 calls between January and March, with 4054 calls being answered, resulting in an 81.08% answer rate. Of the 4054 answered calls, 3646 were resolved, accounting for 72.92% of all answered calls, with the remaining 27.08% of calls remaining unresolved. The average speed of answer for calls was 54.75 seconds, the average call time for calls was 03:45 minutes, overall customer satisfaction rating for the analyzed period was 3, which is moderately satisfactory.

All agents had a high percentage of calls answered, ranging from 79.15% to 82.62%. Dan Answered the highest percentage of calls when Jim has the highest call duration time. Joe, and Becky had the highest percentage of resolved calls, ranging from 74.41% to 73.22%. Diane had the highest percentage of unresolved calls, at 28.59%. Dan and Joe were the most effective agents in resolving calls across all topics. Martha had a high number of unresolved calls for streaming and technical support. Diane had the highest number of unresolved calls for contract-related and payment-related. Stewart had the highest number of unresolved calls for payment-related, while Greg had the highest number of unresolved calls for technical support issues, these patterns suggest that there may be room for improvement in these areas for these agents. They may benefit from additional training or support to enhance their skills in these areas to increase their resolution rates

Technical support issues had the highest number of unresolved calls, indicating an opportunity for improvement in this area.