CALL CENTRE

Agent
All ✓

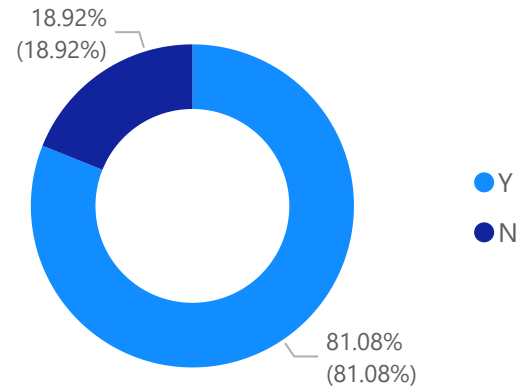## Topic
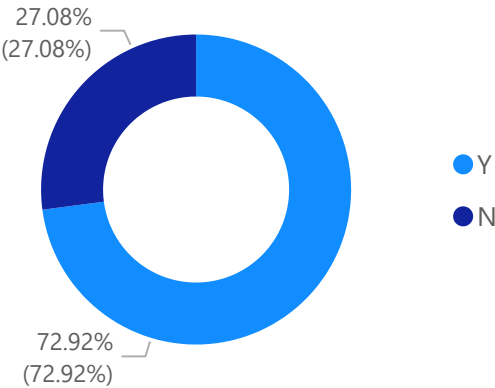All

Date
1/1/2021   3/31/2021

ANSWERED
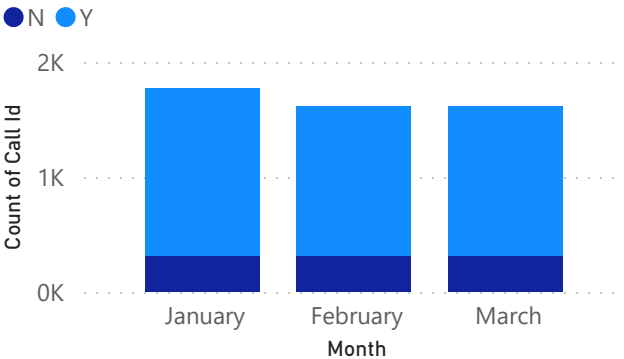
18.92%
(18.92%)

81.08%
(81.08%)

- Y
- N

RECIEVED

27.08%
(27.08%)

72.92%
(72.92%)

- Y
- N

AVERAGE SPEED OF ANSWER

67.52

AVG SATISFACTION

3.40

0.00   5

NUMBER OF CALL PER MONTH

- N Y

2K

1K

0K

January   February   March

Month

Count of Call Id

AGENTS STATISTICS

Agent	# of Answered (Y/N)	# of Resolved	Avg_Satisfact_rating	Avg of Speed of answer
Becky	631	631	3.37	65.33
Dan	633	633	3.45	67.28
Diane	633	633	3.41	66.27
Greg	624	624	3.40	68.44
Jim	666	666	3.39	66.34
Joe	593	593	3.33	70.99
Martha	638	638	3.47	69.49
Stewart	582	582	3.40	66.18
Total	**5000**	**5000**	**3.40**	**67.52**

CUSTOMER RISK ANALYSIS

Churn
- ☐ No
- ☐ Yes

InternetServi...
- ☐ DSL
- ☐ Fiber optic
- ☐ No

tenure
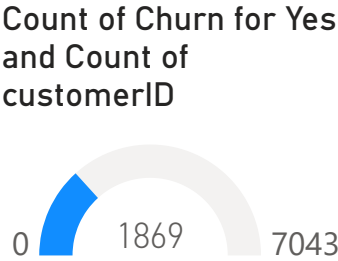
| 0 | 72 |

Contract
- ☐ Month-to-month
- ☐ One year
- ☐ Two year

7043
Count of customerID

26.54...
churn rate %

Count of Churn for Yes and Count of customerID
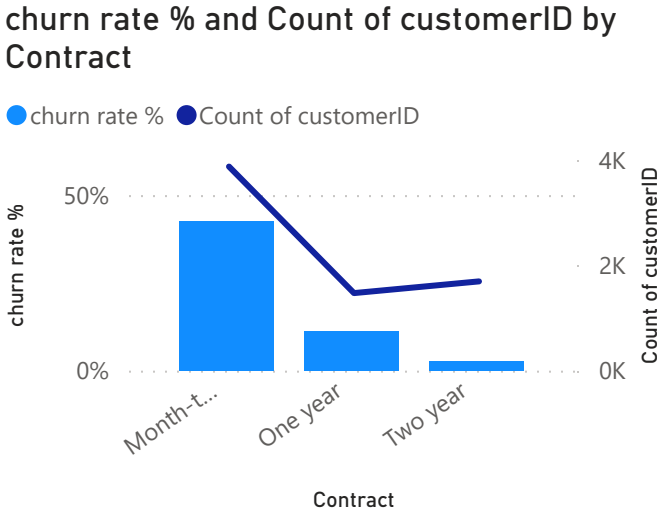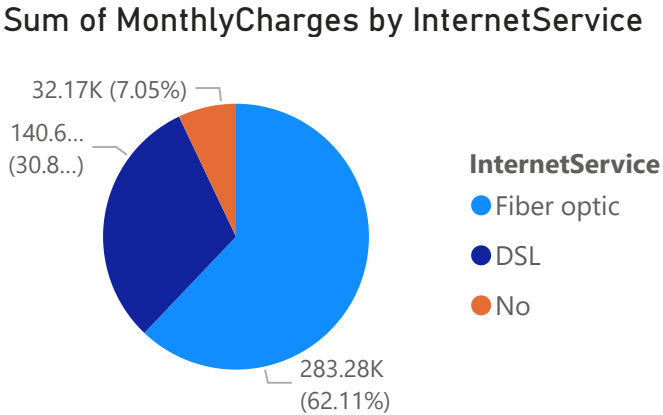
0 — 1869 — 7043

16.06M
Sum of TotalCharges

3632
Sum of numAdminTickets

2955
Sum of numTechTickets

churn rate % by InternetService

Count of customerID by InternetService

3.1K (43.96%) — Fiber optic
1.53K (21....) — No
2.42K (34.3...) — DSL

InternetService
- ● Fiber optic
- ● DSL
- ● No

Sum of MonthlyCharges by InternetService

32.17K (7.05%)
140.6... (30.8...)
283.28K (62.11%)

InternetService
- ● Fiber optic
- ● DSL
- ● No

churn rate % and Count of customerID by Contract

- ● churn rate %
- ● Count of customerID

churn rate % and Sum of MonthlyCharges by PaymentMethod

- ● churn rate %
- ● Sum of MonthlyCharges

Churn Dashboard

1869
Count of customerID

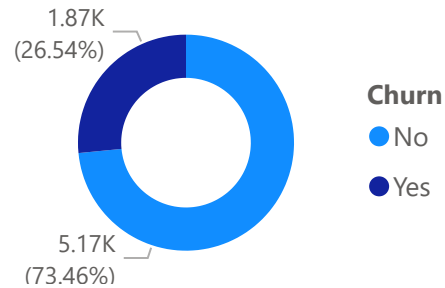**2173**
Sum of numTechTickets

885
Sum of numAdminTickets

139.13K
Sum of MonthlyCharges

Demography

Customer Account Information

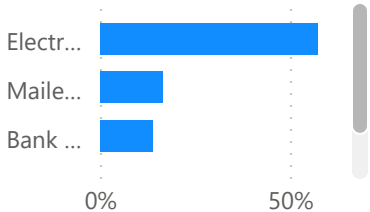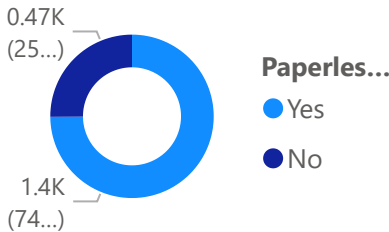## Service Customer Signed For

Count of gender by Churn

1.87K (26.54%)
5.17K (73.46%)

Churn
- No
- Yes

17.44%
Dependents in %

35.79%
Partners in %

%GT Count of PaymentMethod by PaymentMethod

Electr...
Maile...
Bank ...

0%   50%

%GT Count of Contract by Contract

Month...
One y...
Two ye...

Contract

Count of PaperlessBilling by PaperlessBilling

0.47K (25...)
1.4K (74...)

Paperles...
- Yes
- No
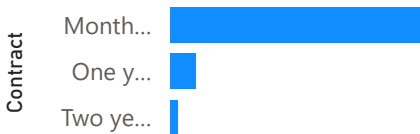
29%
DeviceProtection in %

28%
Online Bacup in %

16%
Online sec in %

44%
streamingTV in %

17%
Technical support in %

44%
streamMovie in %

91%
Phone Service in %

45%
Multiple lines yes in %

55%
Multiple lines no in %

Count of InternetService by InternetService

1.53K (21.67%)
3.1K (43....)
2.42K (34.37%)

InternetServ...
- Fiber op...
- DSL
- No