

Google Fiber Repeat Call Analysis

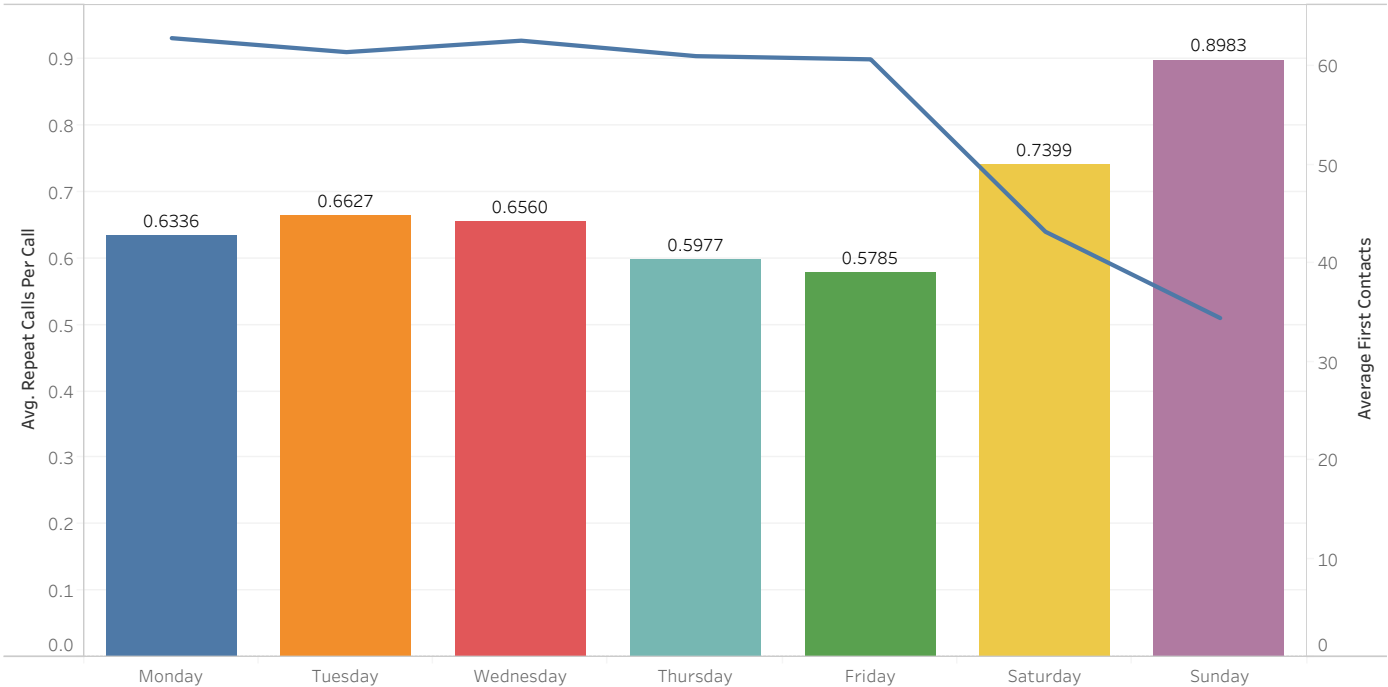
Key Findings	Trends over time	By Market and Type
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Something strange on the weekends

First contacts are lower on weekends.
But they lead to a higher proportion of repeat calls...

Question: *Are contact centres understaffed on weekends?*

Day of Week for First Contact



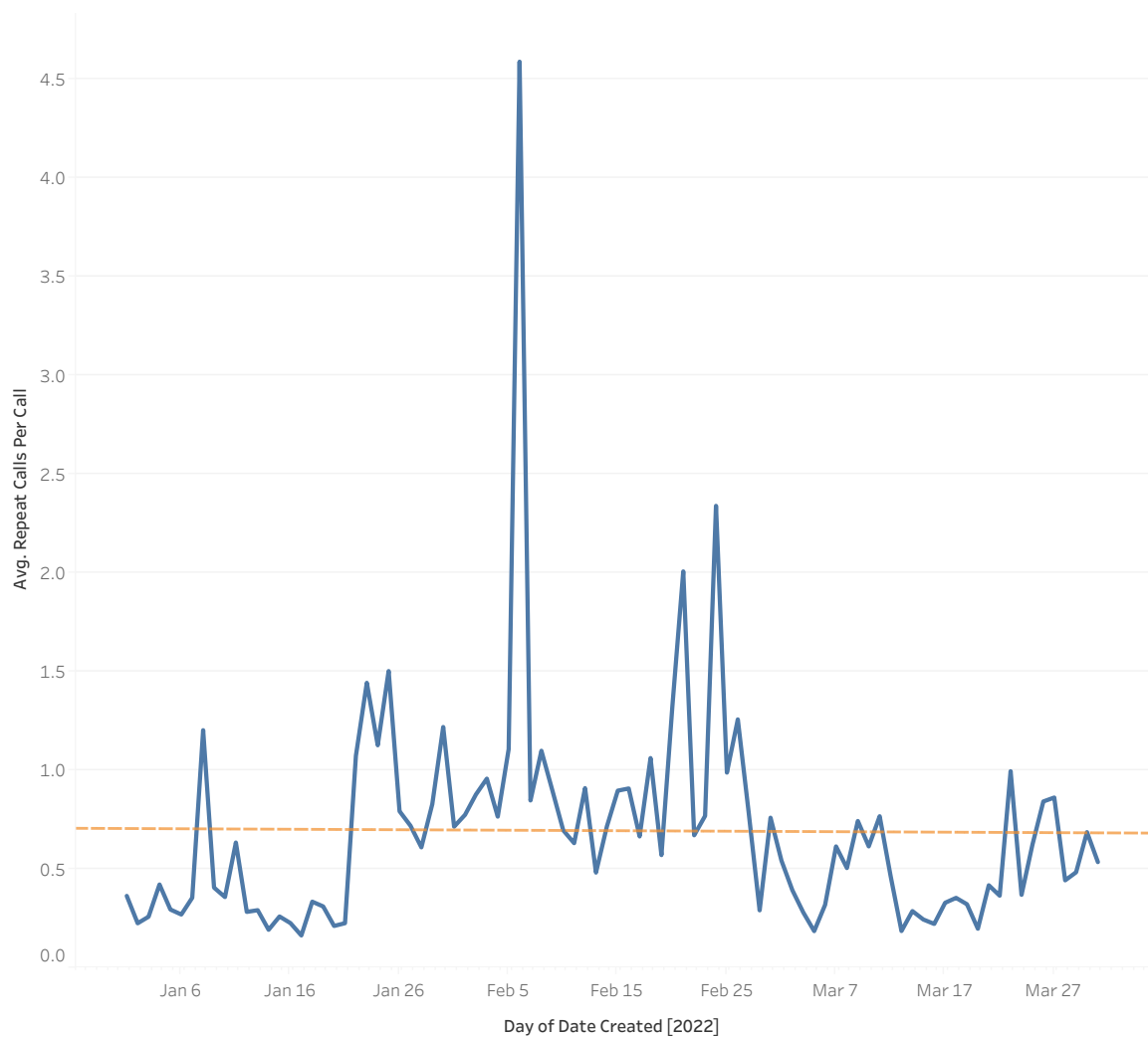
Google Fiber Repeat Call Analysis

Key Findings

Trends over time

By Market and Type

Repeat Calls by First Contact Date



Quarter of Date Created
Q1

By Quarter

Date Cre..	
Q1	
First Conta..	64,939
Avg. Repea..	1

Month of Date Created

- ☒ January
- ☒ February
- ☒ March

Type

- ☒ type_1
- ☒ type_2
- ☒ type_3
- ☒ type_4
- ☒ type_5

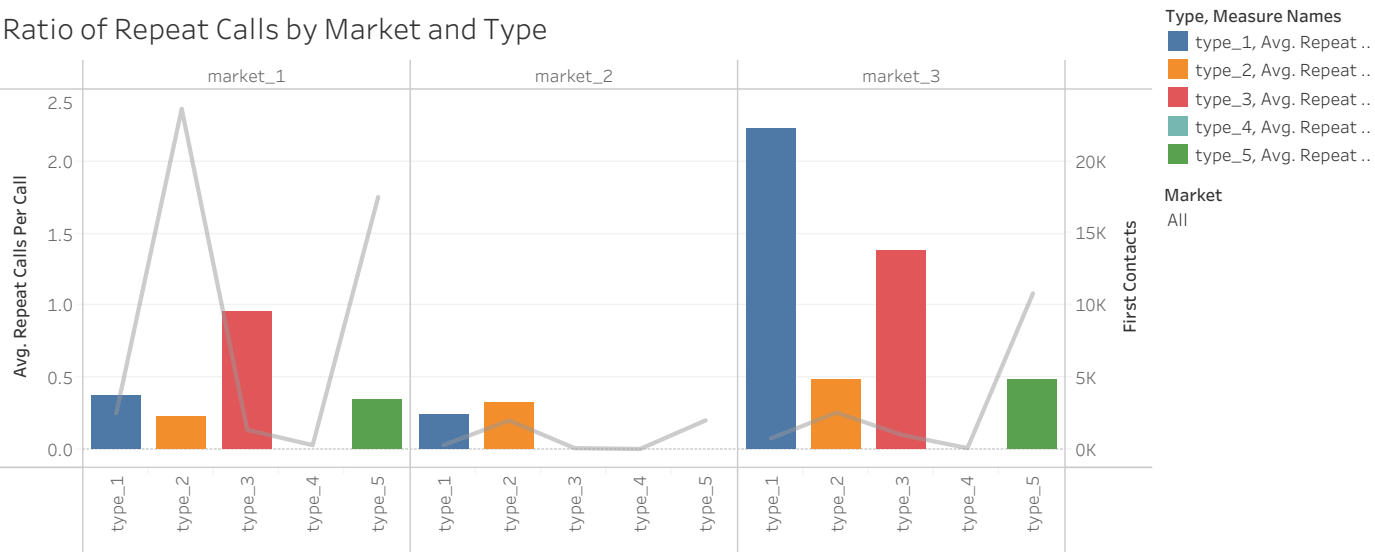
Market

- ☒ market_1
- ☒ market_2
- ☒ market_3

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Key Findings	Trends over time	By Market and Type
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Ratio of Repeat Calls by Market and Type



Total Repeat Calls by Market and Type

