Call Centre Trends Analysis

Total Abondened Calls

946

Total Answered Calls

4054

Total Calls

5000

Avg. Customer Satisfaction Rating

3.40

Avg. Speed of Answer(in sec)

67.52

Month

January	February	March

Topic

Admin Support	Payment related	Technical Support
Contract related	Streaming	

Agent

Becky	Greg	Martha
Dan	Jim	Stewart
Diane	Joe	

Count of Resolved by Topic

20.38% 19.52%

20.44% 19.52%

20.14%

Topic
- Admin Support
- Contract related
- Payment related
- Streaming
- Technical Sup...
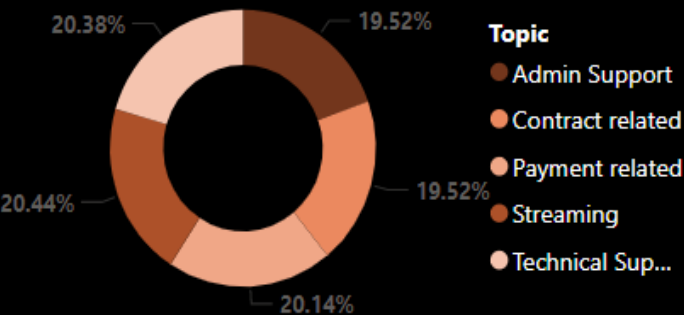
Speed of answer in seconds by Agent

Agents (left to right): Martha, Jim, Dan, Greg, Joe, Becky, Diane, Stewart

Y-axis: Sum of Speed of answer in seconds — 32K, 34K, 36K
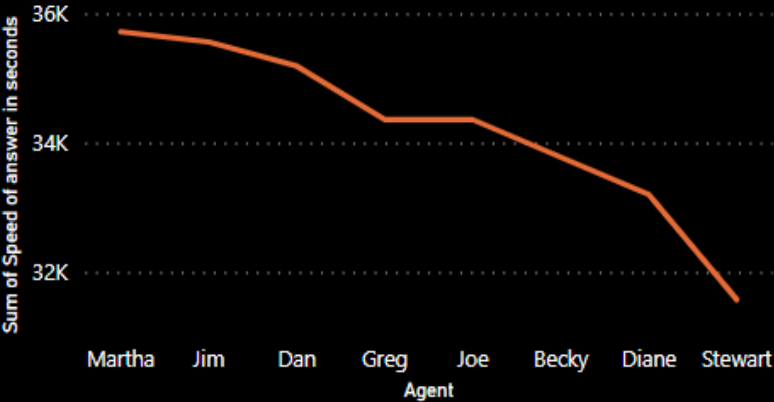
Count of Avg. Talk Duration by Agent

Y-axis: Count of AvgTalkDuration — 480, 500, 520, 540

Agents (left to right): Jim, Dan, Becky, Martha, Greg, Diane, Joe, Stewart
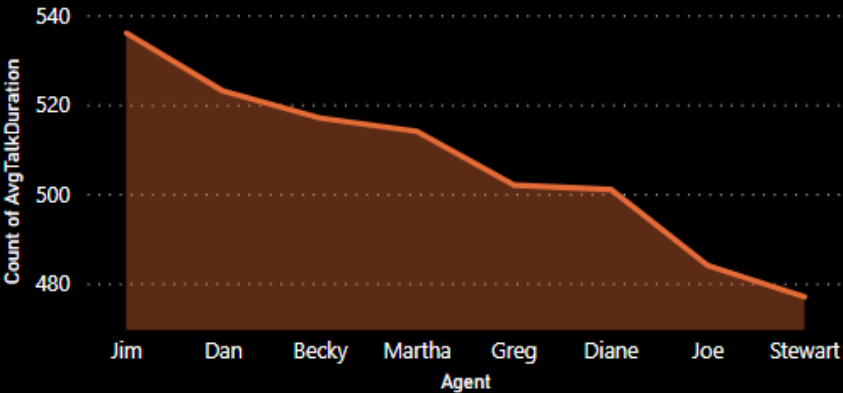
Details of Answered Calls

Answered (Y/N) ● N ● Y

Y-axis: Count of Answered (Y/N) — 0, 200, 400, 600

Agent	Y	N
Jim	536	130
Martha	514	124
Dan	523	110
Diane	501	132
Becky	517	114
Greg	502	122
Joe	484	109
Stewart	477	105
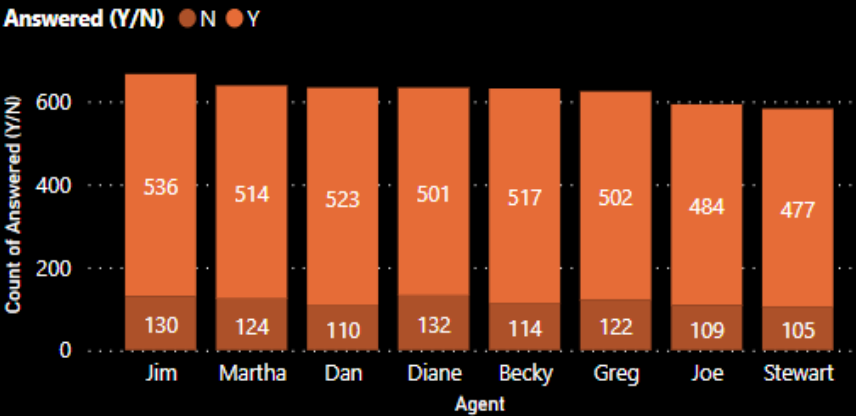
Agents Performance Analysis

Highest Rating Agent

Martha

Highest Call by Topic
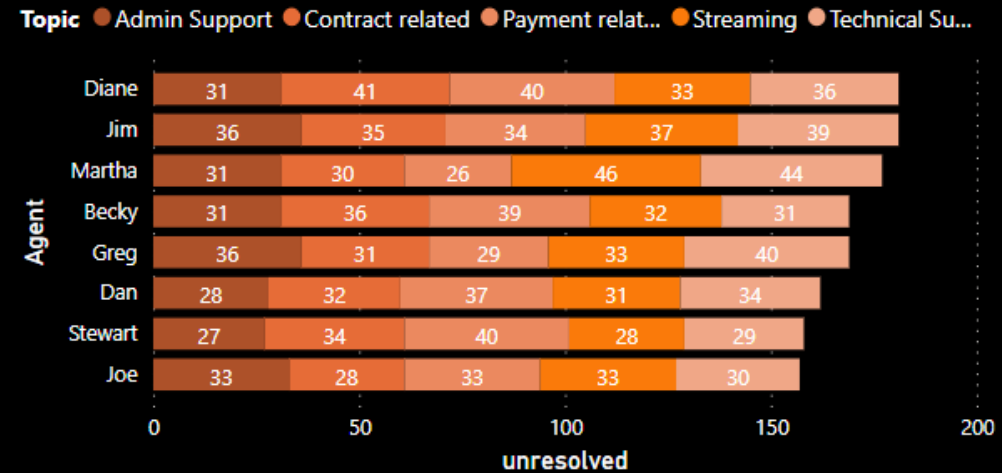
Streaming

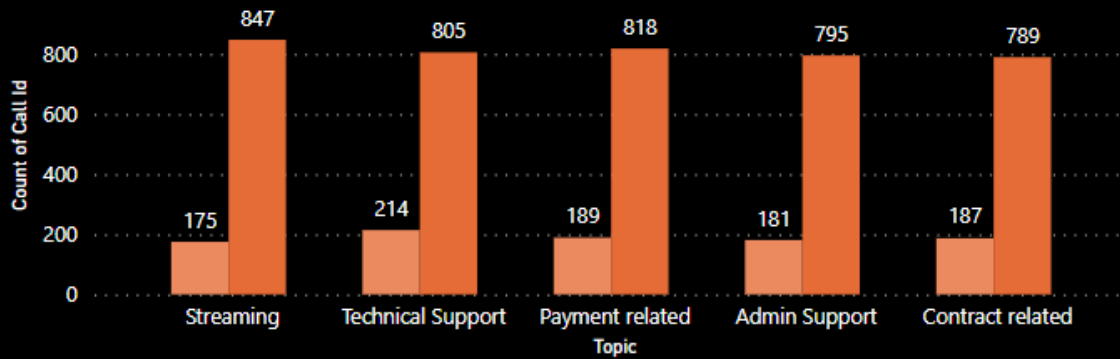**Highest Call Answered Agent**

Jim

Max speed of Answer call

125

Agent	Count of Call Id	Average of Speed of answer in seconds	Average of Satisfaction rating ▲
Joe	593	70.99	3.33
Becky	631	65.33	3.37
Jim	666	66.34	3.39
Stewart	582	66.18	3.40
Greg	624	68.44	3.40
Diane	633	66.27	3.41
Dan	633	67.28	3.45
Martha	638	69.49	3.47

unresolved by Agent and Topic

Topic ● Admin Support ● Contract related ● Payment relat... ● Streaming ● Technical Su...

Agent	Admin Support	Contract related	Payment related	Streaming	Technical Support
Diane	31	41	40	33	36
Jim	36	35	34	37	39
Martha	31	30	26	46	44
Becky	31	36	39	32	31
Greg	36	31	29	33	40
Dan	28	32	37	31	34
Stewart	27	34	40	28	29
Joe	33	28	33	33	30

Count of Call Id by Topic and Answered (Y/N)

Answered (Y/N) ● N ● Y

Topic	N	Y
Streaming	175	847
Technical Support	214	805
Payment related	189	818
Admin Support	181	795
Contract related	187	789

Average of Satisfaction rating by Agent
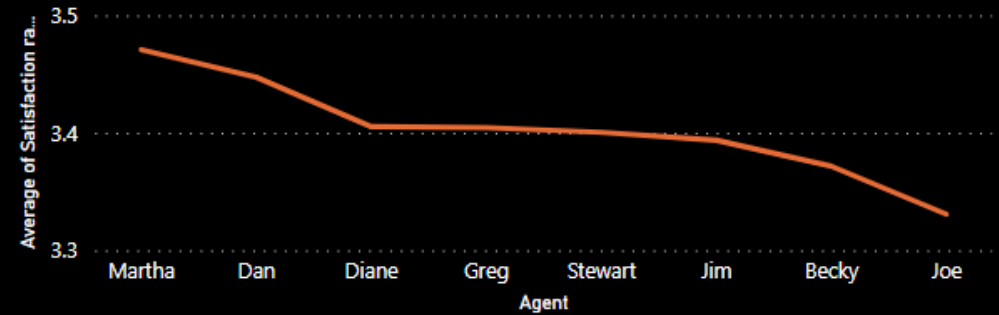
Key Insights

· 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 67.52 seconds, the average call time for calls was 03:45 minutes, overall customer satisfaction rating for the analyzed period was 3.4, which is moderately satisfactory.

· All agents had a high percentage of calls answered, ranging from 79.15% to 82.62%, Jim, Dan and Becky had the highest percentage of resolved calls, ranging from 74,41% to 73.22%. Dan and Joe were the most effective agents in terms of 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 and payment-related issues had the highest number of unresolved calls, indicating that there is an opportunity for improvement in this area.