# Call Centre Trends Dashboard Report

Summary

The **Call Centre Trends Dashboard** highlights **5,000 calls** with a **72.83% resolving rate** exceeding the goal. Calls peak on **Monday** and **Saturday**, with technical support and streaming issues being key focus areas. Reducing unresolved queries, managing peak call volumes, and minimizing abandonment will drive further efficiency and customer satisfaction.
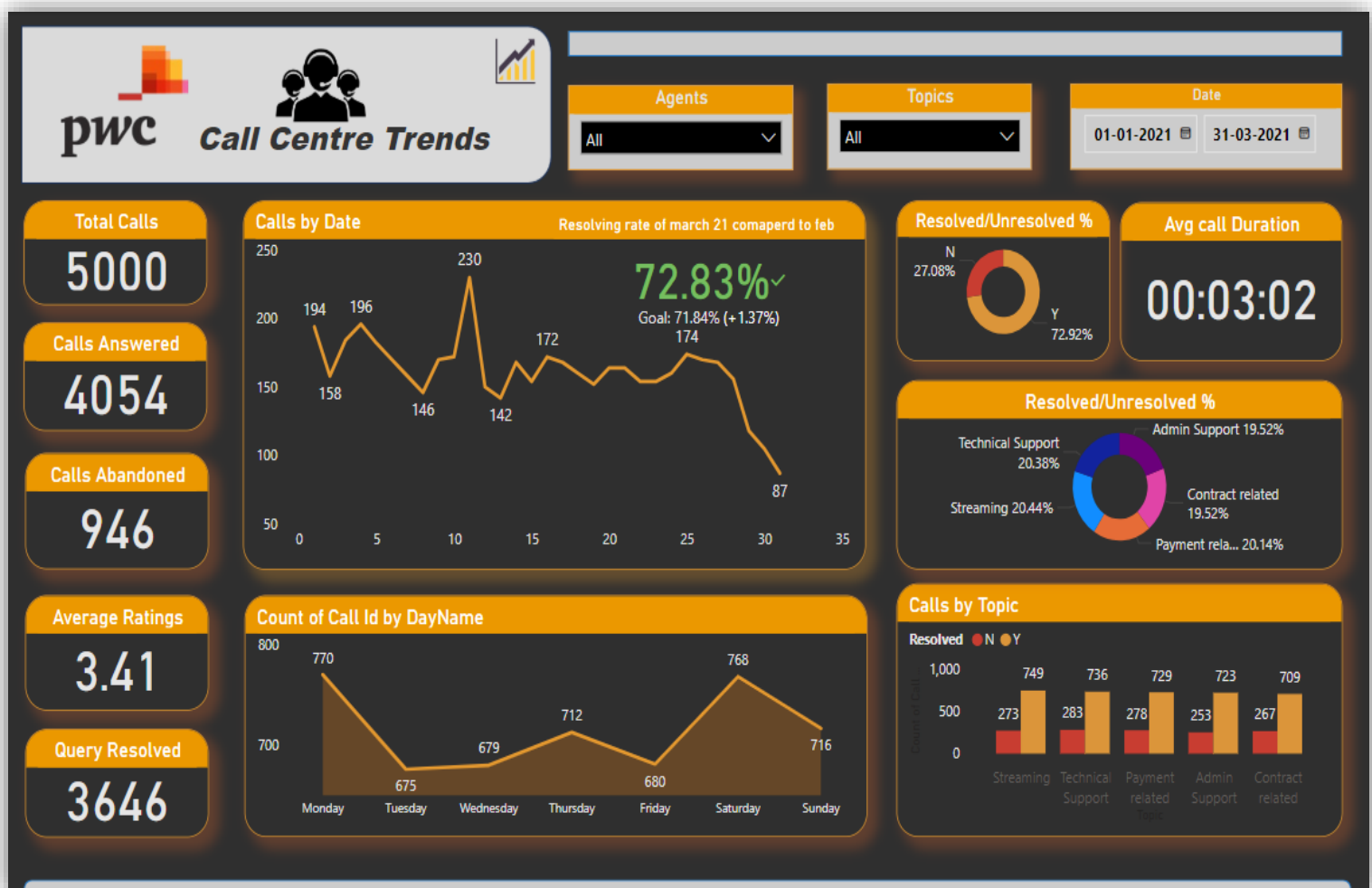
Classic Models Sales Report

1. Key Metrics Overview

1. **Total Calls**: **5,000**

2. **Calls Answered**: **4,054**

3. **Calls Abandoned**: **946**

4. **Queries Resolved**: **3,646**

5. **Average Call Duration**: **00:03:02**

6. **Average Ratings**: **3.41**

---

2. Call Performance Trends

Calls by Date

- The peak number of calls (**230**) occurred on a specific date, while the lowest recorded was **87**.

- **Resolving Rate**: **72.83%** achieved compared to a goal of **71.84%** (**+1.37%**).

Insight:
The resolving rate is **above the target**, showing an improving trend in query resolution.

---

3. Query Resolution Analysis

Resolved/Unresolved Calls

- **Resolved**: **72.92%**

- **Unresolved**: **27.08%**

By Topic

1. **Streaming**: 73% Resolved, **273 Unresolved**

2. **Technical Support**: 72% Resolved, **283 Unresolved**

3. **Payment Related**: 72% Resolved, **278 Unresolved**

4. **Admin Support**: 73% Resolved, **273 Unresolved**

5. **Contract Related**: 73% Resolved, **267 Unresolved**

---

4. Calls Analysis by Day

- **Monday**: **770 Calls** (Highest)

- **Saturday**: **768 Calls**

- **Tuesday**: **675 Calls** (Lowest)

Insight:
Call volume peaks on **Monday** and **Saturday**, suggesting resource optimization is critical on these days.

---

5. Topic-Based Query Analysis

Resolved/Unresolved by Query Type

- **Technical Support**: **20.38%**

- **Streaming**: **20.44%**

- **Payment Related**: **20.14%**

- **Admin Support**: **19.52%**

- **Contract Related**: **19.52%**

Insight:
Technical support and streaming-related calls dominate the call centre workload, requiring focused resolutions.

---

6. Key Relationships and Insights

1. **High Resolution Rate**: Achieved a strong resolution rate of **72.83%**, surpassing the goal.

2. **Call Volume**: Highest on **Monday** and **Saturday**, requiring better staffing and resource management.

3. **Unresolved Queries**: Focus is needed on **technical support** and **streaming issues** as they have significant unresolved percentages.

4. **Abandonment Rate**: **946 calls abandoned** (approx. 18.9%)—indicating a need to address long wait times or call capacity.

---

7. Recommendations

1. **Optimize Staffing**: Increase workforce on **Monday** and **Saturday** to handle peak call volumes efficiently.

2. **Focus on Key Topics**: Improve resolution processes for **Technical Support** and **Streaming** queries to reduce unresolved calls.

3. **Reduce Abandonment**: Implement callback options or better queue management to reduce the **946 abandoned calls**.

4. **Leverage High-Resolution Rate**: Maintain focus on achieving and exceeding resolution targets.