

Total number of calls

5000

Call Center Dataset Analysis By Abdur Rahman F R

No of calls answered

4054

Avg answer call duration

182.36

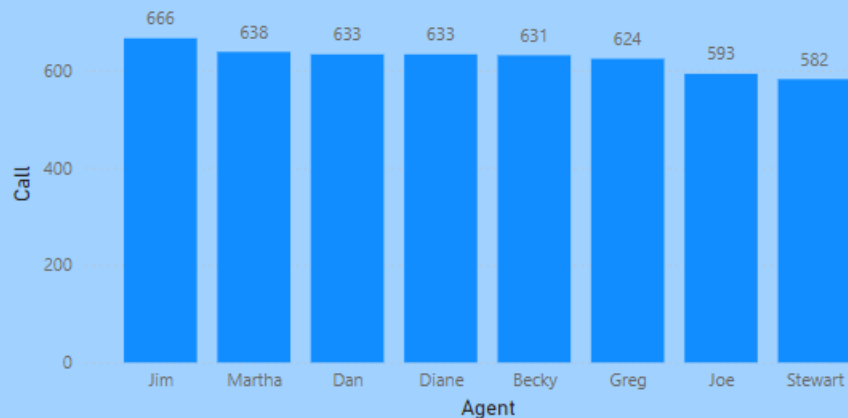
Avg answer Speed

67.52

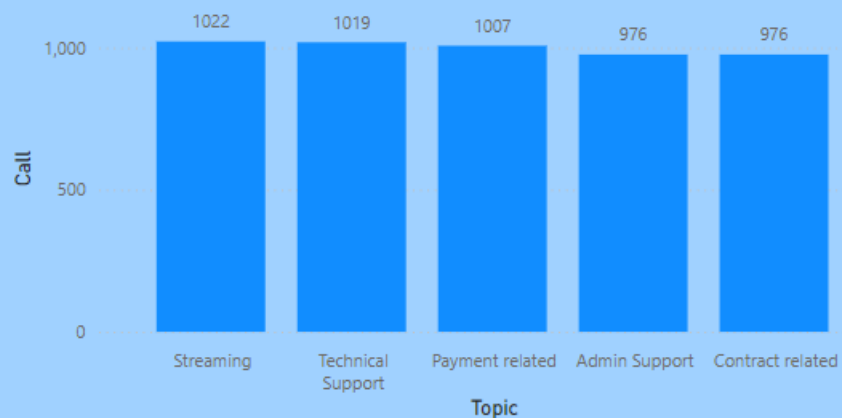
No of issue resolved

3646

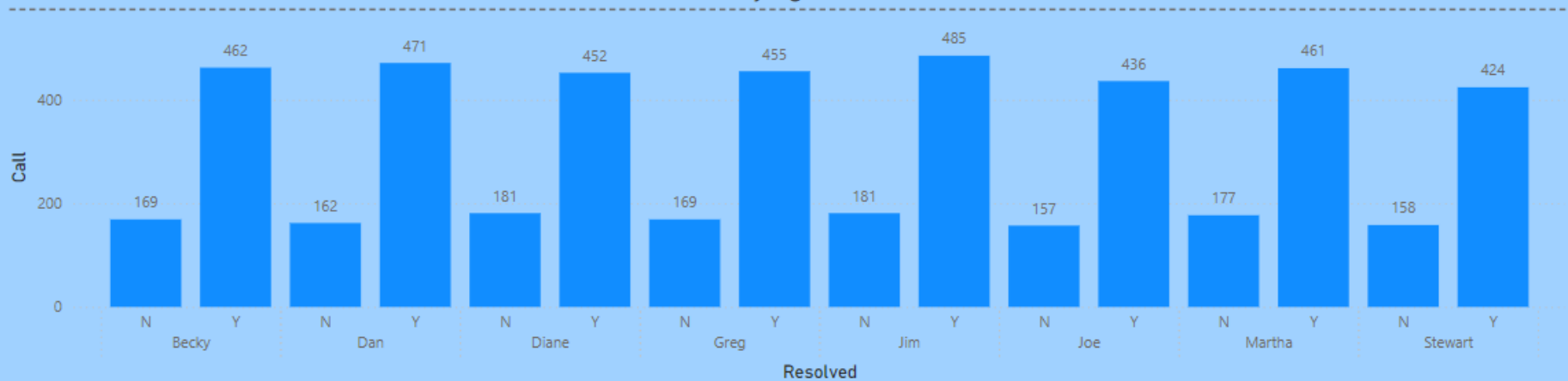
Count of Call by Agent



Count of Call by Topic

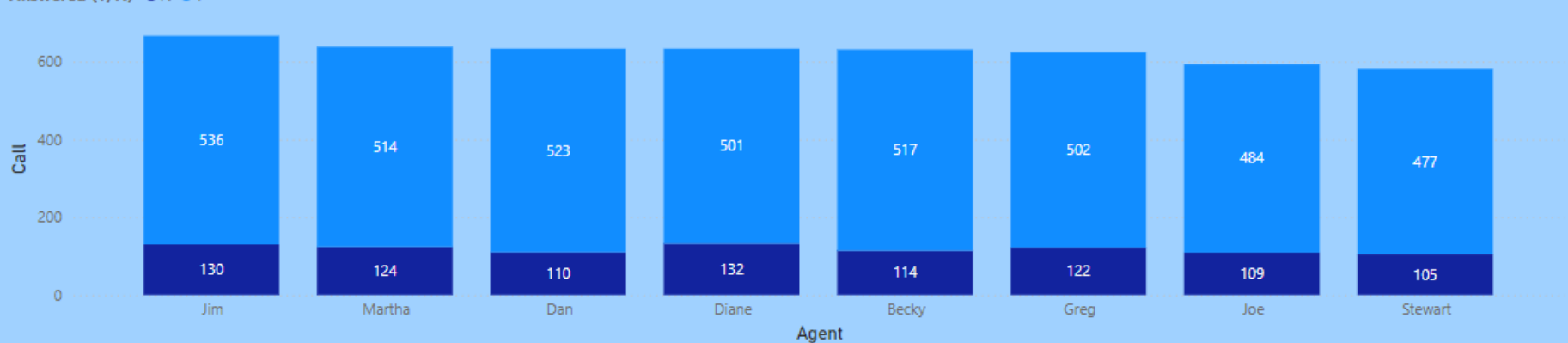


Count of Call by Agent and Resolved

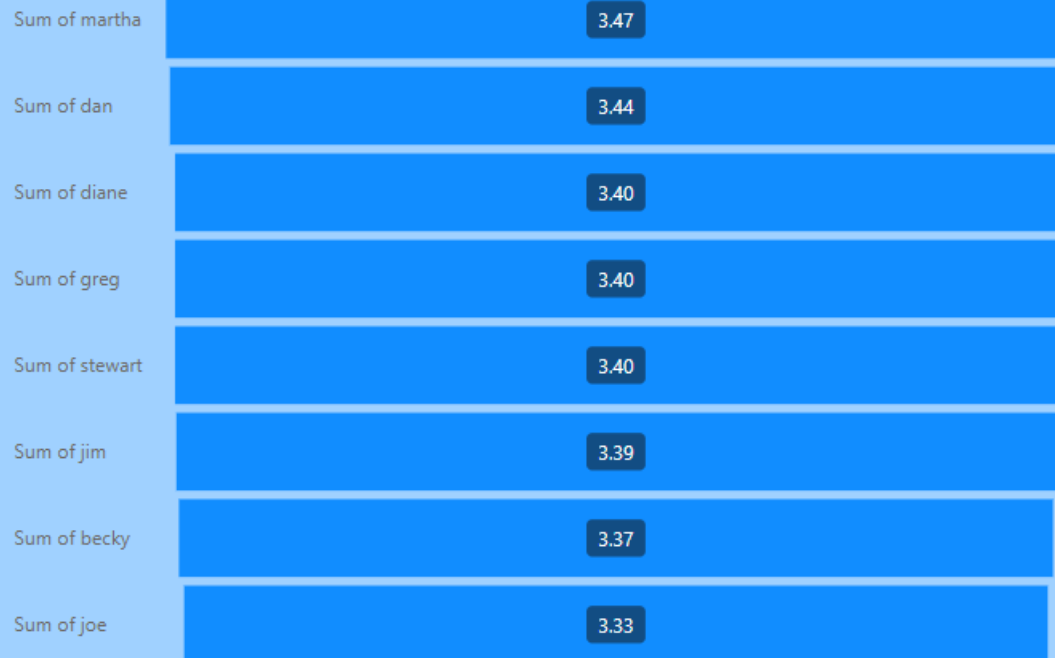


Count of Call by Agent and Answered (Y/N)

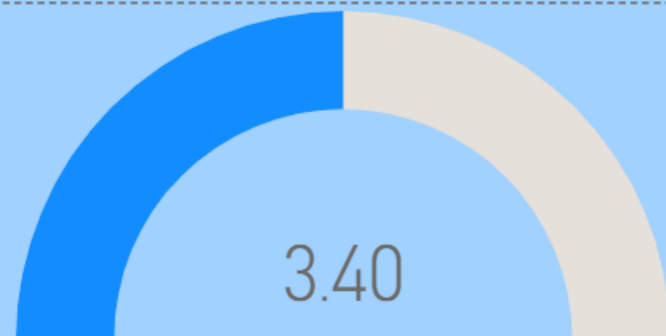
Answered (Y/N) ● N ● Y



Most rated Agent



Average of Satisfaction rating



Call distribution (Y/N)

