

Call Center Analysis – Project Report

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Analysis Overview

- **Why do customers call?**

Most calls were for billing questions, payments, or service outages. A pie chart shows the percentage of each reason.

- **Where do customers call from?**

Top 5 states: California, Texas, Florida, New York, Virginia.

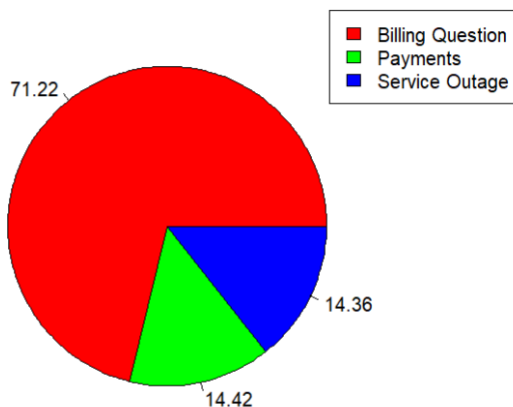
- **Customer satisfaction**

Customers rate service as “very positive,” “positive,” “neutral,” “negative,” or “very negative.” A bar chart shows the distribution of ratings.

Key Insights

- Billing, payments, and service outages are the main reasons for calls.
- The top 5 states account for the highest call volumes.
- Customer satisfaction trends provide insight into overall service quality.

Reasons for Calls



Consumer Sentiment

