Call Center Data from October, 2020 Analysis and report

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Raw data were sourced from Kaggle (https://www.kaggle.com/)

Formatted columns to match each column's supposed data type.

Missing CSAT values were filled by imputing the avg score for each sentiment category.

The dates in the call_timestamp were all in Oct except for a few dates, so I fixed non-US locale dates to match the rest of the values in the column.

Call Duration Stats

Call Duration Stats	
Number of Calls	32941
Sum	824222
Mean	25.02115904
Median	25
Std.Dev	11.81603913
Variance	139.6187806
Min	5
Max	45

States with highest call volumes

| States with highest call volumes	
California	3631
Texas	3572
Florida	2834
New York	1786
Virginia	1164
Ohio	1160
District of Columbia	1110
Pennsylvania	1017
Georgia	926
Illinois	848

848   3,631
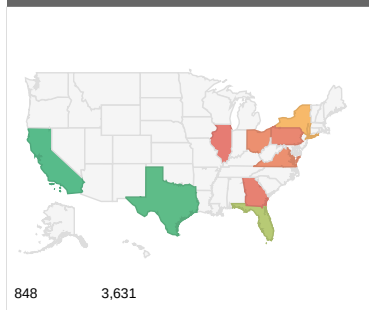
Quick Summary

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|---|
| Calls came from 461 cities, across 51 states. |
| The contact center has sites in Los Angeles/CA, Baltimore/MD, Denver/CO, Chicago/IL |
| Call drivers normally are Billing Question, Service Outage, Payments |

Sentiment Distribution

Sentiment Distribution	
Very Positive	3170
Positive	3928
Neutral	8754
Negative	11063
Very Negative	6026

CSAT by Week

Call Volume by Call Center
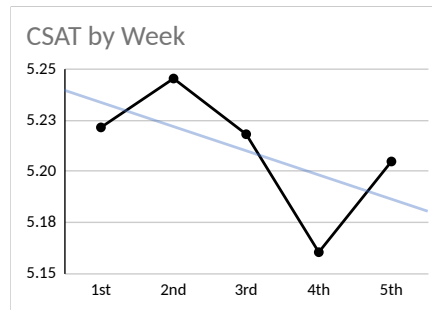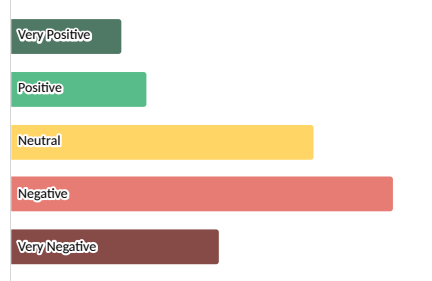
Call Volume by Call Center	
Denver/CO	2776
Chicago/IL	5419
Baltimore/MD	11012
Los Angeles/CA	13734

Response time Distribution
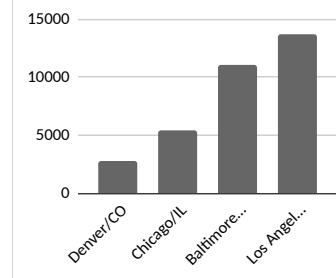
Response time Distribution	
Within SLA	20625
Below SLA	8148
Above SLA	4168
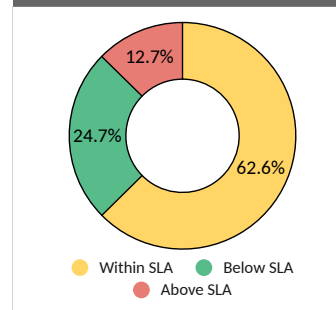
CSAT By Call Center

CSAT By Call Center	
Baltimore/MD	5.20
Los Angeles/CA	5.21
Chicago/IL	5.22
Denver/CO	5.24

Distribution by Channel
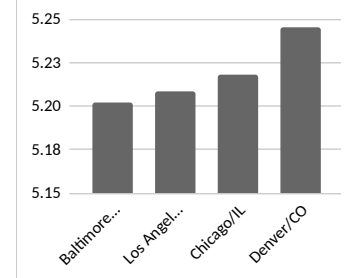
Distribution by Channel	
Phone	10639
Chatbot	8256
Email	7470
Web	6576