HOSPITAL ANALYTICS REPORT

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- Scenario: This is the hospitality services call centre data. Call Centre is the place where people raise their queries from different channels regarding different issues. They are also collecting customers feedback regarding the call centre performance, like in how much time issue got resolved, what is the level of satisfaction customer is having afterwards like this kind of response call centre is collecting which will creates hospitality market value and provides the market benefits.

- Objective: In this data some call centre are receiving many complaints from customers regarding services also they are having very low satisfactory score or as well customers are refused to give them feedback. We have to analyse by the help of dash boarding or visualization that what is the problematic channel, queries, and call centre. Along with this we have to provide them root cause as well as solutions to improve their business and market value. We have to address 5 major issues along with solutions from the business perspective with the help of dashboarding.

Data Information:

- Id: Unique Customer Id who is calling on call centre.

- Customer name: Name of the customer.

- Sentiment: Response given by the customer to particular call centre.

- Autoscore: Customer satisfactory score given by the customer to particular call centre.

- Call timing: Date of Calling.

- Reason: Exactly what problem the customer is facing.

- Channel: By which channel customer is registering their complaint.

- State: State of customer.

- City: City of a customer.

- Response Time: How much taken by the call centre to resolve the query according to Service Level Agreement (SLA).

- Call duration: Time taken for call by the call centre to customer.

- Call centre: Call centre name along with location.