

Basically, this task emphasis more on upskilling, means preparing people for technology-based future. This era of technology where transformation happens rapidly so government and company should take collective effort to upskills the workforce. In this era everyone has to accept the automation in industries.one should acquire the new skills and there should be continuous improvement.

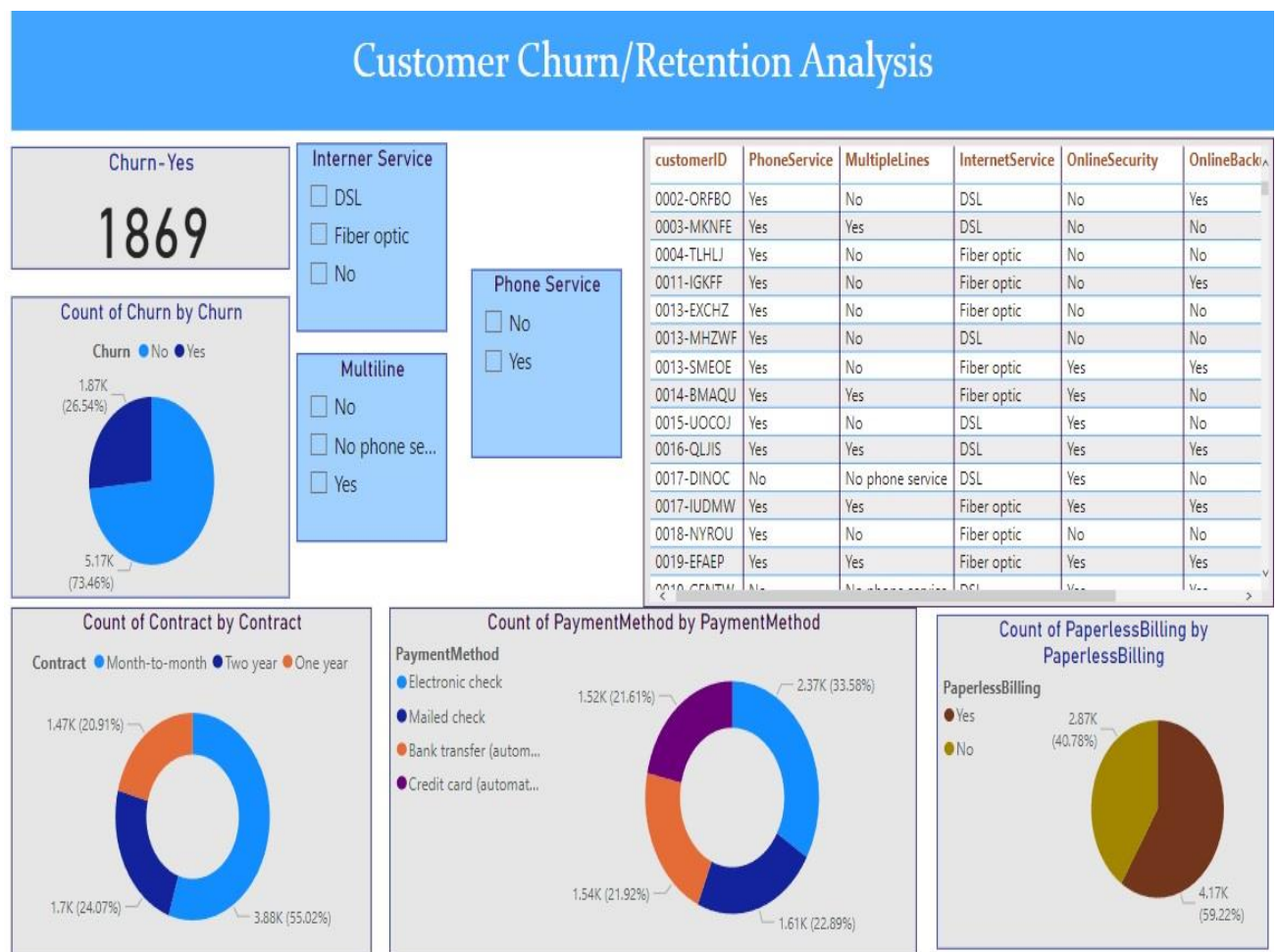
## Call Centre Trends

Visualising customer and agent behaviour.

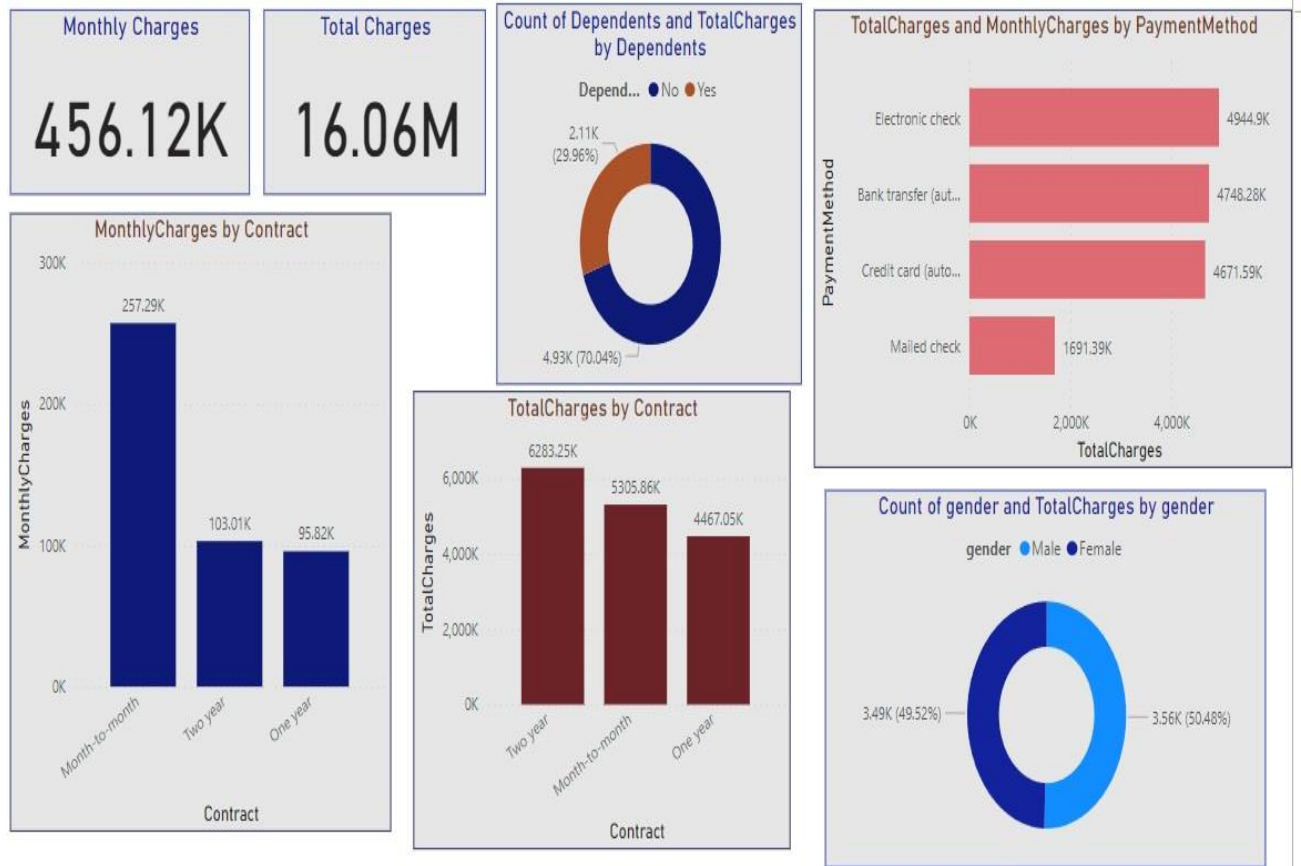
- Overall customer satisfaction
- Overall calls answered/abandoned
- Calls by time
- Average speed of answer
- Agent's performance quadrant -> average handle time (talk duration) vs calls answered

## Customer Retention

Customer demographics and insights.



# Customer Churn/Retention Analysis



## Diversity & Inclusion

Gender balance in the executive suite.

Calculating the following measures could help to define proper KPIs:

- # of men
- # of women
- # of leavers
- % employees promoted (FY21)
- % of women promoted
- % of hires men
- % of hires women
- % turnover
- Average performance rating: men
- Average Performance rating: women

# Diversity Dataset Analysis

% Female Promoted <b>8.78%</b>	Total Male <b>295</b>	Toal Female <b>205</b>	Toal Leaver FY-2020 <b>47</b>	Toal Promotion Application <b>500</b>	Toal Yes Promoted <b>51</b>	% Total Promoted <b>10.20%</b>	Female Promoted <b>18</b>
Male Hire <b>32</b>	% Male Hire <b>10.85</b>	Female Hire <b>34</b>	% Female Hire <b>16.59</b>	% Turnover <b>86.80%</b>	Yes Turnover <b>434</b>		

