

Case Study of Skatteetaten

Traffic Analysis

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INTRODUCTION

DATASET

Telephone traffic reports to Skatteetaten for december 2020.

438 observations and 43 variables.

Goal

To have a total concept for the traffic situation.

To improve the quality and efficiency of customer service



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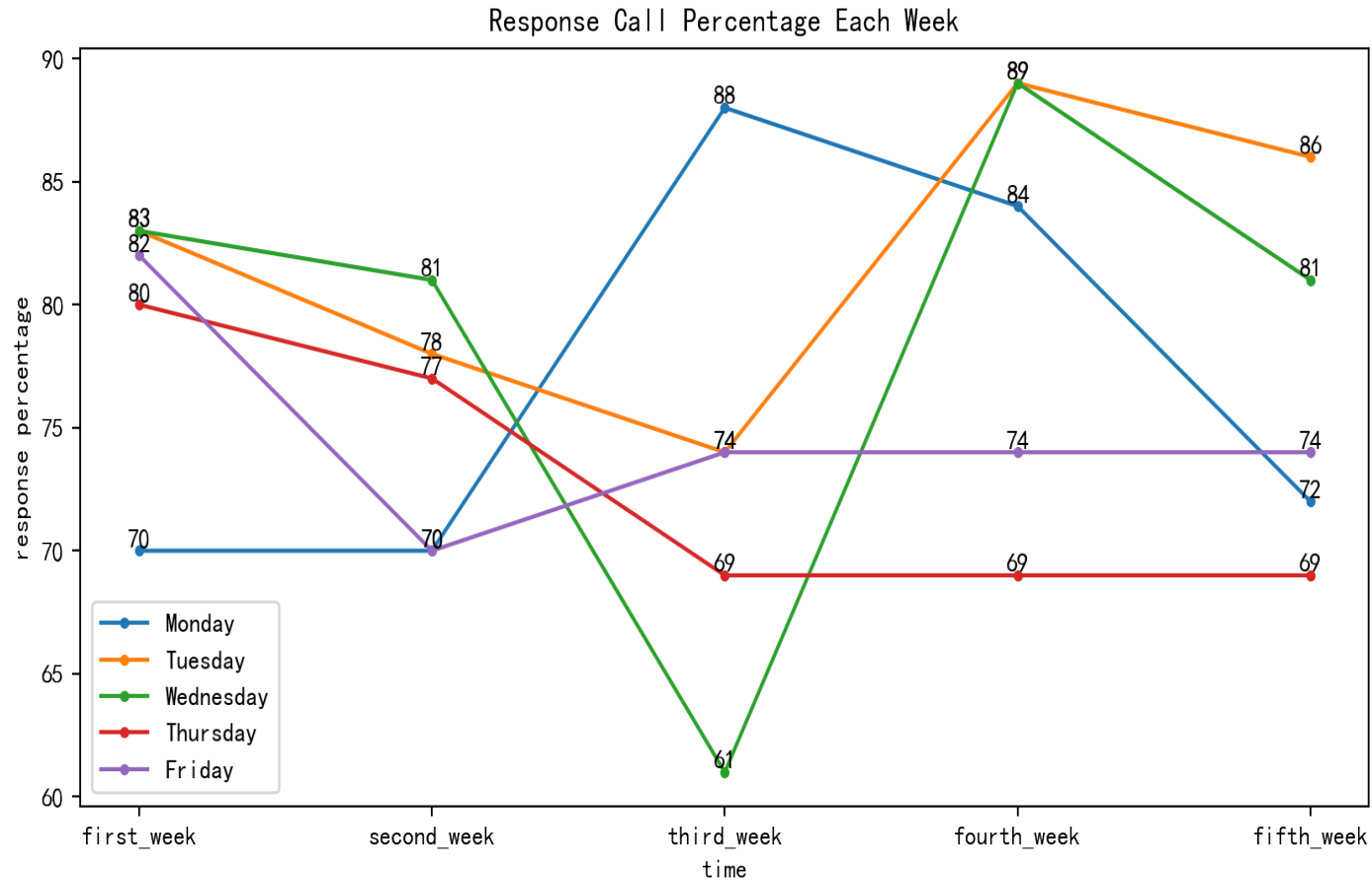
More analysis ideas



Best Day To Call

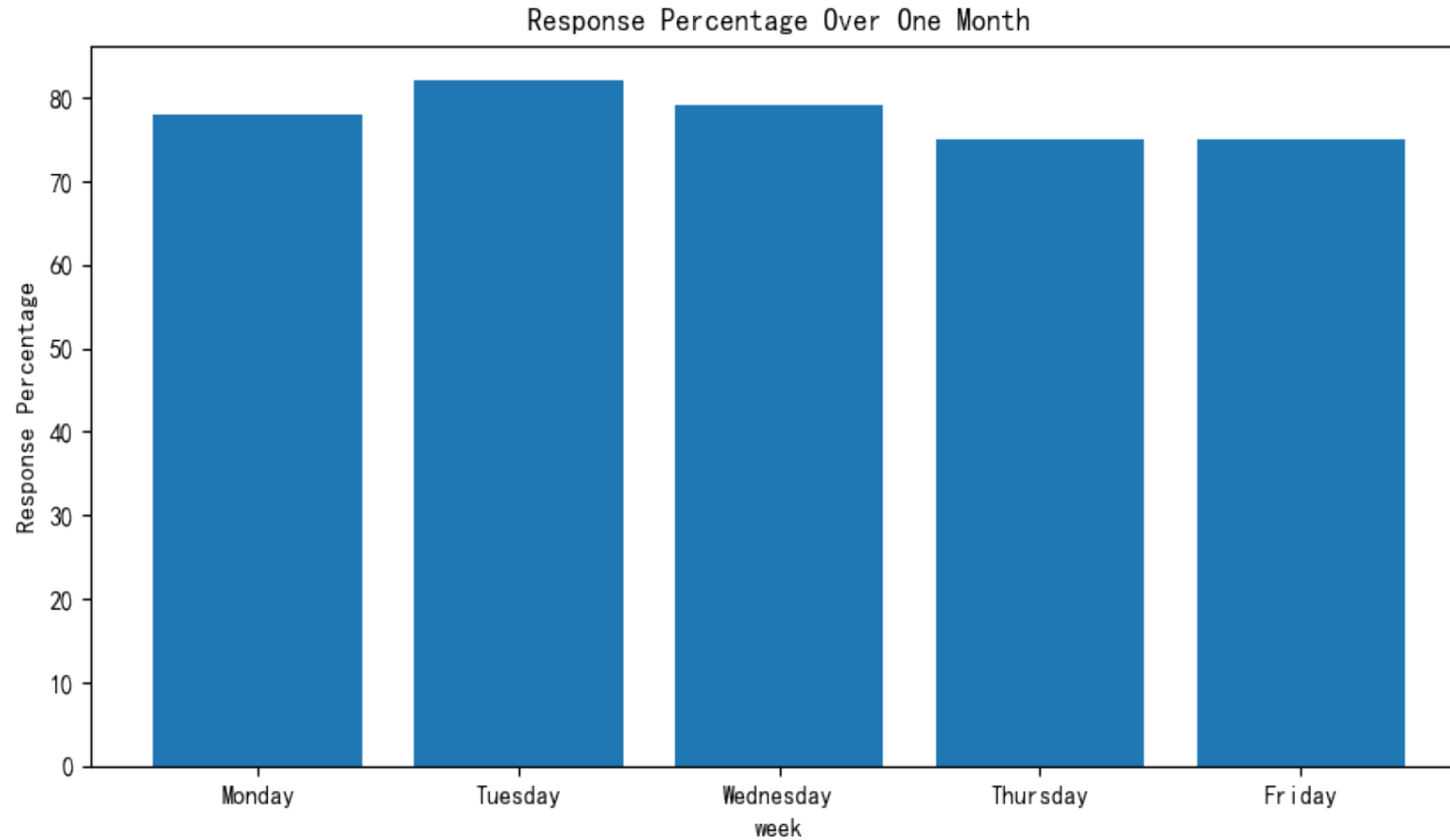
PART
1

Response Call Percentage Each Week



- Response call percentage in week 4 is higher than other weekdays.
- Response call percentage on Monday and Wednesday are unstable.
- Week 3 stands out

Response Call Percentage On Week Day over the month



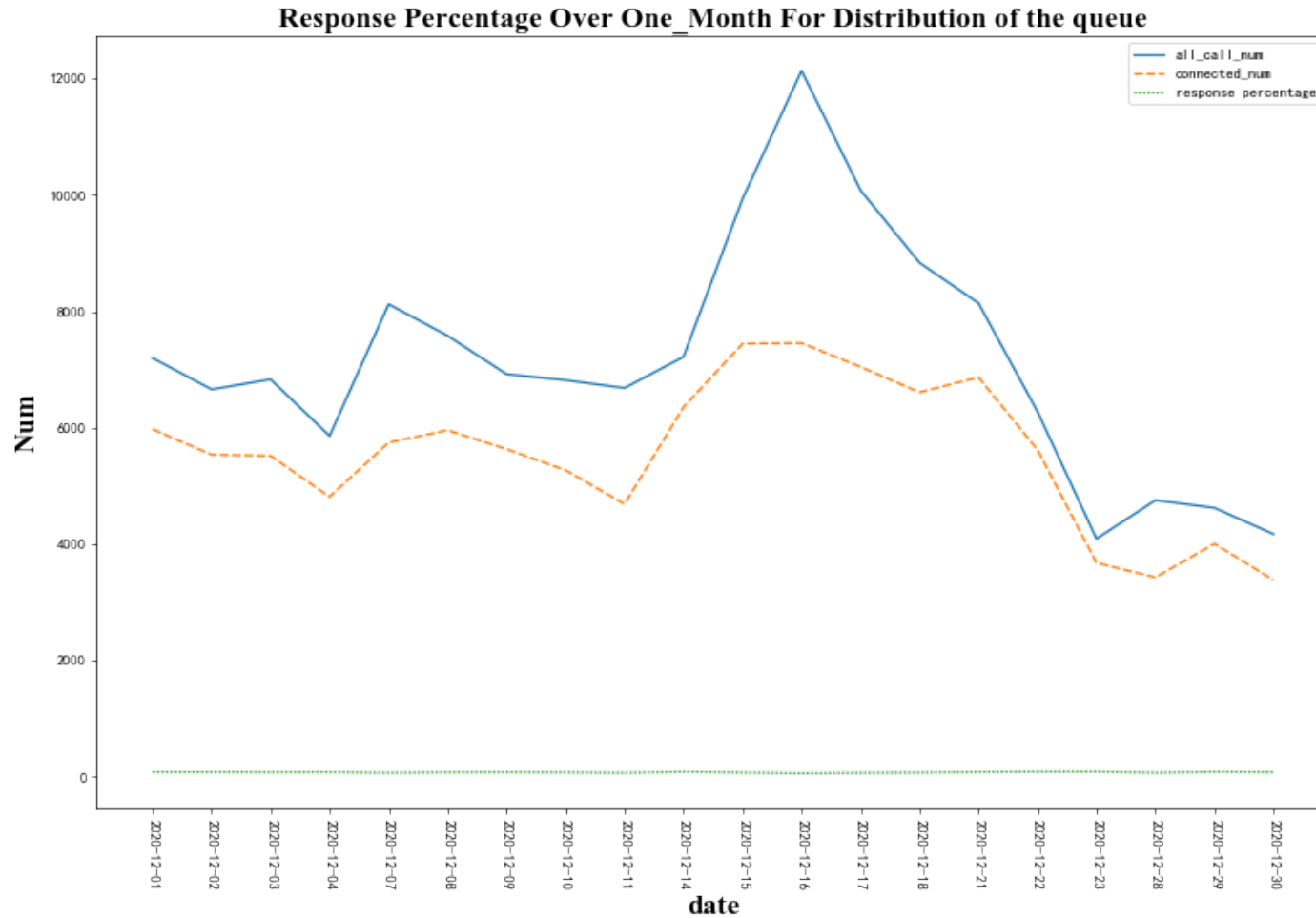
- Most weekdays : 70% -80%
- Tuesday: little higher response percentage



Call volum over one month

**PART
2**

Response Call Percentage On Week Day over the month

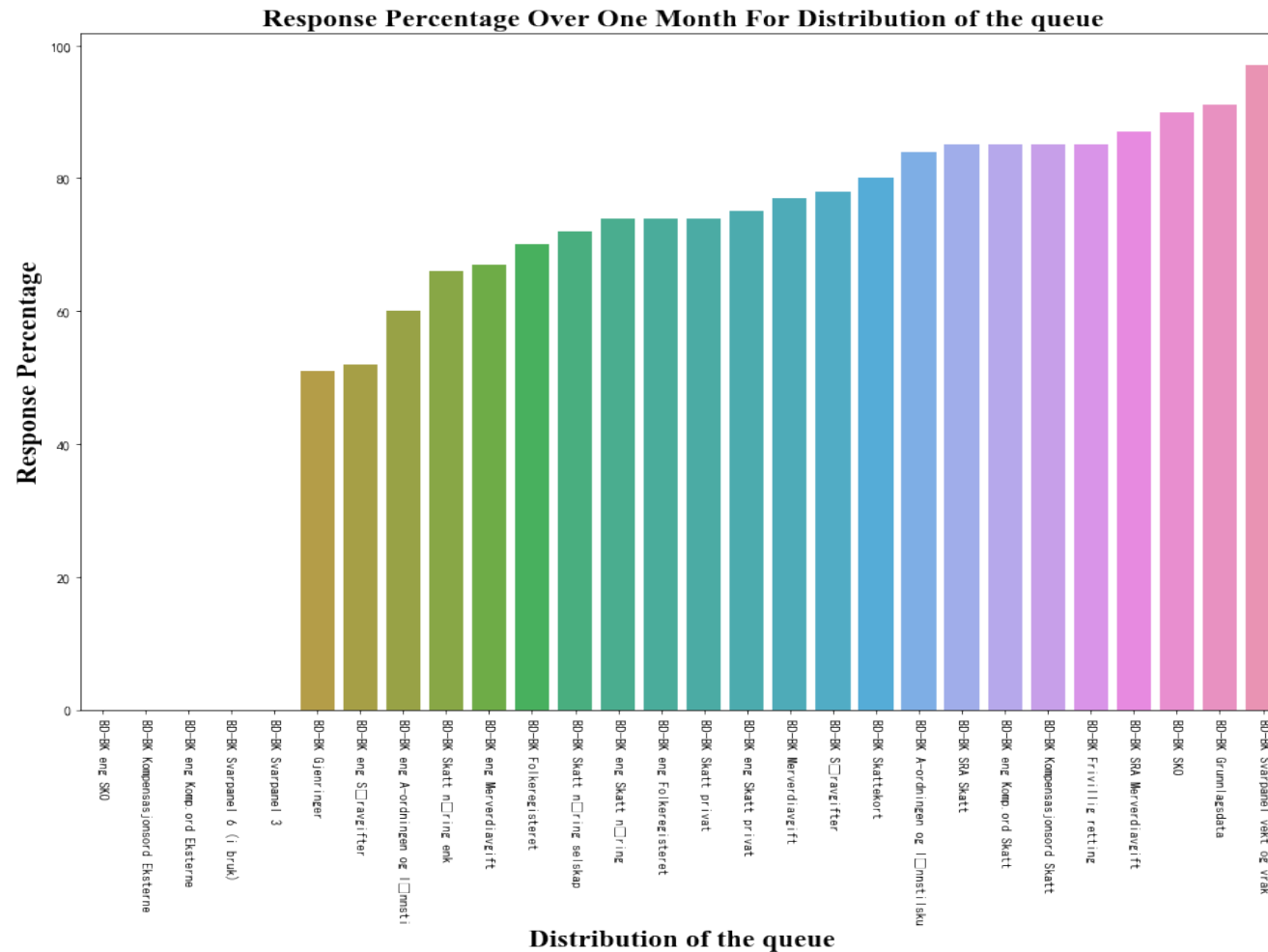


when the call number reaches round 8000 or more a day, the ability of answering calls is restricted. Even the call number is at the peak of 12000, the ability of answering calls is still below 8000 per day.

An overview of the queues

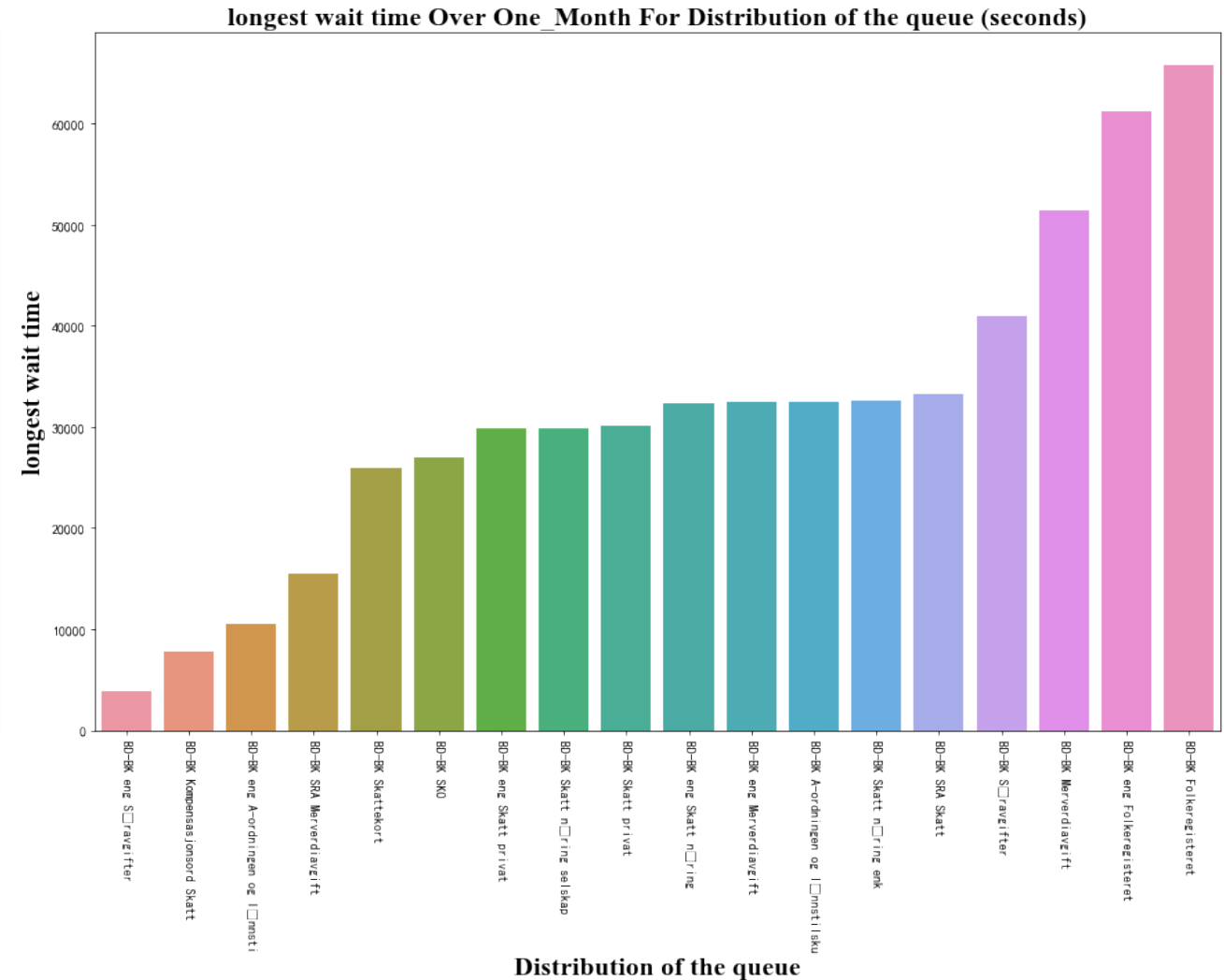
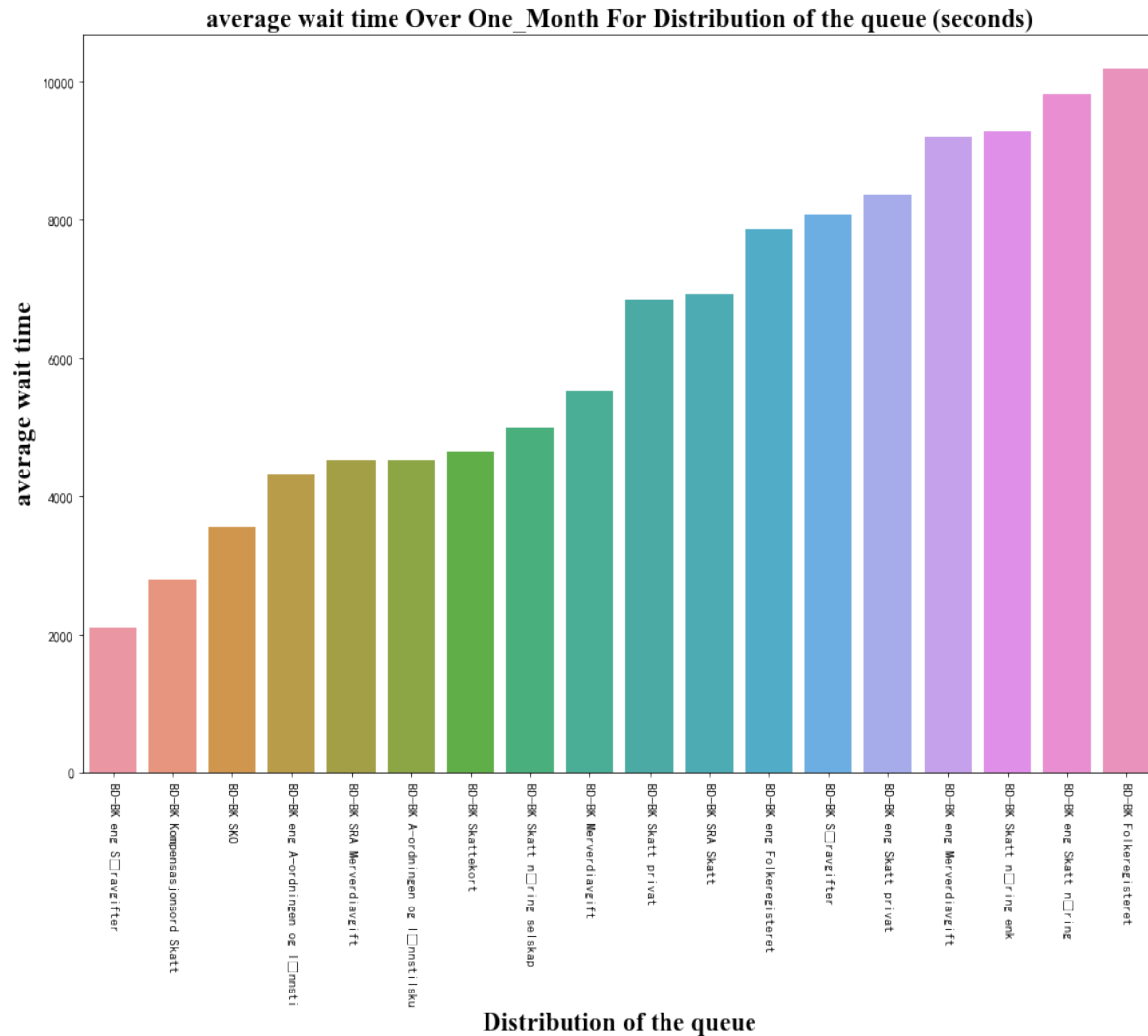
PART
3

The percentage of call response of different queue

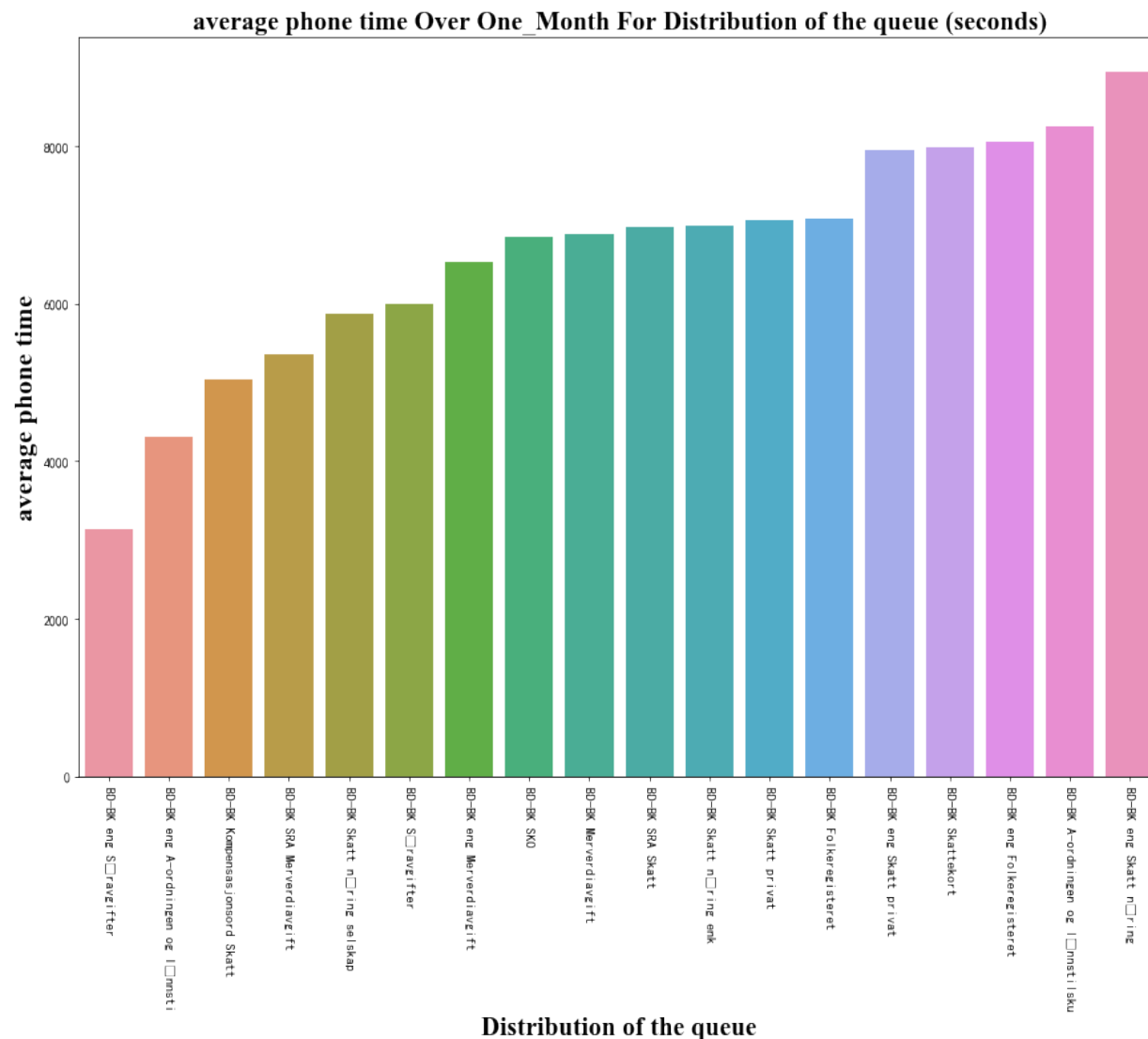


- “*BD-BK Svarpanel vekt og vrak*” has the highest Response Percentage, more than 95%
- “Gjenringer” and “BD_BK end særavgifter” has around 50% response percentage.

The wait time and hang up time while waiting

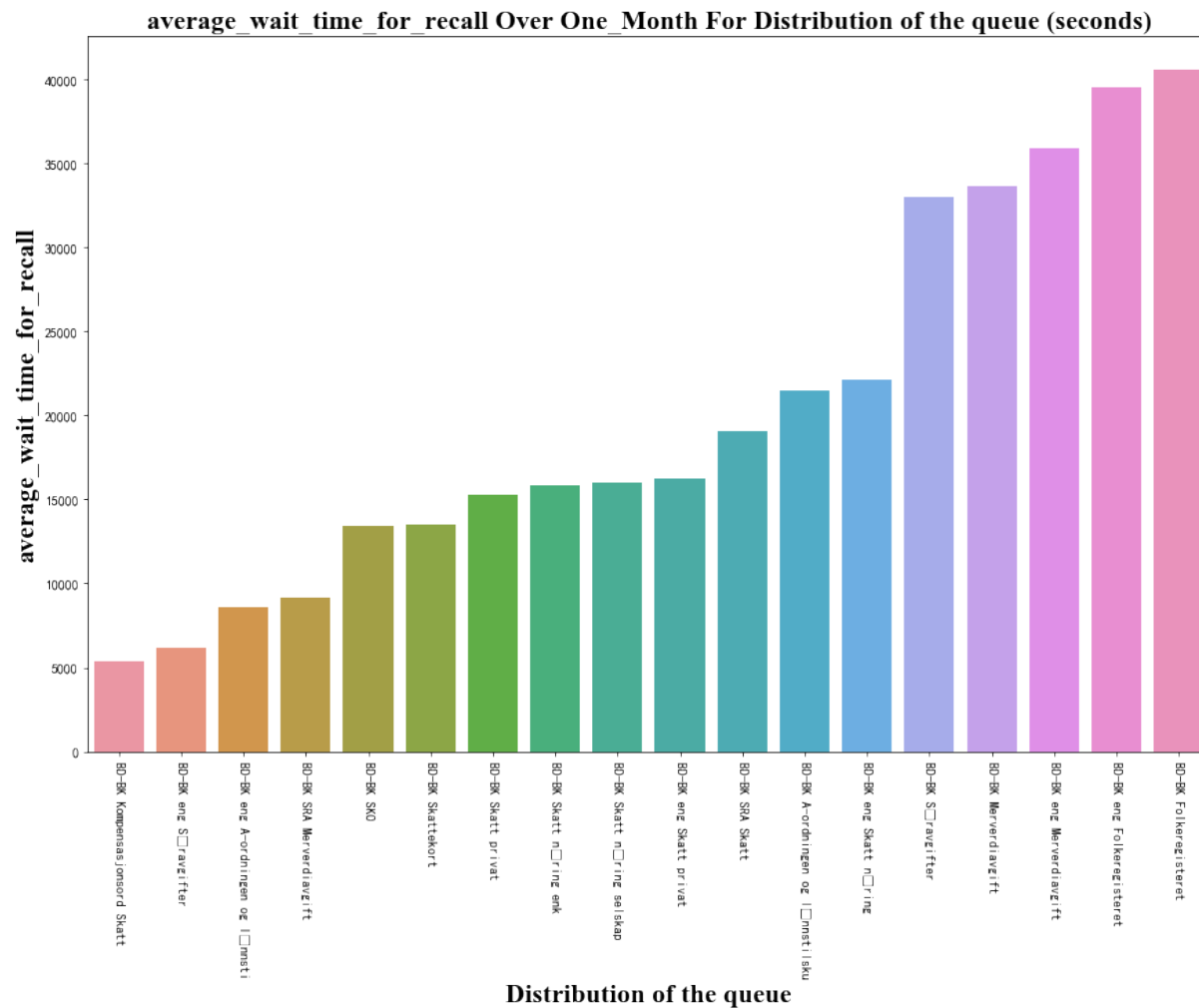


Average talk time of different queue over one month



- “BD-BK Folkeregisteret” ranked sixth place
- “eng skatt næring” has the longest average phone time

Average waiting time for recall



how long does it take to call back on different queue?

More analysis ideas



- Restriction: dataset is too small.
 - Furture work:
 - 1. the number of incoming calls.
 - 2. response persent.
 - 3. waiting time for answering calls for the different queues
- predict next year