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

CONTENTS

1   Best day to call

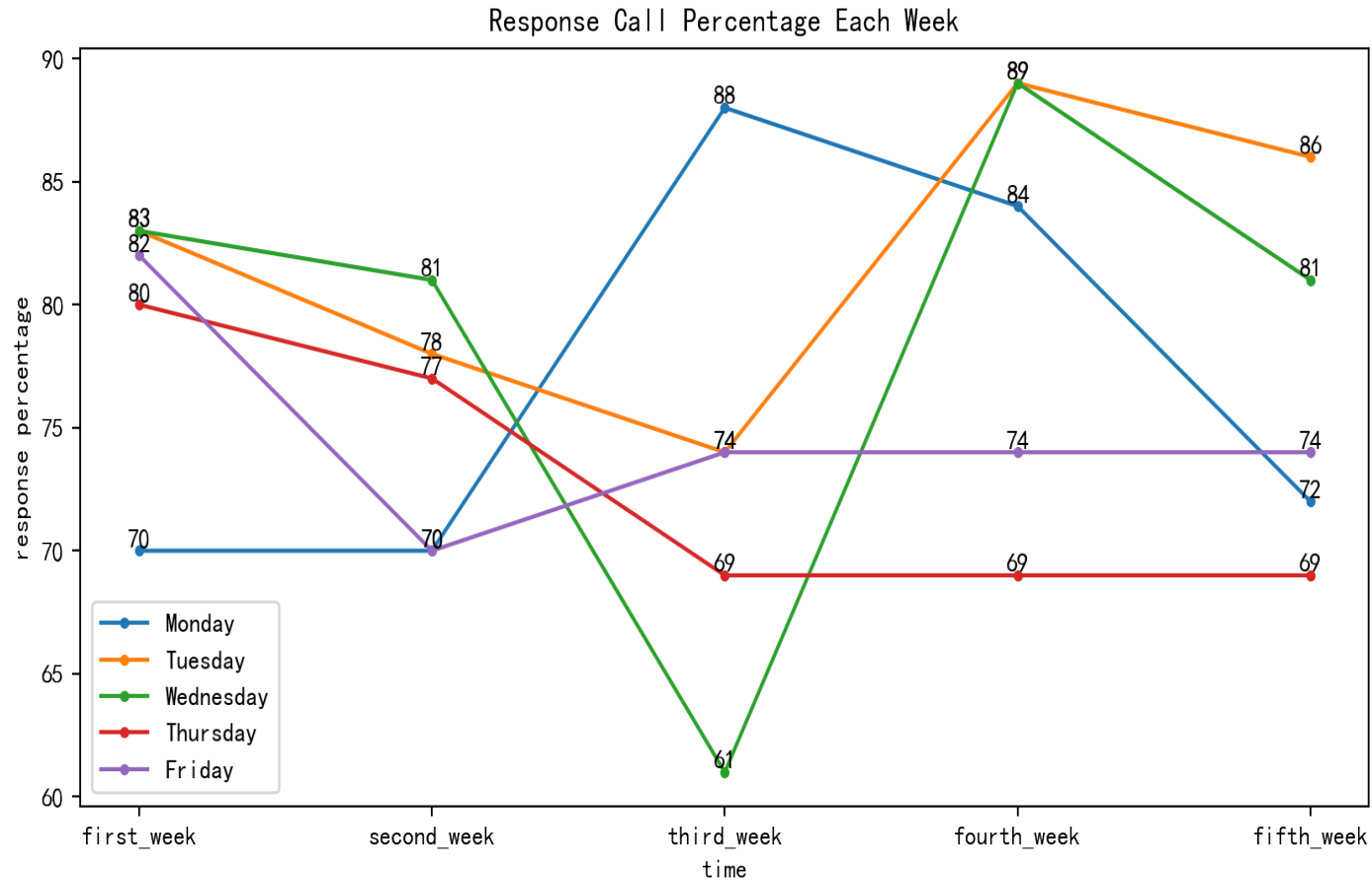**2**   Call volum over one month

3   An overview of the queues

4   More analysis ideas

Best Day To Call

PART 1

Response Call Percentage Each Week
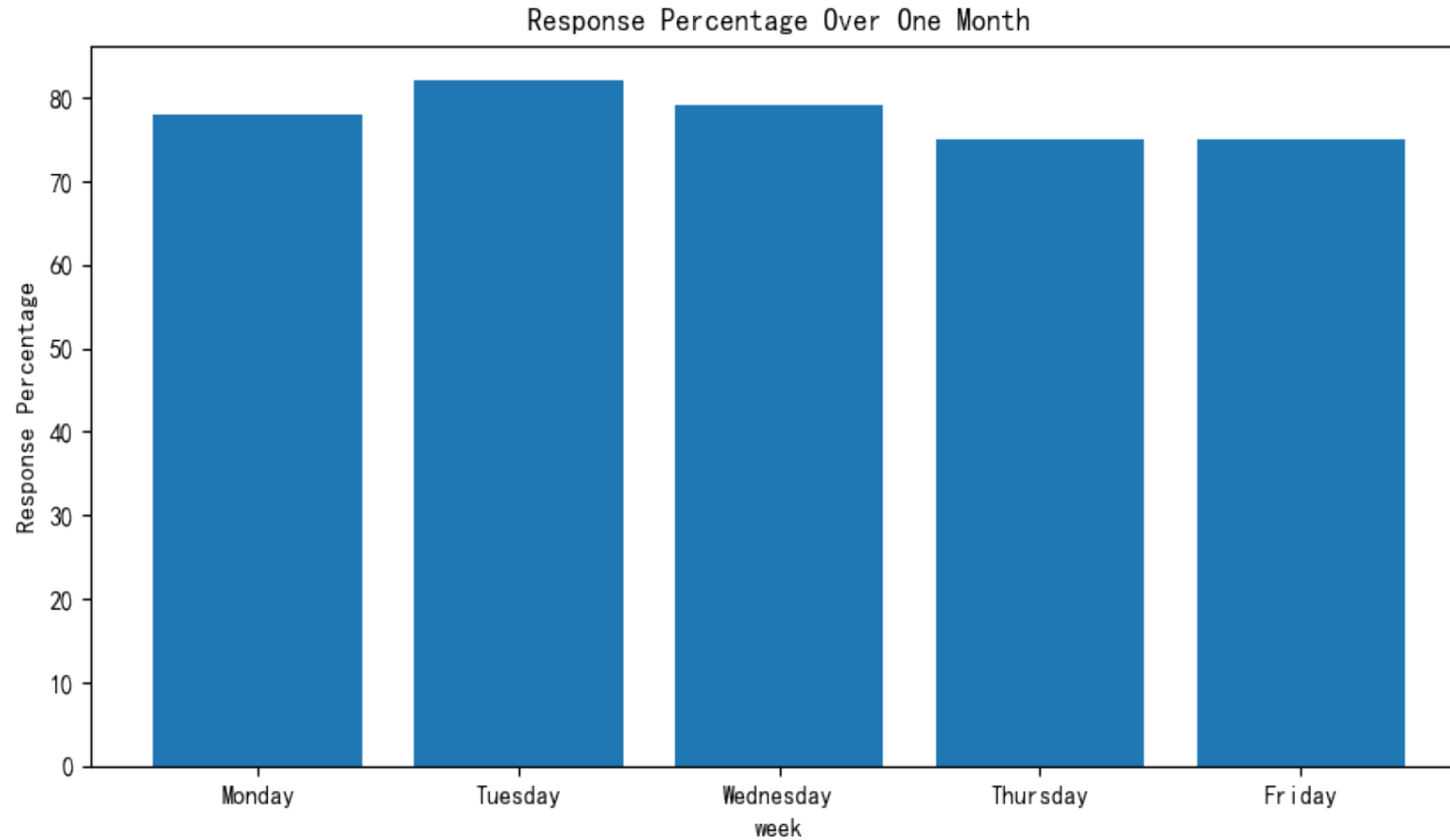

Response Call Percentage Each Week

- Response call percentage in week 4 is higher than other weekdays.

- Respose call percentage on Monday and Wednesday are unstable.

- Week 3 stands out

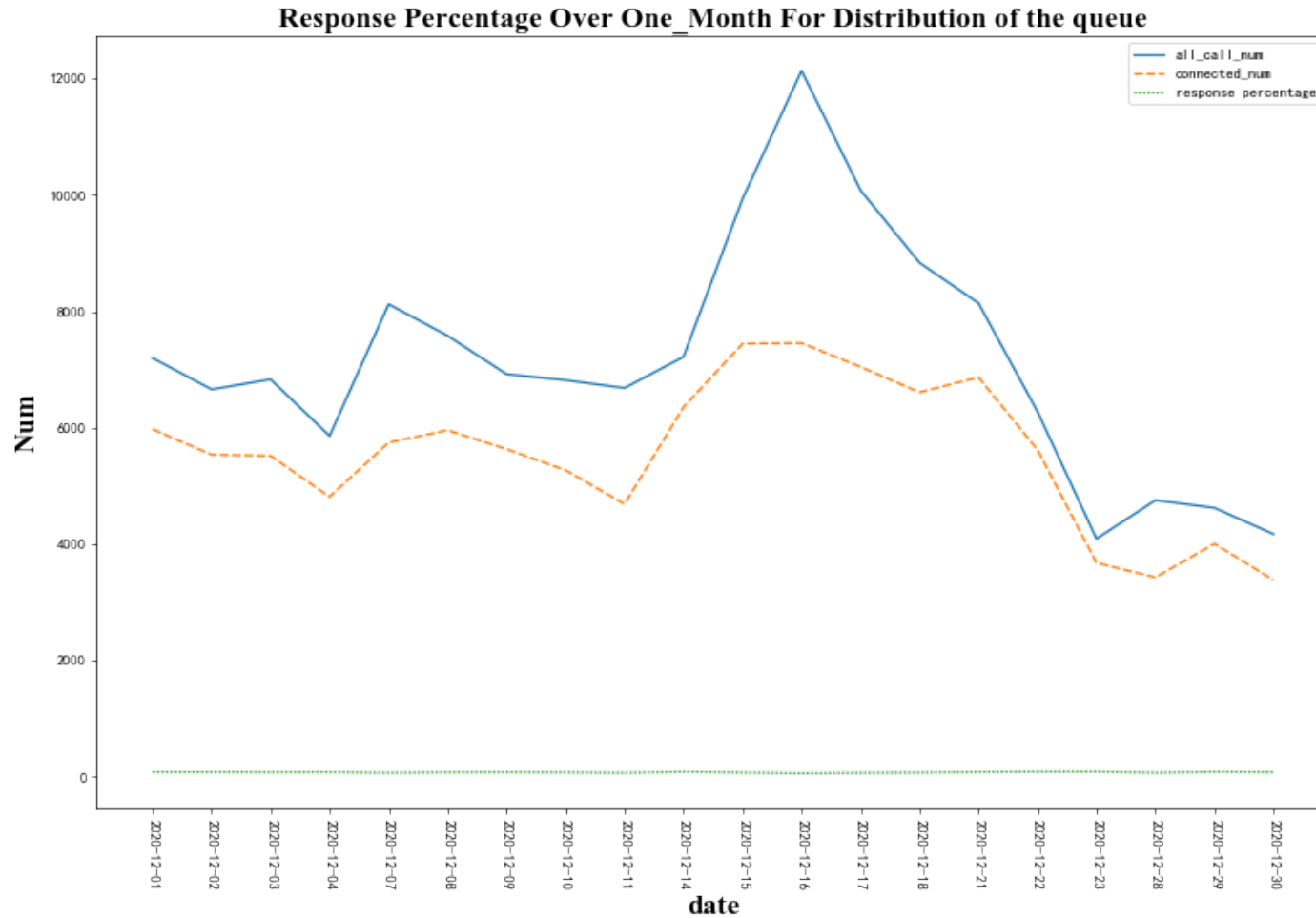# Response Call Percentage On Week Day over the month

Response Percentage Over One 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

Response Percentage Over One_Month For Distribution of the queue

Legend:
- all_call_num
- connected_num
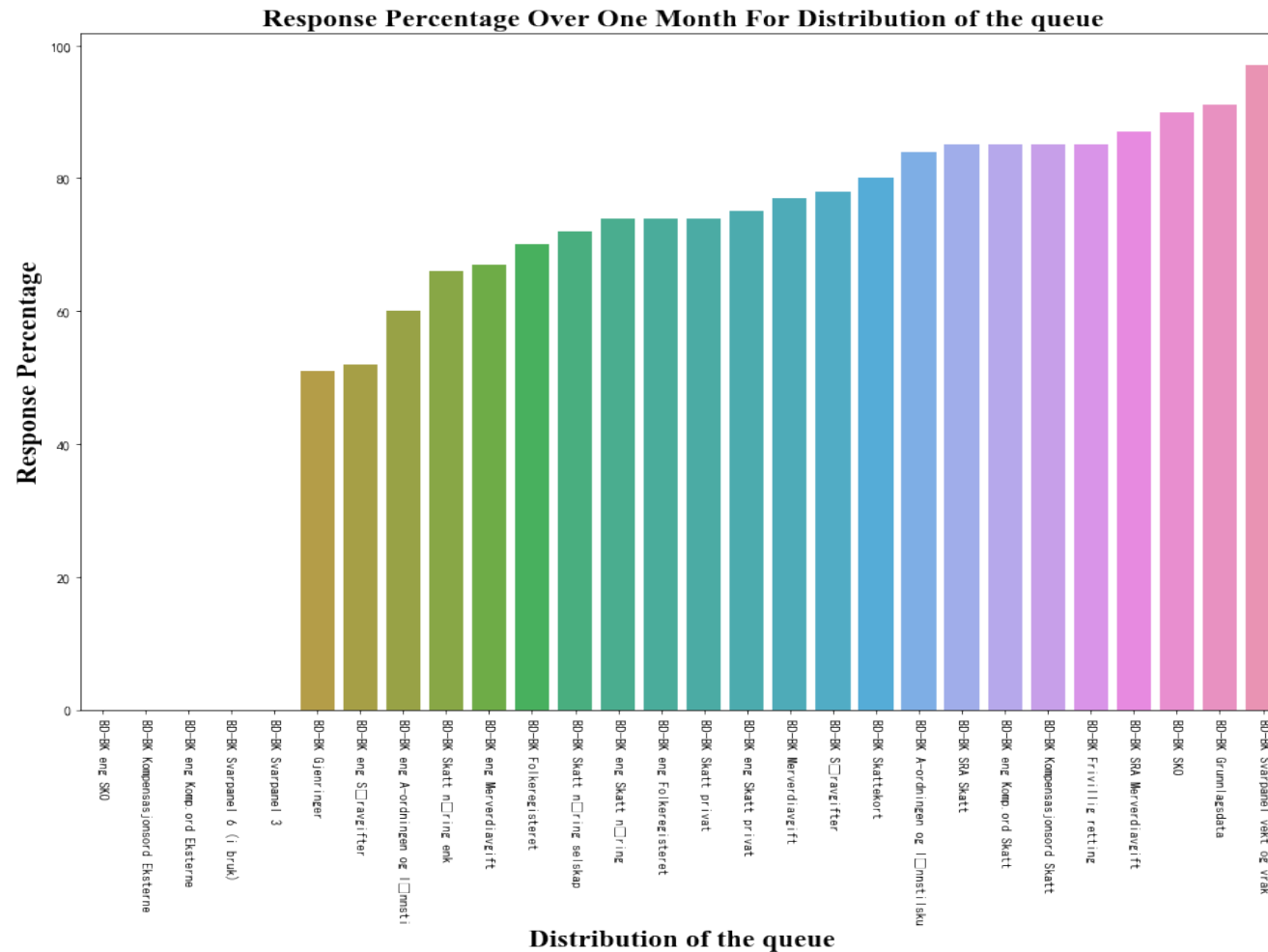- response percentage

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.
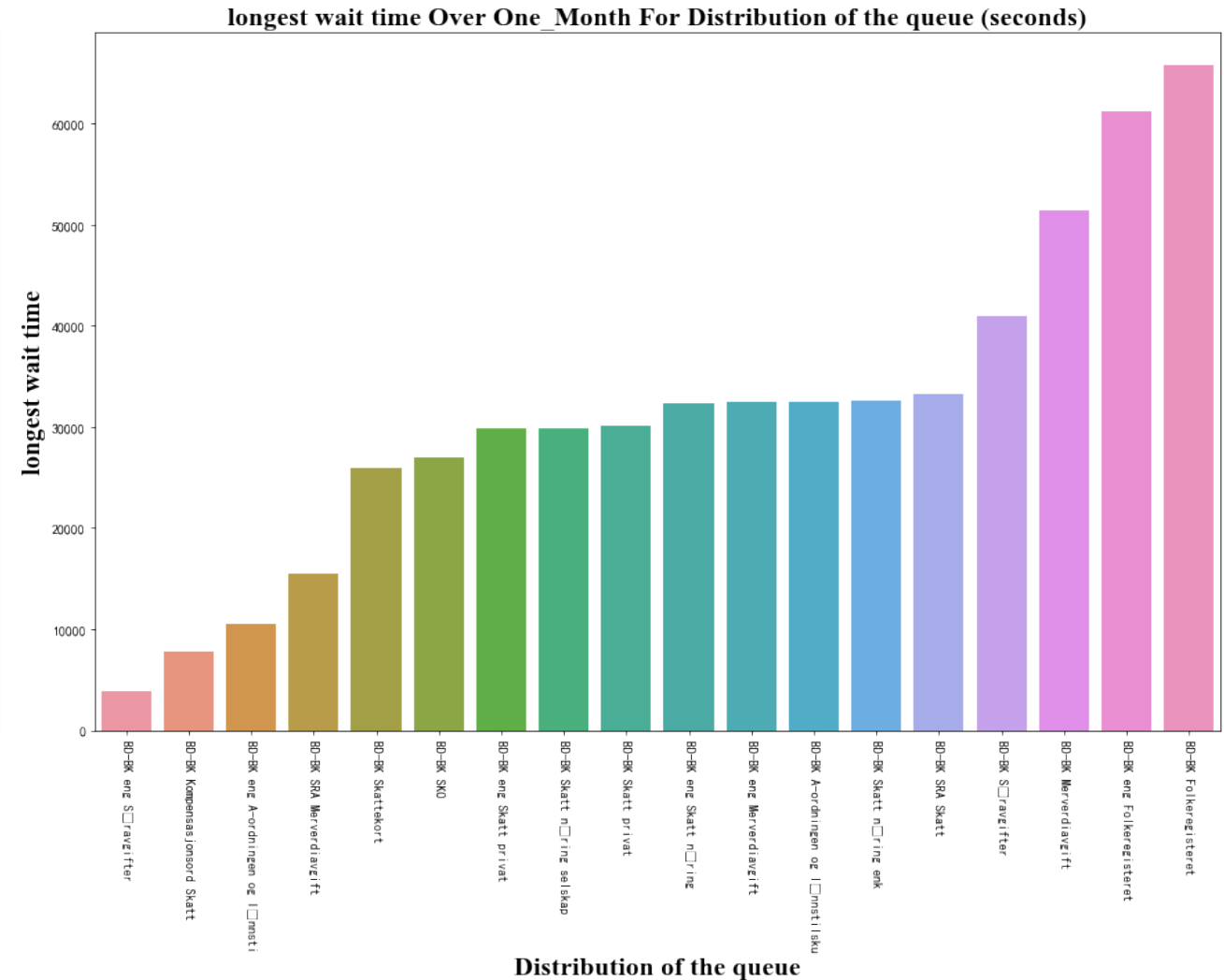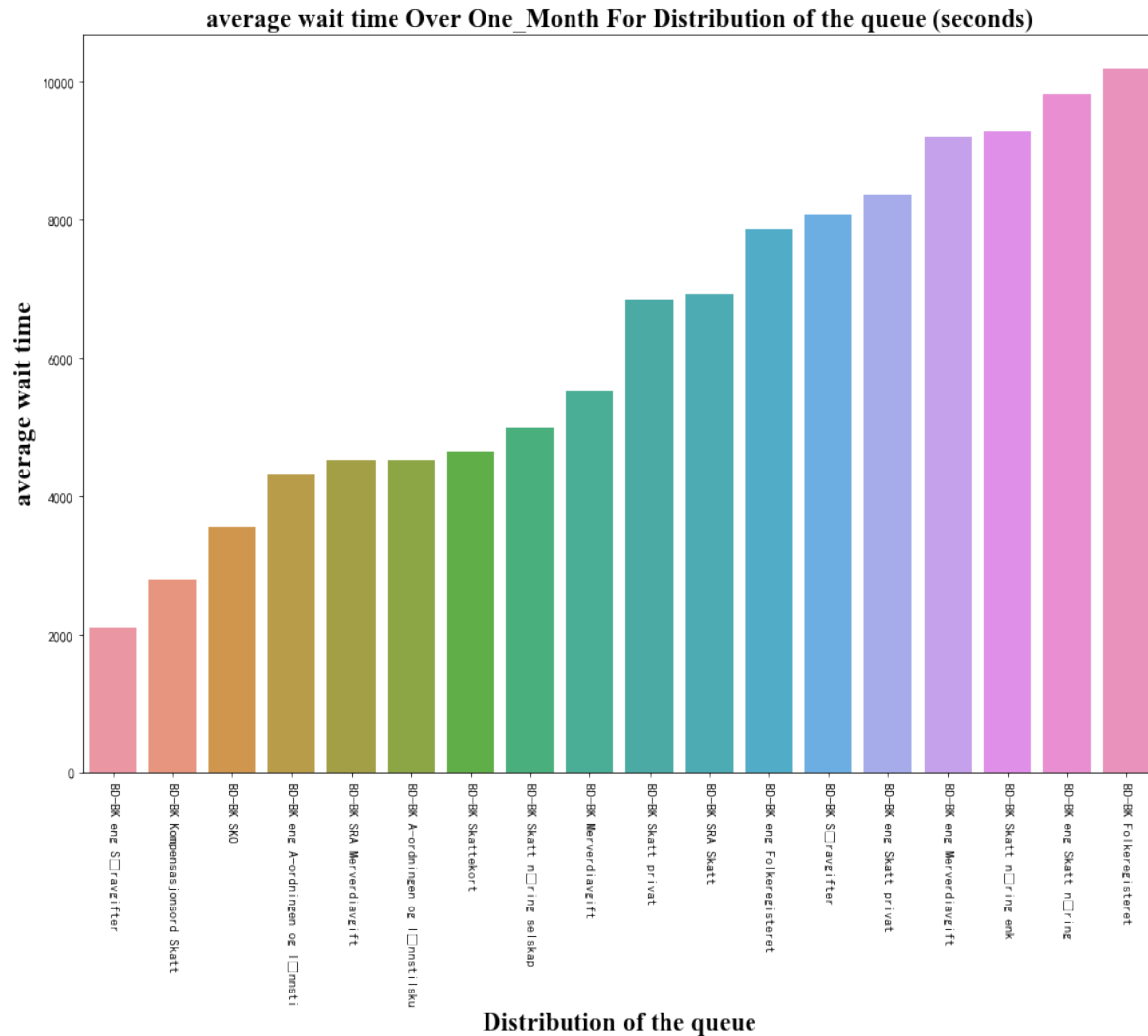
An overview of the queues

PART 3

The percentage of incoming call number of different queue

BD-BK Skatt privat:19.44%
BD-BK Skattekort:18.68%
BD-BK Folkeregisteret:16.6%
BD-BK SKO:15.69%
BD-BK Kompensasjonsord Eksterne:0%
BD-BK eng SKO:0%
BD-BK eng Komp.ord Eksterne:0%
BD-BK Svarpanel 3:0%
BD-BK Skatt næring enk:6.22%
BD-BK Svarpanel 6 (i bruk):0%
BD-BK Frivillig retting:0.01%
BD-BK Merverdiavgift:4.56%
BD-BK eng Komp.ord Skatt:0.01%
BD-BK Gjenringer:0.02%
BD-BK eng Skatt privat:3.96%
BD-BK Grunnlagsdata:0.04%
BD-BK A-ordningen og lønnstilsku:2.91%
BD-BK Svarpanel vekt og vrak:0.06%
BD-BK eng Folkeregisteret:2.83%
BD-BK eng Særavgifter:0.13%
BD-BK Skatt næring selskap:2.49%
BD-BK eng A-ordningen og lønnsti:0.14%
BD-BK SRA Skatt :1.83%
BD-BK Kompensasjonsord Skatt:0.2% gifter:1.58%
BD-BK eng Skatt næring:0.2% 1.57%

- Top four queue with call number:
    1. BD-BK Skatt privat
    2. BD-BK Skattekort
    3. BD-BK Folkeregistert
    4. BD-BK SKO

- Queues with no call
    1. *BD-BK Svarpanel 3*
    2. *BD-BK Kompensasjonsord Eksterne*
    3. *BD_BK eng Komp-ord Eksterne*
    4. *BD-BK eng SKO*
    5. *BD-BK Svarpanel 6(i bruk)*

The percentage of call response of different queue

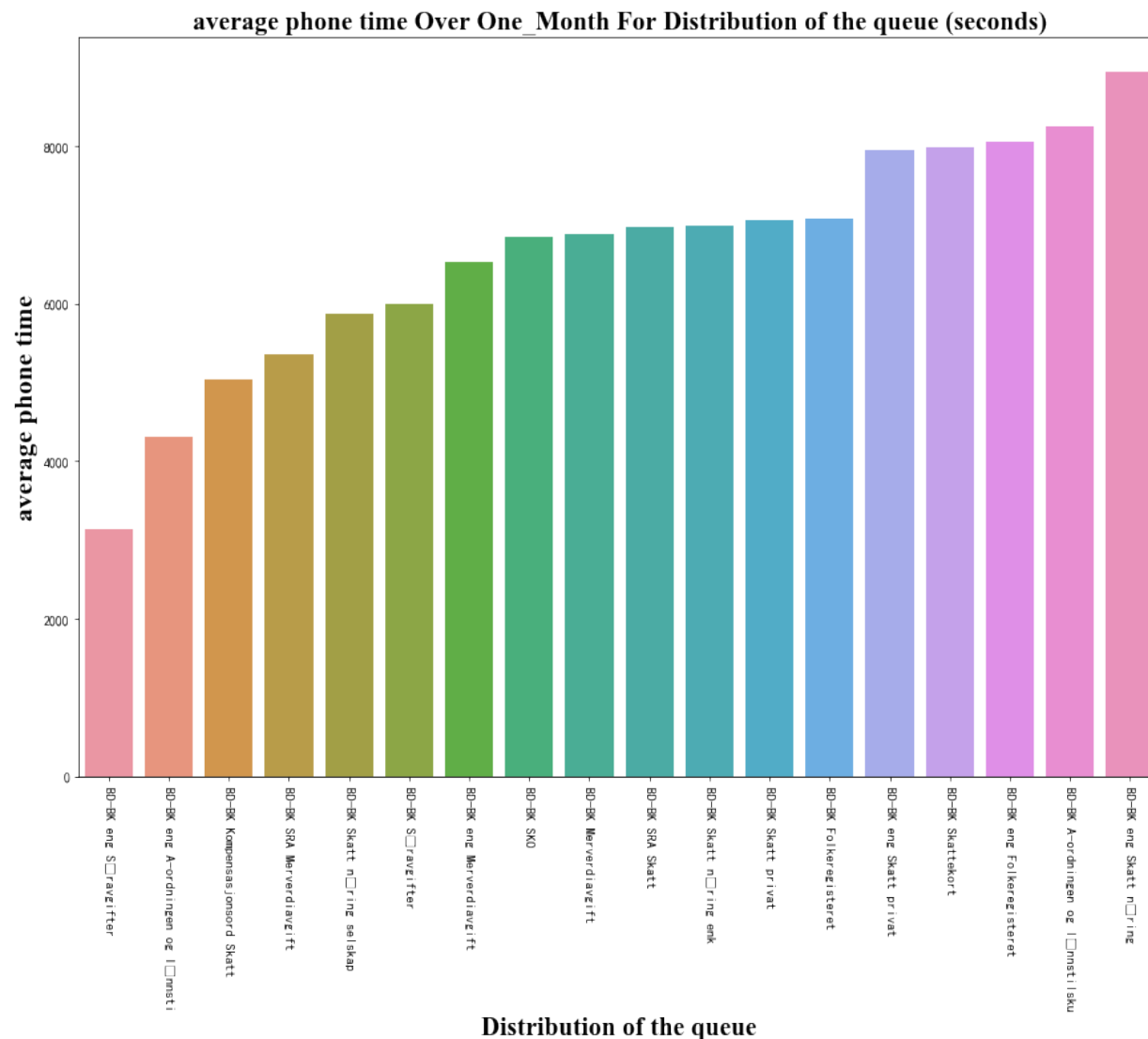Response Percentage Over One Month For Distribution of the queue

- *"BD-BK Svarpanel vekt og vrak "* has the highest Response Percentage, more than 95%

- "Gjenringer" and "BD_BK end særavgiffter" has around 50% response percentage.

The wait time and hang up time while waiting

average wait time Over One_Month For Distribution of the queue (seconds)

longest wait time Over One_Month For Distribution of the queue (seconds)

Average talk time of different queue over one month

average phone time Over One_Month For Distribution of the queue (seconds)

- "BD-BK Folkeregisteret" ranked sixth place

- " eng skatt næring" has the langest average phone time

Average waiting time for recall

average_wait_time_for_recall Over One_Month For Distribution of the queue (seconds)
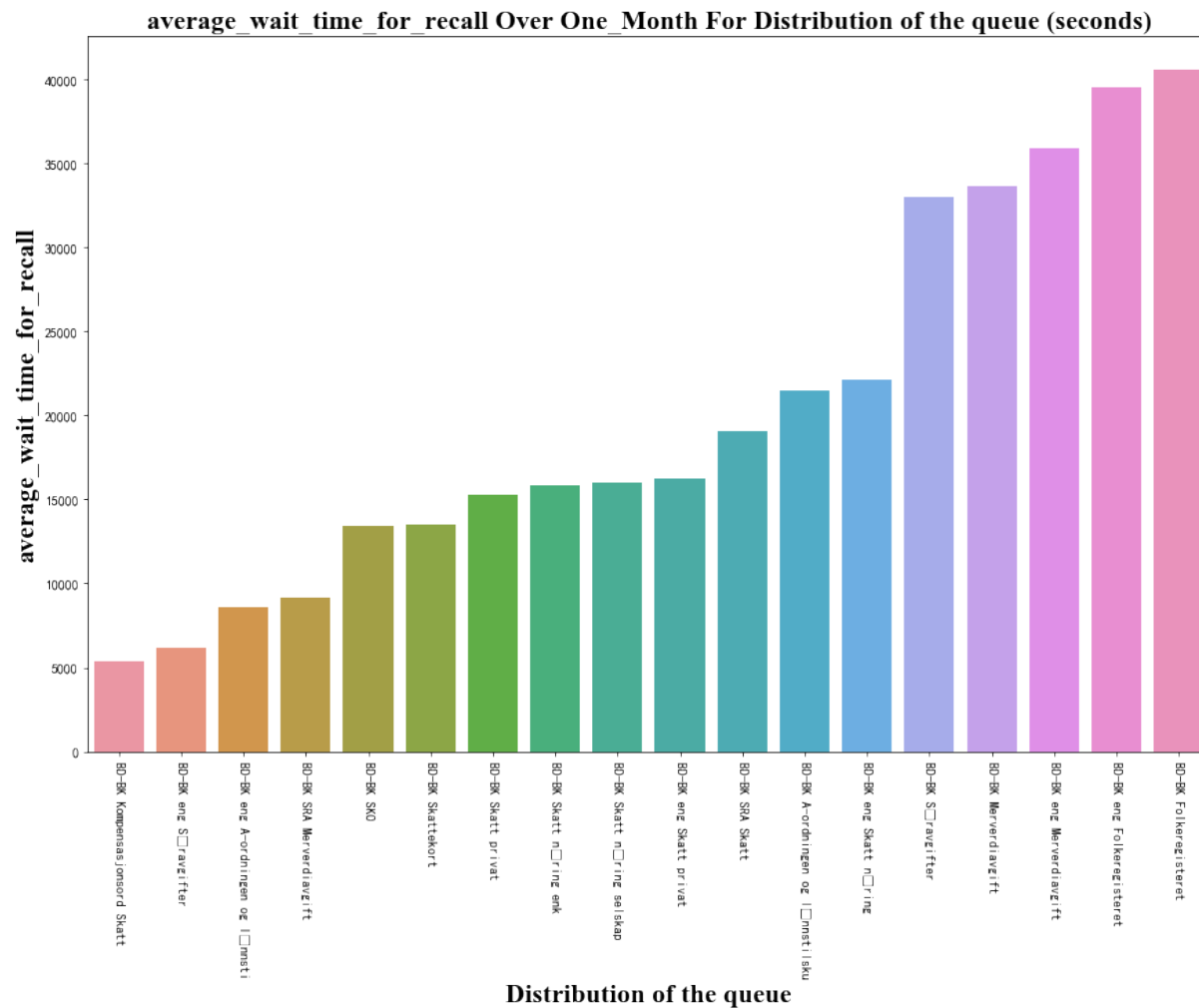
how long does it take to call back on different queue?

More analysis ideas

- Restriction: dataset is too small.

- Furture work:

predict next year

1. the number of incoming calls.
2. response persent.
3. waiting time for answering calls for the different queues