Call Center Performance

Plotly Dash App

Project Context

My manager requested a comprehensive dashboard to monitor and evaluate call center and agent performance.

Using Plotly Dash, I developed an interactive data application that provides real-time insights into key metrics.

The dashboard features KPIs such as total calls answered, abandoned calls, problems resolved, and customer ratings. It also includes agent performance analytics, visualizations for daily call trends, average call time, answer speed, and satisfaction scores.

The app enables filtering by agent, topic, and date range, offering actionable insights to enhance call center efficiency and customer satisfaction.

Shree Call Center

Q1 Analysis Dashboard

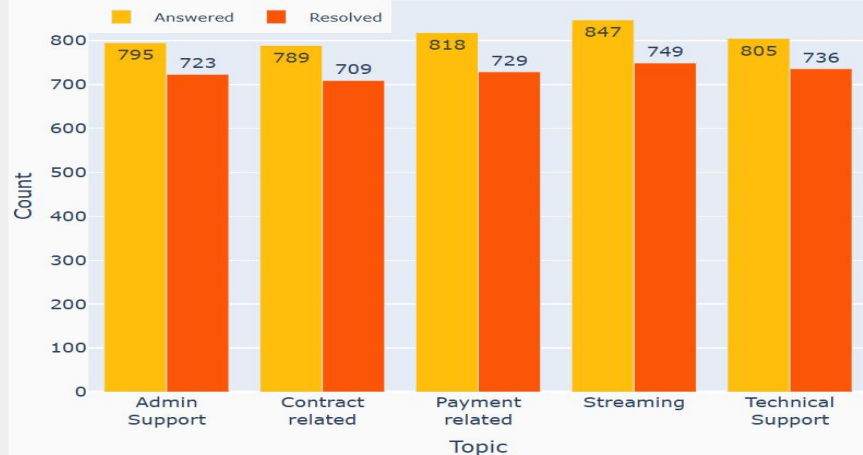| Calls	Calls Answered	Problem Resolved	AVG Call Time	AVG Speed of Ans
5000	4054	3646	3.75 min	68 sec

AVG CSAT

3.4
▼ −0.6

Select an Agent

select Topic

01/01/2021 → 03/31/2021

Calls Answered vs Problem Resolved by All Agents

Legend: Answered (yellow), Resolved (orange)

Topic	Answered	Resolved
Admin Support	795	723
Contract related	789	709
Payment related	818	729
Streaming	847	749
Technical Support	805	736

Axis: Count (y), Topic (x)

Agent Performance

Scatter plot — AVG Speed of Answer (sec) vs Problem Resolved

- Joe (~436, 71.2)
- Martha (~461, 70)
- Greg (~455, 69.1)
- Stewart (~424, 66.6)
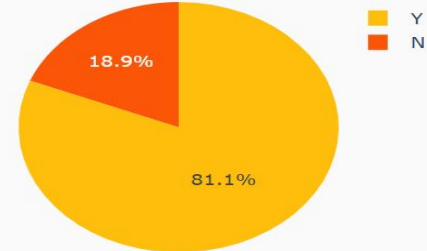- Dan (~471, 67.1)
- Jim (~485, 66.1)
- Diane (~452, 65.3)
- Becky (~462, 65.4)
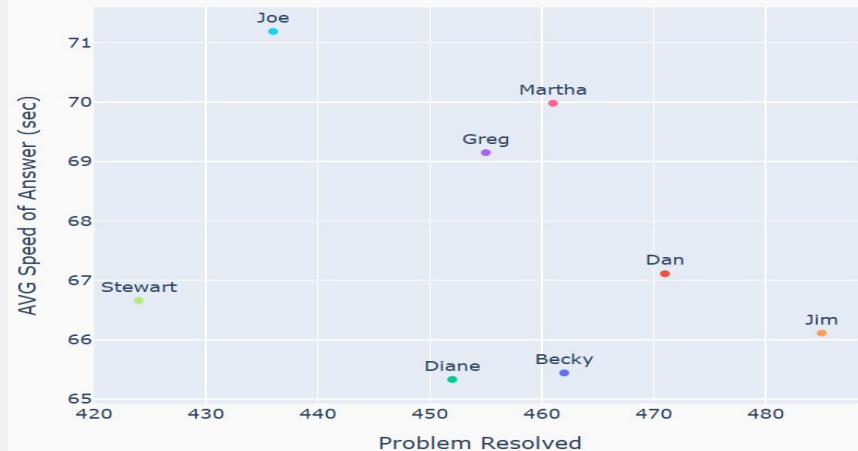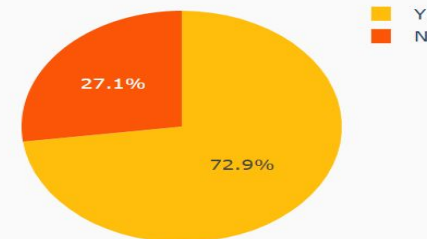
Calls by Time All Agents

Calls Answered by All Agents

Daily Calls by All Agents

Problem Resolved by All Agents

Agents Overview

Agent	Answered	Resolved	AVG Ans Speed(sec)	AVG CSAT	performance
Becky	517	462	65.33	3.37	89.36
Dan	523	471	67.28	3.45	90.06
Diane	501	452	66.27	3.41	90.22
Greg	502	455	68.44	3.4	90.64
Jim	536	485	66.34	3.39	90.49
Joe	484	436	70.99	3.33	90.08
Martha	514	461	69.49	3.47	89.69
Stewart	477	424	66.18	3.4	88.89