

## ■ Weekly Call Performance Summary

Weekly Call Analysis:

- Total Calls: 26
- Overall Sentiment Score: 33.33%
- Positive: 19.61%
- Neutral: 78.43%
- Negative: 1.96%

The data from this week's calls indicates that the majority of customer interactions were classified as neutral (78.43%), followed by positive (19.61%), and a very small percentage identified as negative (1.96%).

Based on the sentiment breakdown, it seems that overall customer sentiment is leaning towards the neutral side. It is essential to analyze the reasons behind the neutral sentiment and identify areas for improvement to enhance customer satisfaction. It is also important to continue to acknowledge and address the positive feedback received from customers to strengthen relationships and foster loyalty. Additionally, efforts should be made to minimize negative feedback by addressing any issues promptly and effectively.

Overall, the trends suggest that there may be room for improvement in customer interactions. By carefully evaluating feedback and implementing necessary changes, we can work towards creating a more positive customer experience and enhancing overall satisfaction levels.

## ■ Agent Performance Metrics

Metric	Value
Total Calls Handled	26
Average Call Duration	147.64 seconds
CSAT (Customer Satisfaction Score)	38.46%

## ■ Customer Sentiment Analysis

Metric	Value
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Overall Sentiment Score	33.33
Positive	19.61
Neutral	78.43
Negative	1.96

■ Conversation Analysis Metrics

Metric	Value
Conversation Flow Score	1725.0
Question-to-Statement Ratio	21.720000000000002
Resolution Path Efficiency	1985.0