

# PWC Call Centre Trends

Customer and Agent behaviour Visualization

January

February

March

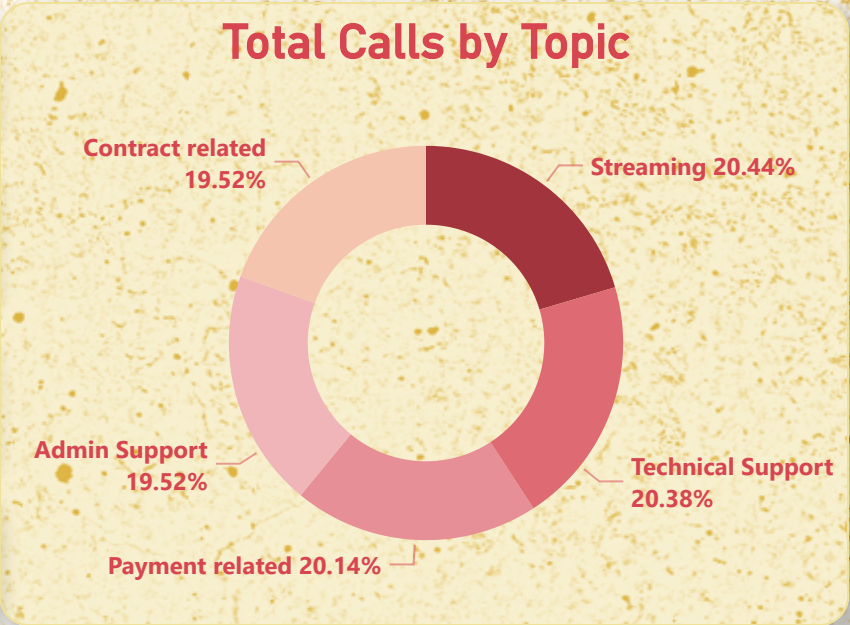
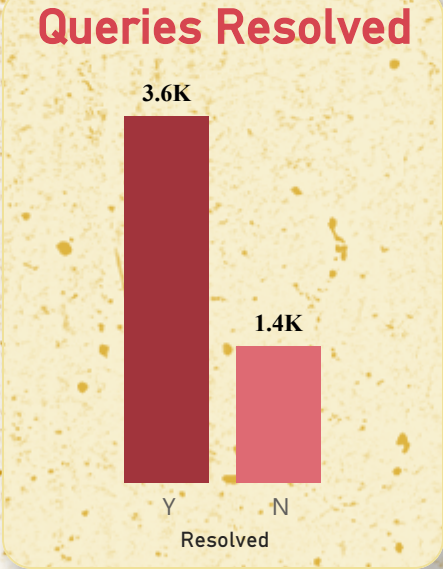


Total Calls  
5000

Answered Calls  
4054

Abandoned Calls  
946

Satisfaction Rate  
3.40



Total Calls by Agents

Agent	Total Calls	Answered Calls	Abandoned Calls	Satisfaction _rate	Avg_ans _speed
Becky	631	517	114	3.37	65.33
Dan	633	523	110	3.45	67.28
Diane	633	501	132	3.41	66.27
Greg	624	502	122	3.40	68.44
Jim	666	536	130	3.39	66.34
Joe	593	484	109	3.33	70.99
Martha	638	514	124	3.47	69.49
Stewart	582	477	105	3.40	66.18
Total	5000	4054	946	3.40	67.52

