PWC Call Centre Trends

Customer and Agent behaviour Visualization

January February

March

Total Calls **5000**

Answered Calls 4054

Abandoned Calls 946

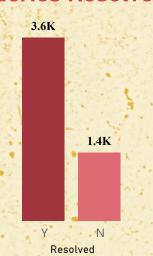
Satisfaction Rate 3.40



Total Calls by Agents

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Agent	Total	Answered	Abandone	Satisfaction	Avg_ans
	Calls	Calls	d Calls	_rate	_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
	Becky Dan Diane Greg Jim Joe Martha Stewart	Calls Becky 631 Dan 633 Diane 633 Greg 624 Jim 666 Joe 593 Martha 638 Stewart 582	CallsCallsBecky631517Dan633523Diane633501Greg624502Jim666536Joe593484Martha638514Stewart582477	Agent Total Calls Answered Calls Abandone d Calls Becky 631 517 114 Dan 633 523 110 Diane 633 501 132 Greg 624 502 122 Jim 666 536 130 Joe 593 484 109 Martha 638 514 124 Stewart 582 477 105	Agent Calls Total Calls Answered Calls Abandone d Calls Satisfaction rate Becky 631 517 114 3.37 Dan 633 523 110 3.45 Diane 633 501 132 3.41 Greg 624 502 122 3.40 Jim 666 536 130 3.39 Joe 593 484 109 3.33 Martha 638 514 124 3.47 Stewart 582 477 105 3.40





Calls by Month & Day

