

Call Center Analysis Report

Summary Statistics:

Call Duration (seconds):

count	5718.000000
mean	56.010668
std	66.263337
min	1.000000
25%	30.000000
50%	30.000000
75%	61.000000
max	991.000000

Name: Call_Duration_(s), dtype: float64

Talk Duration (seconds):

count	5718.000000
mean	35.253935
std	69.651801
min	0.000000
25%	0.000000
50%	0.000000
75%	49.000000
max	971.000000

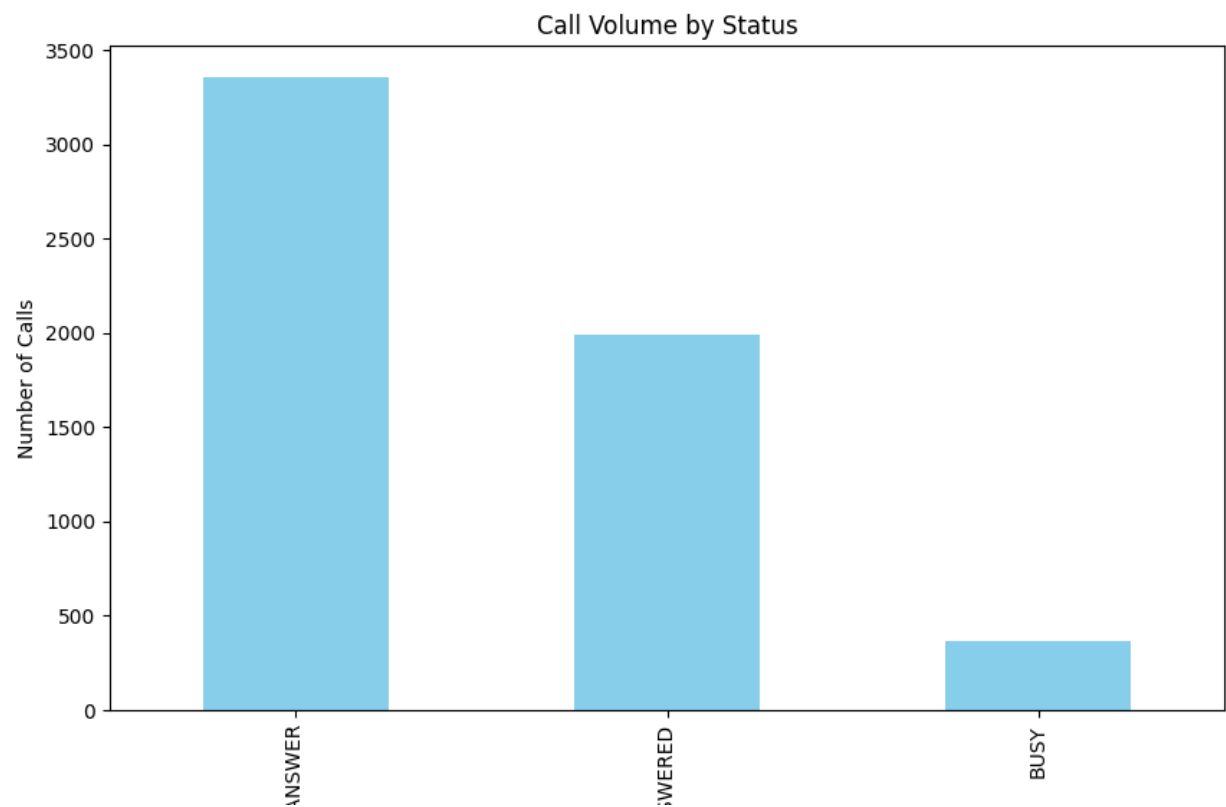
Name: Talk_Duration_(s), dtype: float64

Insights from the Analysis:

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1. Call Volume by Status: The breakdown of answered, missed, and busy calls highlights the efficiency of the call center.
2. Call Duration Statistics: Average and maximum call durations provide insight into the typical workload and call complexity.
3. Call Volume by Hour: Peaks in call volume suggest times of high demand, which can be used for resource allocation.
4. Agent Performance:
 - Answer Rate: 34.89% of calls were answered, indicating poor performance.
 - Missed Call Rate: 58.71% of calls were missed.
5. Duplicates Removed: Repeated calls within 2 minutes from the same caller were filtered out to ensure fair performance assessment.
6. Missed Calls: Patterns in missed calls can help identify technical or operational issues affecting customer satisfaction.

Call Volume by Status



Call Volume by Hour

