



Call Center Trends

Last Updates: Feb 3, 2025
by Mariia-Olena

Total Calls

5000

Answer Rate %

81.08

Average Speed of Answer

54.75

Avg Call Duration

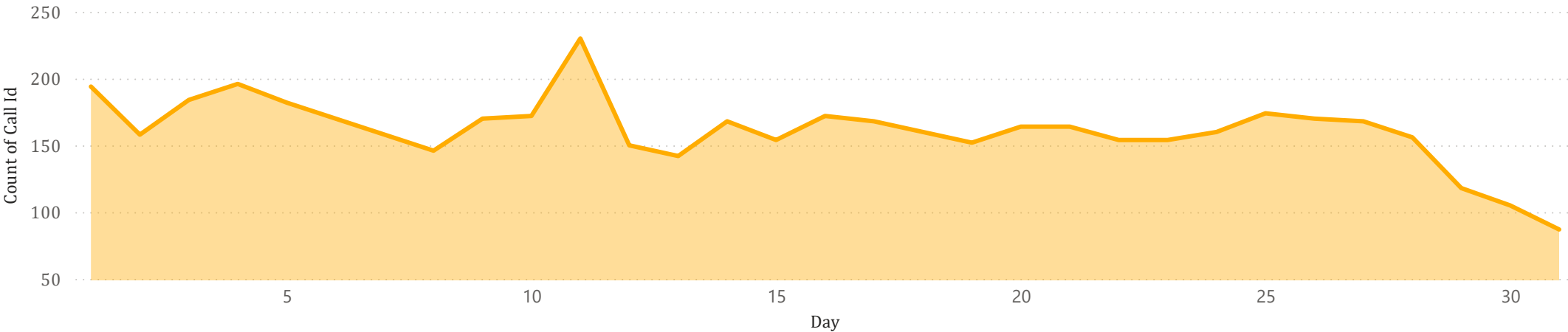
0.41

Resolution Rate %

72.92



Calls Per Day Trend



Month

All



Agent

All

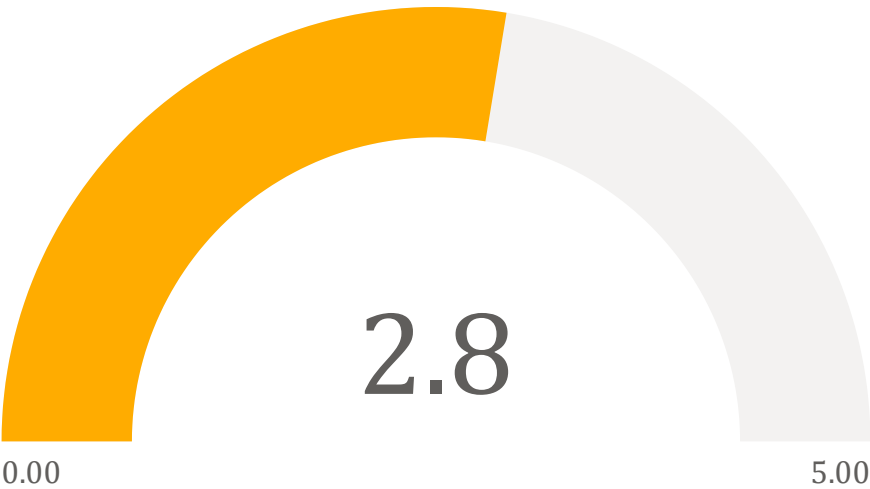


Topic

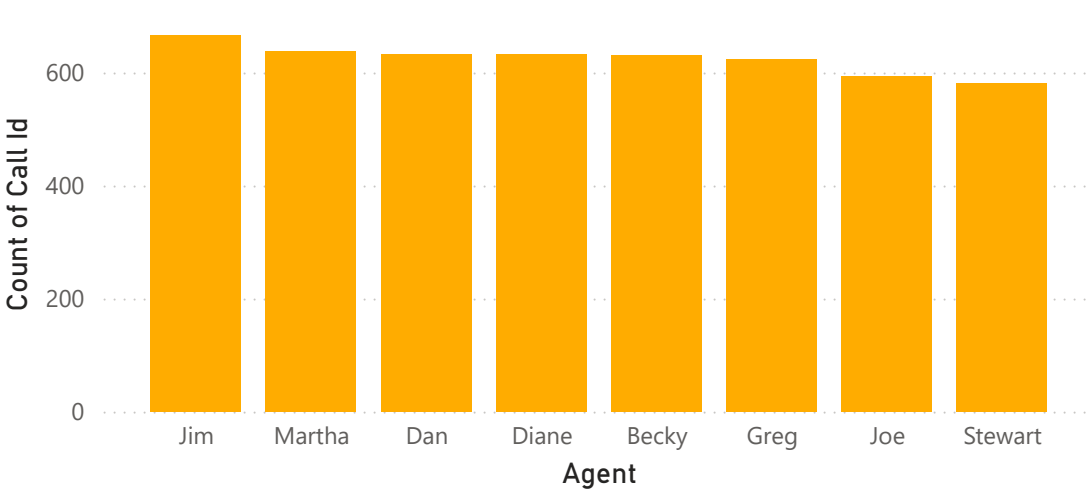
All



Customer Satisfaction Score



Calls Handled by Agent



Resolved(1-yes, 0-no)

All





Customer Churn Dashboard

Last Updates: Feb 7, 2025
by Mariia-Olena

Churn

All

Admin Tickets

All

Tech Tickets

All

Paperless Billing

All

Senior Citizen

All

Churn Rate (%)

26.54

Total Customers

7043

Revenue Lost Due to Churn (\$)

2.86M

AVG Monthly Revenue per Customer (\$)

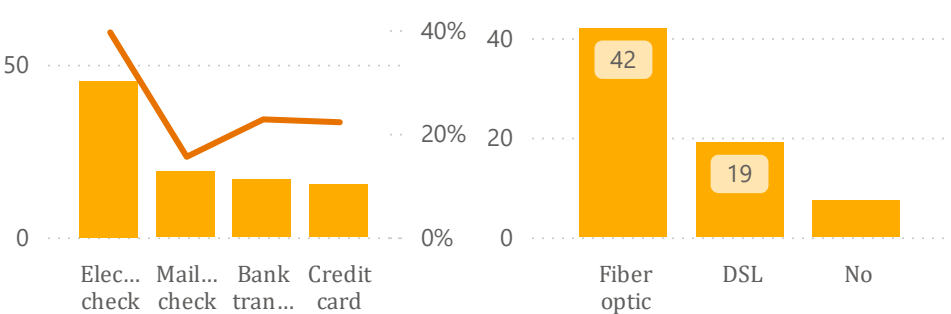
64.76

Average Tenure (Months)

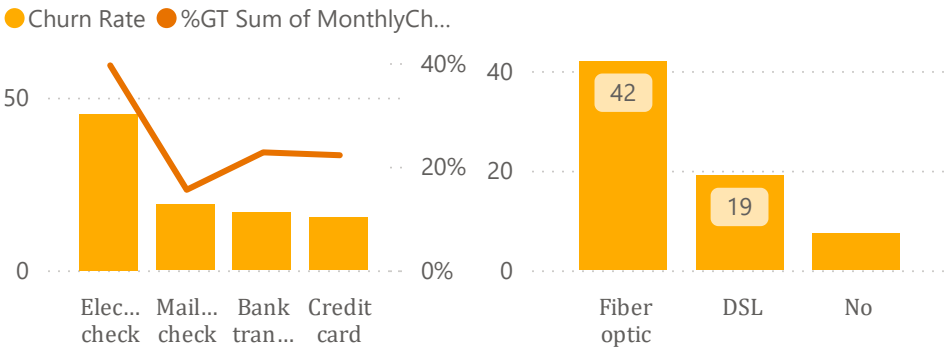
18

Churn Rate by Paymen Method

Churn Rate %GT Sum of MonthlyCh...



Churn Rate by Internet service



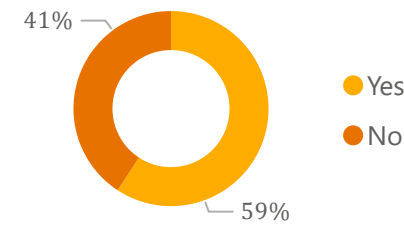
Total Charges by Contract Type and Churn Status

Contract Type	No	Yes	Total
Month-to-month	3,378,679.25	1,927,182.25	5,305,861.50
One year	3,792,062.30	674,991.20	4,467,053.50
Two year	6,022,500.25	260,753.45	6,283,253.70
Total	13,193,241.80	2,862,926.90	16,056,168.70

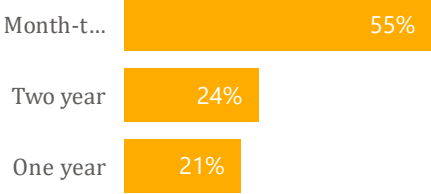
Payment Method



Paperless Billing

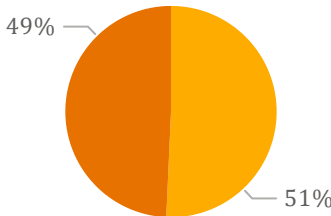


Contract type



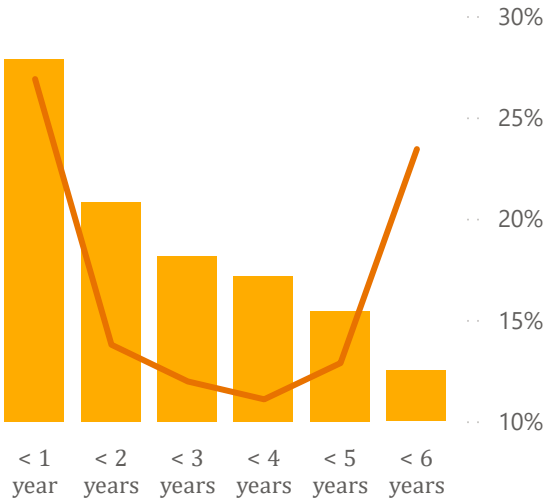
Churn Rate by gender

Female Male



Subscription Length

%GT Churn Rate %GT Sum of MonthlyCharges





Diversity and Inclusion Dashboard

Last Updates: Feb 12, 2025
by Mariia-Olena Zhupnyk

48.48%

Hires Men %

51.52%

Hires Women %

9.40%

Turnover Rate

47

Total Leavers

2.35

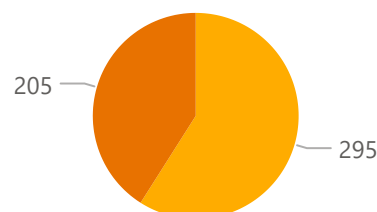
Avg Perf Men

2.33

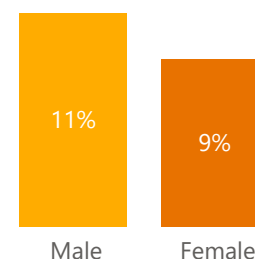
Avg Perf Women

Gender Distribution

Male Female



Promotion Rate by Gender FY21



Gender at Different Job Levels

Job Level	Female	Male	Total
6 - Junior Officer	109	95	204
5 - Senior Officer	49	56	105
4 - Manager	30	52	82
3 - Senior Manager	10	46	56
2 - Director	5	32	37
1 - Executive	2	14	16
Total	205	295	500

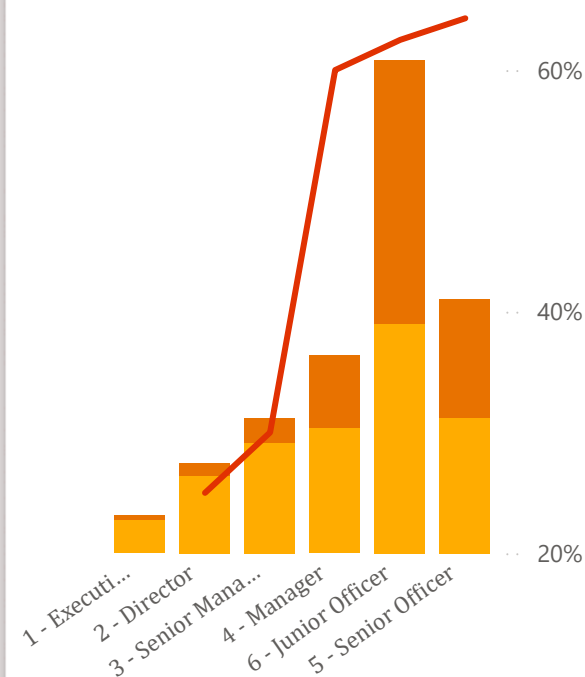
Hiring Trends by Gender

Hires Women % Hires Men %



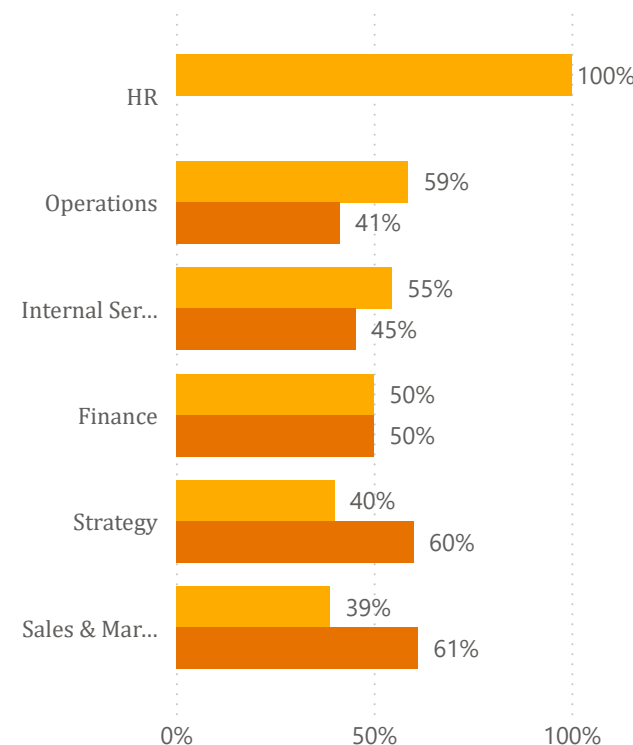
Hiring by Job Level

Total Men Total Women Hires Women %



Hire Rate by Department

Hires Women % Hires Men %



Hires % by Job Level after FY21

Hires Women % Hires Men %

