

# CALL CENTRE DATA ANALYSIS

## Problem Statement

### KPI'S Requirement

1. Total Number of Calls.
2. Total Call Duration in Hours
3. Total Call Duration in Minutes.
4. Average Call Duration in Minutes.
5. Response Time Percentage

### Chart's Requirement

1. Total Call by Day.
2. Total Calls by State.
3. Top Reason for Calls
4. Total Calls by Channel
5. Total Calls by Sentiment (e.g. positive,negative,neutral)
6. Total Calls by Call Centre