

Call Centre Trends

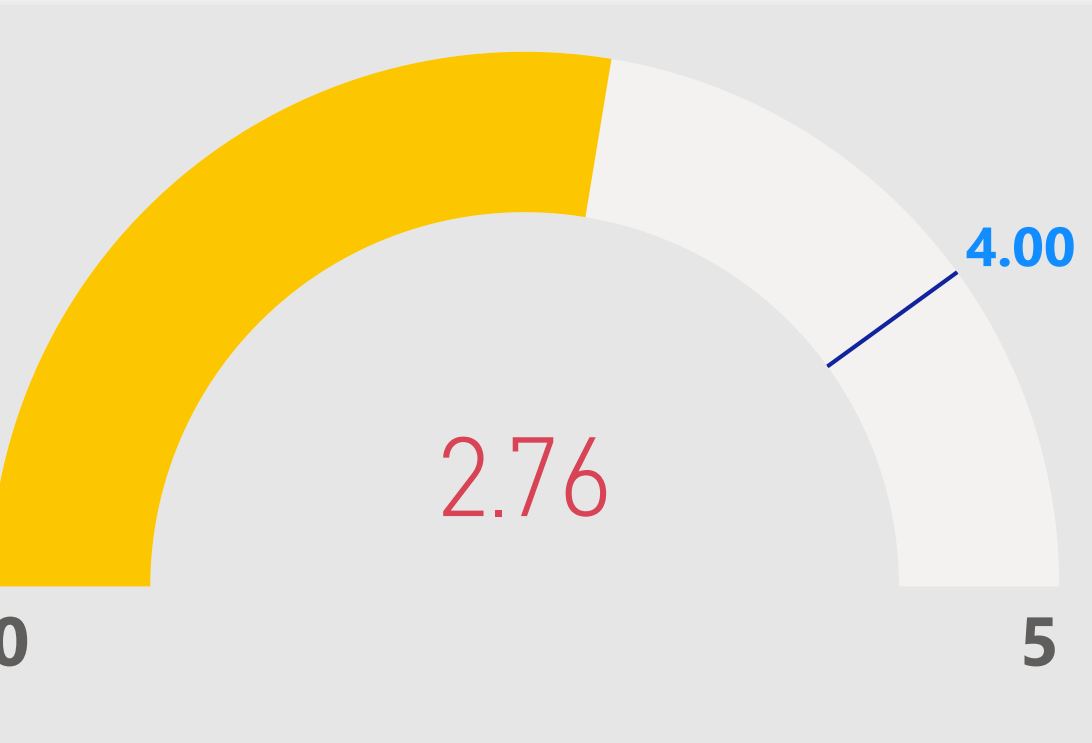
Agent

All

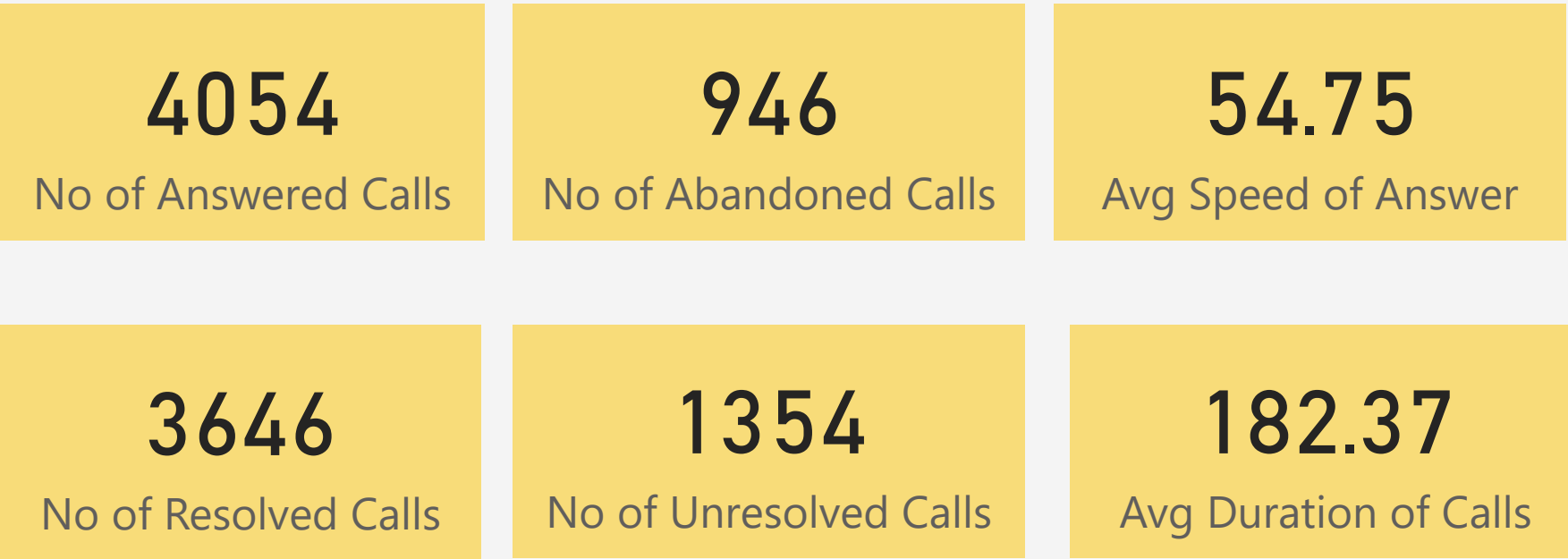
Topic

All

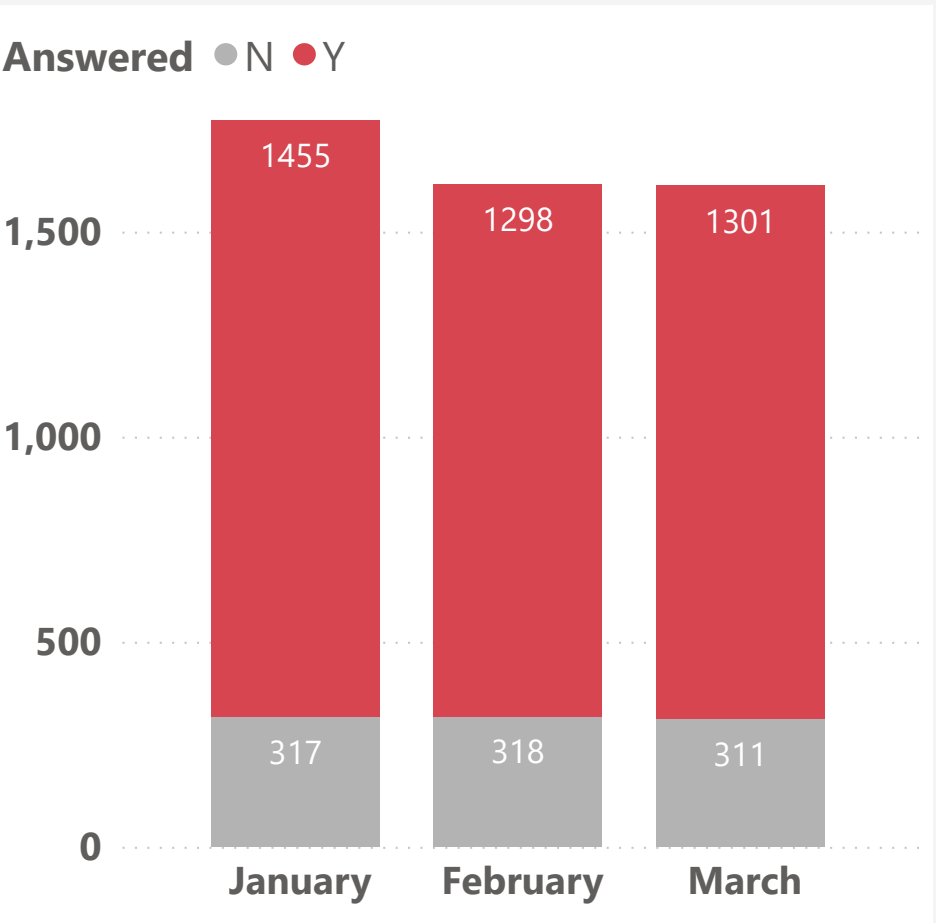
01/01/202131/03/2021



Overview



Number of Calls Per Month

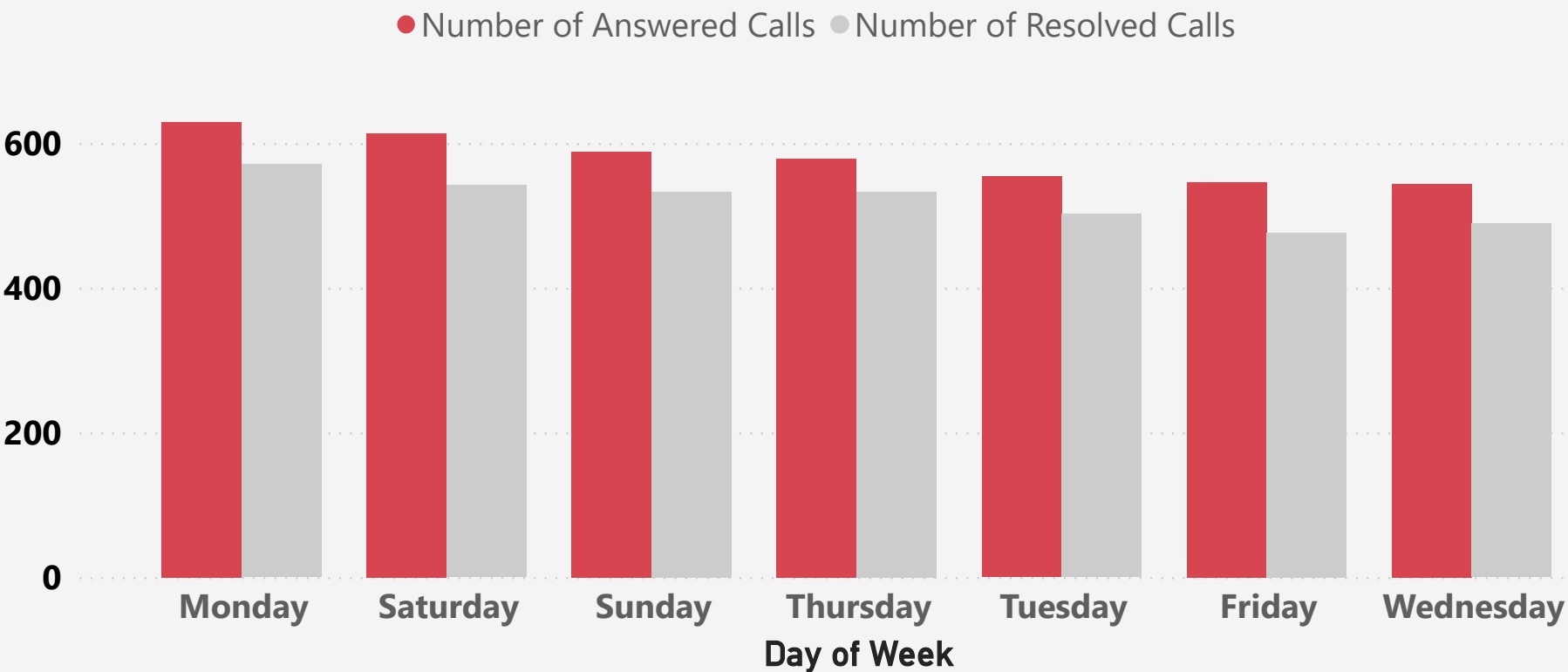


Agent Statistics

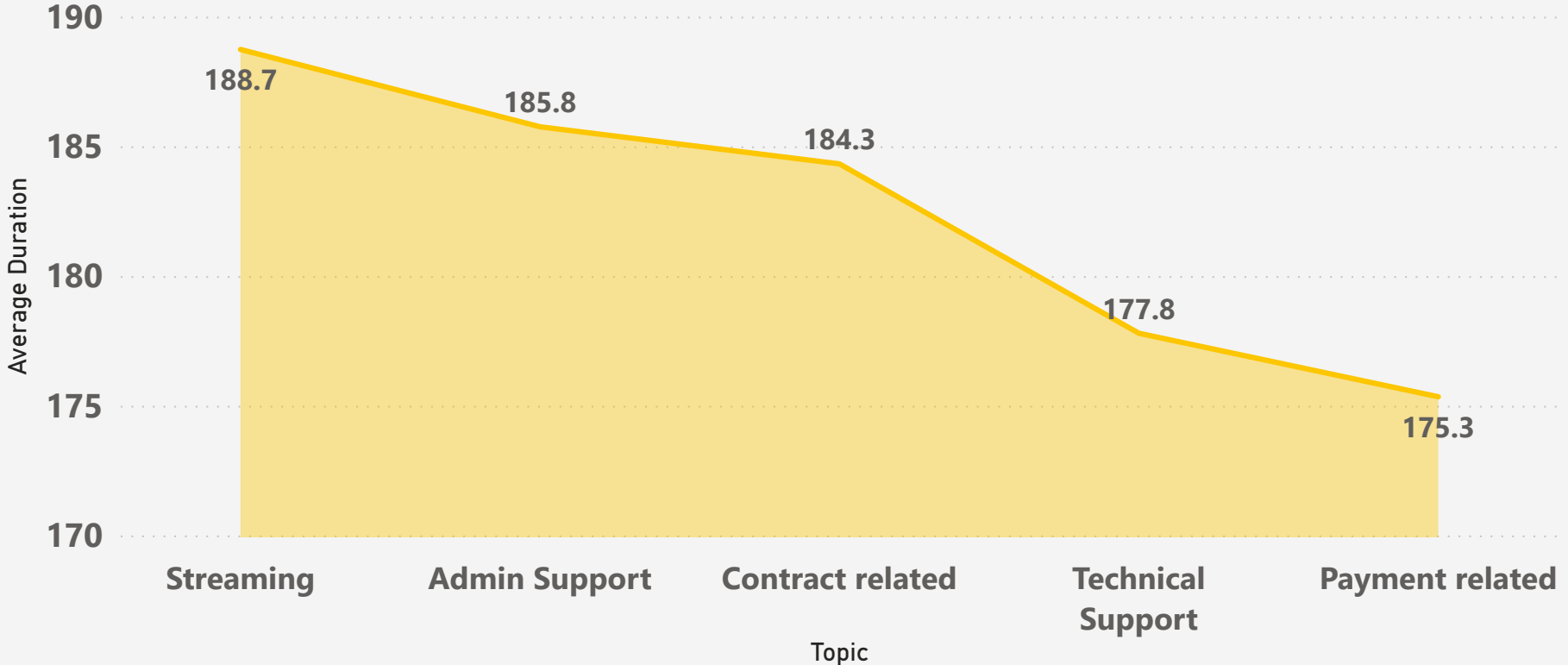
| Agent | Answered Calls | Resolved Calls | Average Rating | Average Speed |
|---------|----------------|----------------|----------------|---------------|
| Jim | 536 | 485 | 2.73 | 53.39 |
| Dan | 523 | 471 | 2.85 | 55.59 |
| Becky | 517 | 462 | 2.76 | 53.53 |
| Martha | 514 | 461 | 2.80 | 55.98 |
| Greg | 502 | 455 | 2.74 | 55.06 |
| Diane | 501 | 452 | 2.70 | 52.45 |
| Joe | 484 | 436 | 2.72 | 57.94 |
| Stewart | 477 | 424 | 2.79 | 54.24 |

Summary

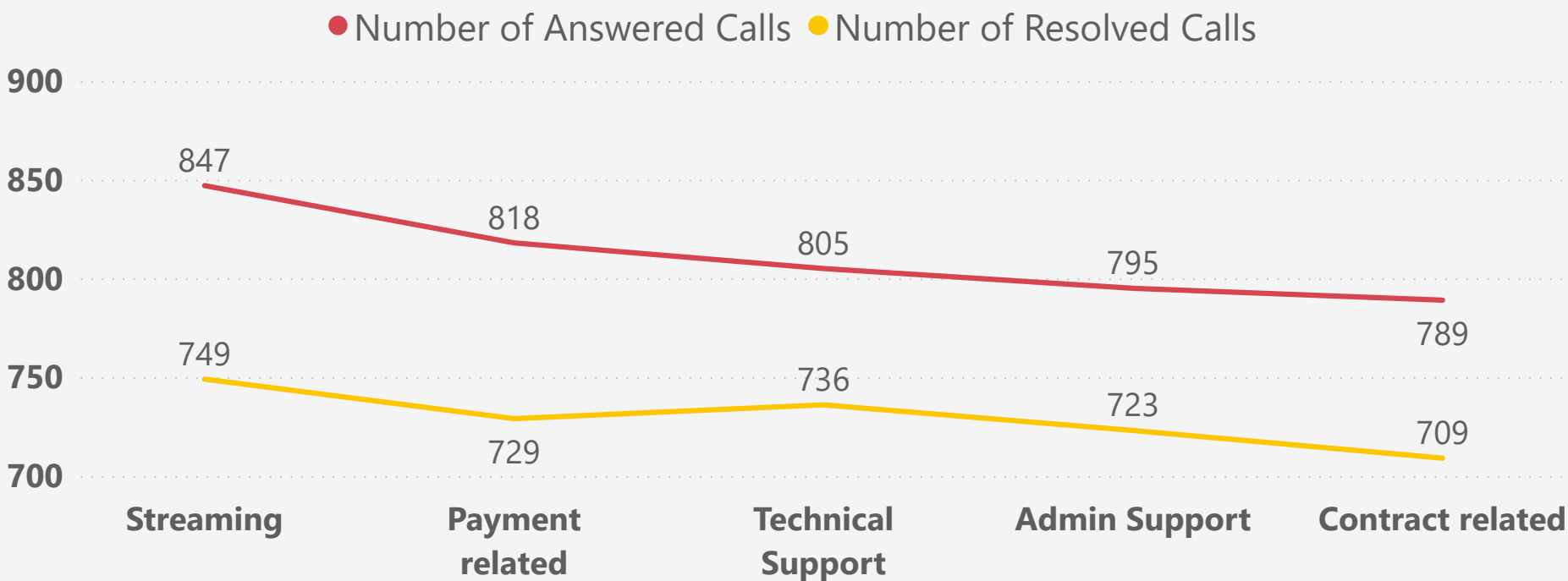
Number of Answered Calls and Number of Resolved Calls by Day of Week



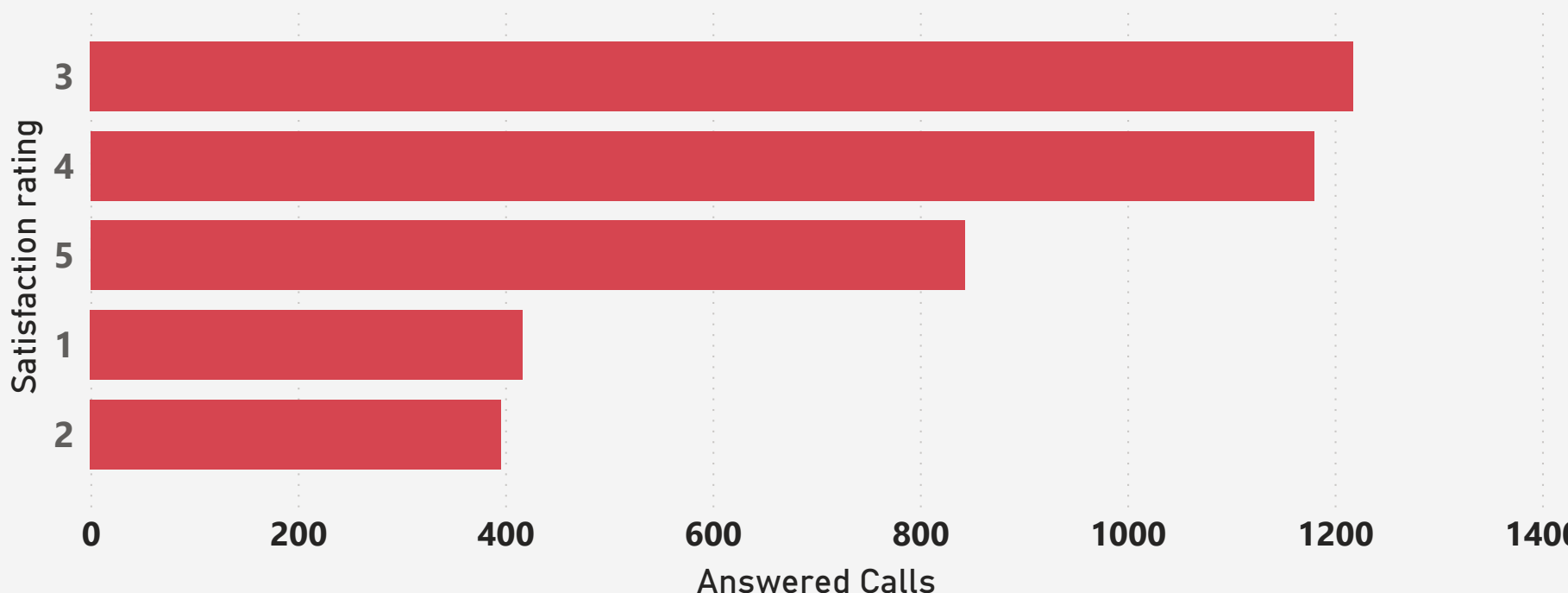
Average Duration for Each Topic



Topic Distribution by Number of Calls Answered and Resolved



Satisfaction rating of Answered Calls



Insights

| % of Calls Answered ▼ | % of Calls Abandoned | % of Calls Resolved | % of Calls Unresolved |
|--------------------------|----------------------|---------------------|-----------------------|
| 81% | 19% | 73% | 27% |

81% of the calls received are answered and only **73%** of the calls are resolved. From our data, it can be deduced that: the more the number of calls, the more calls get resolved. Agent **"Jim"** answered more calls and resolved more calls. Stewart resolved the least number of calls which is expected as he answered less calls than the other agents.

The average number of rating across all calls is **2.76** of which agent Dan is rated highest(2.85). Most customers give a rating of **3** or **4**.

Most of the calls were answered on Mondays and Saturdays between **3pm-6pm**.

Although there is no significant difference in the topics discussed during the calls, **Streaming** remains the highest topic discussed. As expected, the average duration spent on "Streaming" topic is the highest.