CALL CENTRE CASE STUDY PROJECT

1. ABC Team currently manages the Contact Centre of the ABC and KUA airline companies . ABC'S Call Centre is structured in 5 segments or lines of business (S0, S1 ...). With the attached information, prepare both a powerpoint presentation and an python code backup file showing the following information for our ABC top management:

       1.1 Intra-week volume evolution by segment & global

       1.2 ABC's weekly percentage of answered calls & percentage of answered calls before 30 seconds) by segment and global. Bear in mind that overflow are not considered as incoming calls. Define and explain what would you set as a target for KPI and show the achievement vs. that target.

       1.3 Show the weekly Average Handling Time (AHT) for each segment expressed in number of seconds (fyi, target is defined as 320 seconds).

       1.4 Show other relevant information you consider it should be presented to our ABC's top management and explain why.

2. Our financial model with the external supplier is based on answered calls. Call center operations are based in USA and Canada. Approximately, 55% of calls are managed in USA except S3 that is managed in the USA at 70%. Regarding S3, 80% of the calls are purely Sales while the other 20% are Loyalty driven. If the prices are the ones attached:

       2.1 Estimate the monthly cost of the service