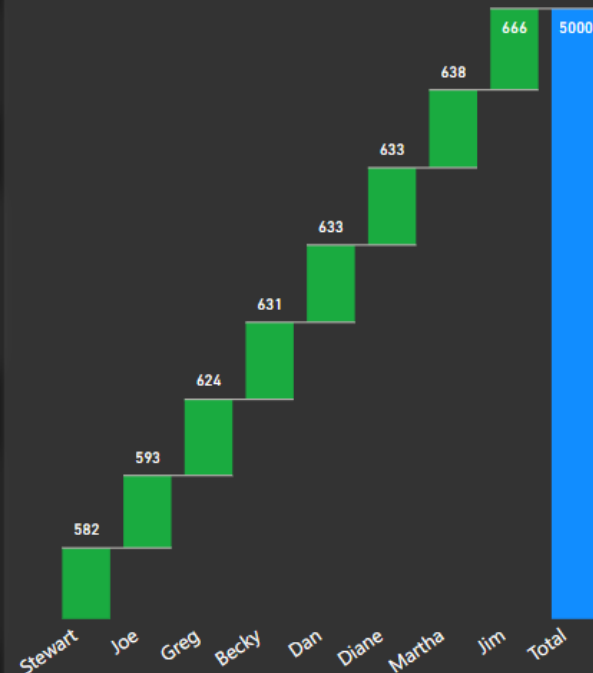
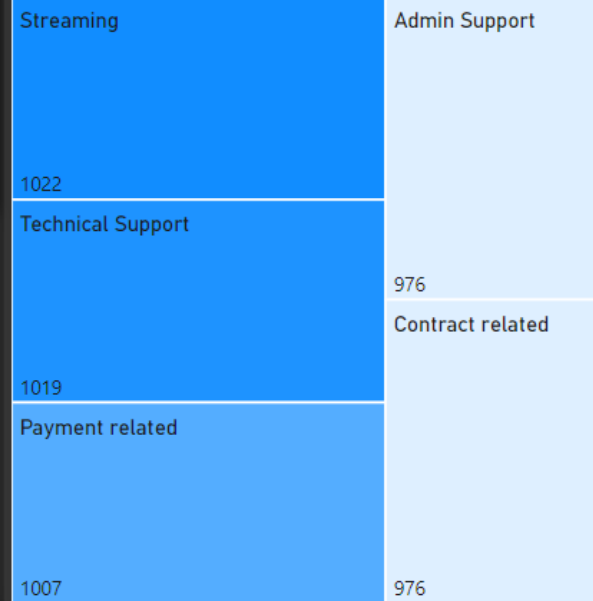


Call Centre Insights

Total Calls by Agent



Topics of Call



Total calls recieved

5000

Total calls resolved

3646

Total calls unresolved

1354

Total calls unanswered

946

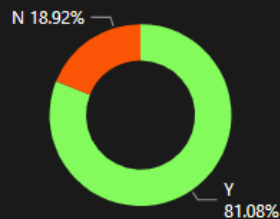
Total calls answered

4054

Average speed of call (in seconds)

67.52

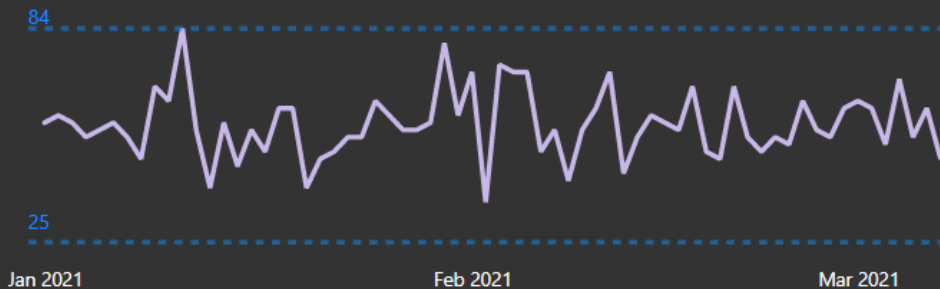
Answered Calls



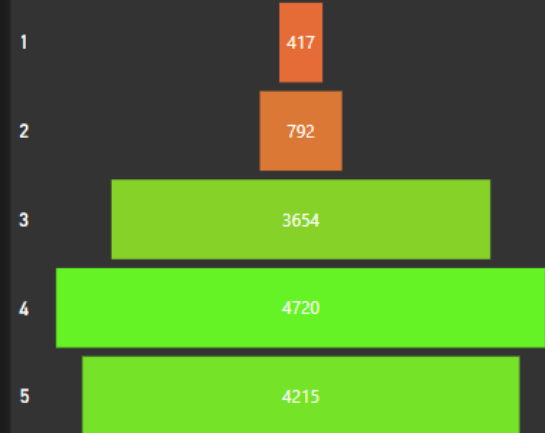
Resolved Calls



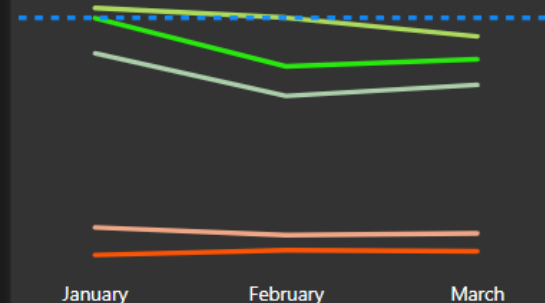
Calls by Month



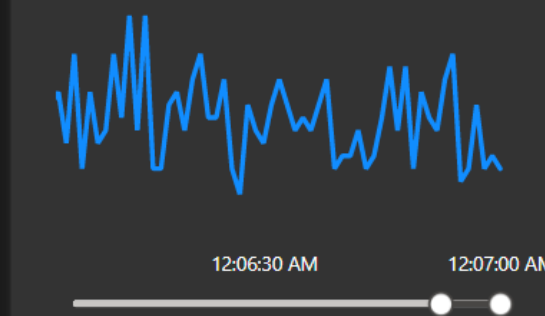
Satisfaction rating



Satisfaction rating by Month

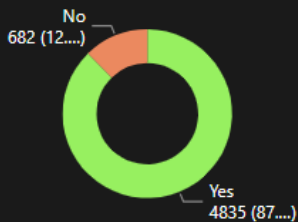


Call Duration

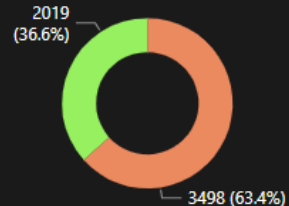


CUSTOMER RETENTION DASHBOARD

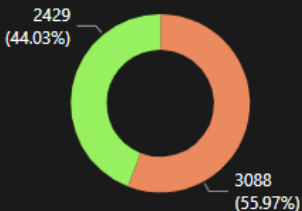
Phone Service



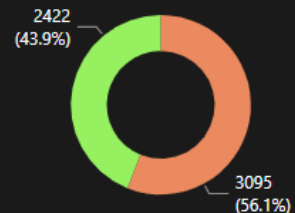
Online Security



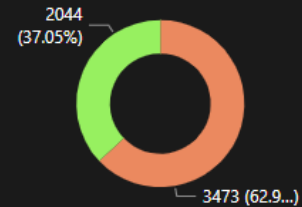
Online Backup



Device Protection



Tech Support



Average monthly charges

64.76

Average Tenure

32.37

Average total charges

2,283.30

Total Senior Citizens

1142

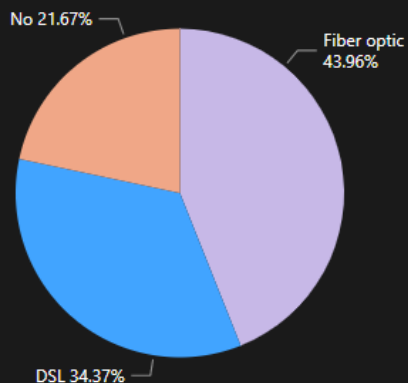
Total admin tickets

3632

Total tech tickets

2955

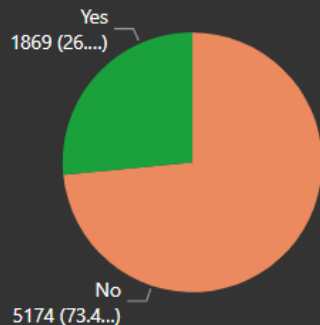
Internet Service type



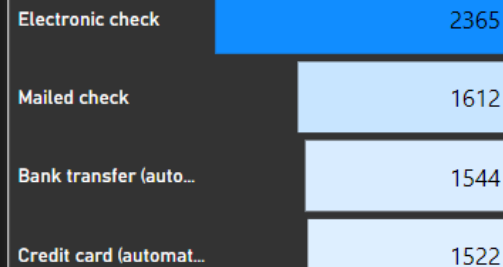
Customer ID

All

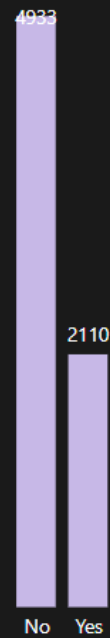
churn



Payment Method



Dependents



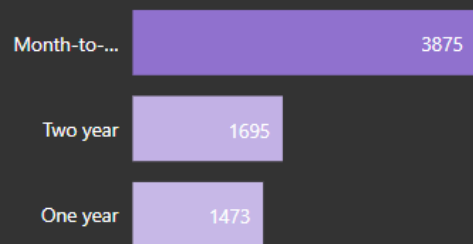
Paperless Billing



Partner



Contract Type



Gender Division

