

Findings and Recommendations

1. Answered vs. Resolved Calls:

- 81.08% of calls were answered, while only 72.92% of calls were resolved, indicating a gap between answered and resolved queries.

2. Agent Performance:

- **Top Performers:** Dan and Martha have the highest satisfaction rates (3.45 and 3.47 respectively) and relatively good response times.
- **Areas for Improvement:** Joe has the lowest satisfaction rate (3.33) and the longest average speed of answer (70.99 seconds).

3. Average Speed of Answer:

- Overall, the average speed of answering calls is 67.52 seconds. While this is acceptable, agents like Joe are exceeding this average significantly.

4. Monthly Trends:

- Call volumes decreased in February but picked up again in March. The number of unresolved calls remains consistent, highlighting the need for better resolution strategies.

5. Customer Satisfaction:

- The overall average satisfaction rating is 3.40 out of 5, indicating room for improvement in customer service quality.
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Recommendations:

1. Training for Underperforming Agents:

- Provide targeted training to agents with lower satisfaction rates (e.g., Joe) on effective communication and problem resolution techniques.

2. Improvement in Call Resolution Processes:

- Analyze the reasons for unresolved calls and establish a standardized resolution protocol to bridge the gap between answered and resolved calls.

3. Focus on Response Time:

- Set a benchmark for acceptable response times and monitor agents regularly to ensure compliance. Introduce tools or strategies to reduce response delays.

4. Monitor Monthly Trends:

- Investigate the cause of fluctuations in call volumes and unresolved cases. Ensure resources are allocated effectively to handle demand spikes.

5. Enhance Customer Experience:

- Use customer feedback to identify specific pain points and implement actionable steps to improve satisfaction ratings. Regular feedback sessions with agents could help in aligning their approach with customer expectations.

6. Data Utilization:

- Regularly analyze dashboard metrics to identify trends, recognize top performers, and address any recurring issues in real-time.