

## Call Center Customer Satisfaction Analysis

### **Understand The Dataset:**

- CALLER ID, this column gives the unique identification number of each caller
- AGENT, here we have names of each agent
- DATE, gives you the date of each call have been received/got it on that particular date
- TIME, we have time here in hh:mm:ss format of each call have been received
- TOPIC, name of the subject on calls has been received (topic names)
- ANSWERED, here we get to know whether call has been received or abounded by giving us a value in yes/no format(Y/N)
- RESOLVED, name of the column itself says, calls which agents received it resolved or not. (Y/N)
- SPEED OF ANSWER IN SECOND, what is the speed of each call
- AVG. TALK DURATION, particular agent how long has been gone through on particular call-in average duration
- SATISFATION RATE, the rating of each agent, who has got how much rating on satisfying callers query on each call

### **Analyse the dataset:**

for call centre and make informative output out of it.

- Firstly, replace all null values/blank values to 0
- Change datatype wherever required
- Extract seconds, minutes from avg.talk duration and create a new column by naming- Duration on calls

Below are the KPIs and requirements by the client

- Calculate total number of calls
- Create a new column to calculate total number of calls answered and total number of calls been rejected
- Calculate total % of calls been answered and total % of calls been rejected
- Create a new column to calculate how many calls been resolved.
- Create a new column to calculate how many calls been not-resolved.

- Find top 1 agent who answered maximum calls
- Top 1 agent who got highest satisfaction rate
- Use a chart to display total number of calls by topic wise
- Duration on calls by every agent
- Total calls by days and months of the year 2021
- Use slicers to interactive with other charts by month and day wise
- Finally, give the overall 2021 performance ratings
- Use any suitable custom charts to show overall 2021 performance satisfaction rating