

CALL CENTRE DATA ANALYSIS

SUMMARY DASHBOARD

Key Performance Indicators (KPIs) Requirements:

1. Total Count of Call ID
2. Total Call Duration in Min
3. Total Call Duration in Hrs
4. Average Call Duration
5. Response Time Percentage

Charts

1. Total Calls by Day
Chart Type: Column Chart
X – axis: Days
2. Total Calls by State
Chart Type: Map Chart
3. Top Reasons for Calls
Chart Type: Tree Map
Segment: Call Reasons (Billing Questions, Payments, Service Outage)
4. Total Calls by Channels
Chart Type: Donut Chart
Segment: Call-Centre, Chatbot, Email, Web
5. Total Calls by Sentiment
Chart Type: Column Chart
X – axis: Sentiment (Very Positive, Positive, Neutral, Negative, Very Negative)
6. Total Calls by Call Centre City
Chart Type: Bar Chart
Y – axis: City (Los Angeles, Baltimore, Chicago, Denver)

OVERVIEW DASHBOARD

Detail overview of all calls which is received from customer with Call Id, Customer Name, Channel, State, Reason, Response Time, City and Sum of Call Duration in Minutes.



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CALL CENTRE DASHBOARD



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Filters

Date

01-10-2020

31-10-2020

City

All

Channel

All



Count of Id

32.941K



Sum of Call Duration In...

824K



Total Call Duration in Hrs

13.74K



Average of Call Duration..

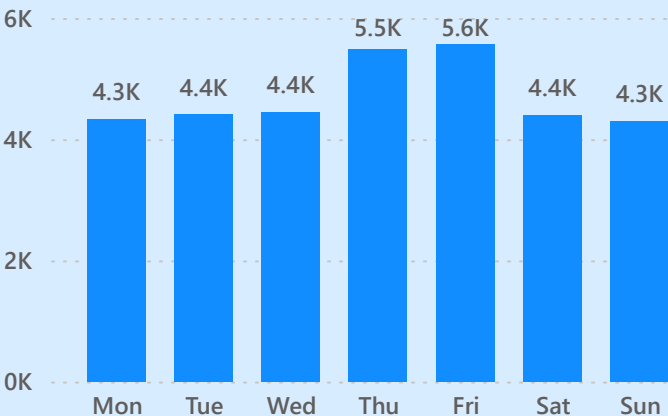
25.02



Response Time Percentage

75%

Total Calls by Day



Total Calls by State



Top Reason for calls

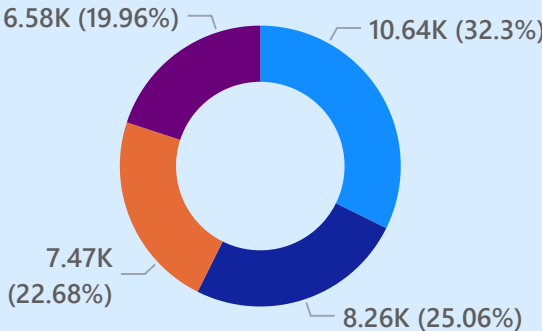
Billing Question

Payments

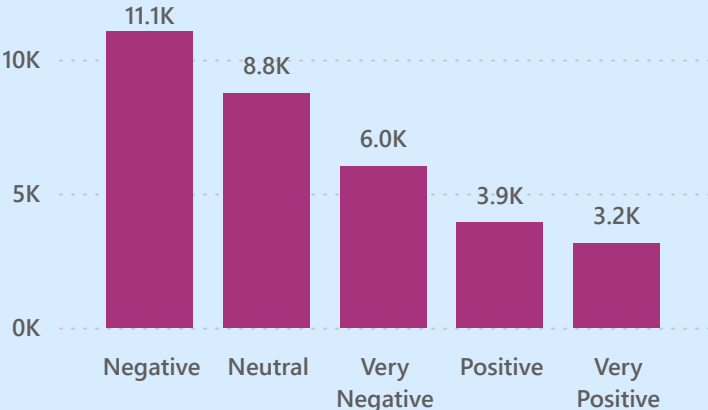
Service O...

Total Calls by Channel

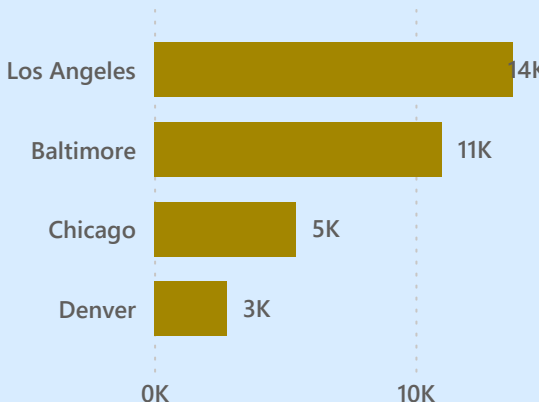
Channel ● Call-Center ● Chatbot ● Email ● Web



Count of Id by Sentiment



Total Calls by Call-Centres City





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Date

01-10-2020

31-10-2020

City

All

Channel

All

Grid

CALL CENTRE DASHBOARD



Count of Id

32.941K



Sum of Call Duration In...

824K



Total Call Duration in Hrs

13.74K



Average of Call Duration..

25.02



Response Time Percentage

75%

Id	Customer Name	Channel	State	Reason	Response Time	City	Sum of Call Duration In Minutes
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	9
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	Pasadena	20
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Billing Question	Above SLA	Pasadena	44
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Kentucky	Billing Question	Above SLA	Louisville	38
AAK-89591840-T-157623-lt	Cherri Airth	Email	California	Billing Question	Above SLA	Los Angeles	7
AAM-13006642-0-551960-P9	Laughton Weeks	Call-Center	Mississippi	Billing Question	Above SLA	Gulfport	31
AAR-06190528-r-994754-PN	Newton Hedderly	Call-Center	North Carolina	Billing Question	Above SLA	Charlotte	7
AAS-82228974-y-969269-m3	Kandy Gallety	Web	California	Billing Question	Above SLA	Los Angeles	29
AAS-96671334-z-432224-5P	Kristoforo Hoofe	Email	California	Billing Question	Above SLA	Oakland	15
AAT-53465245-9-250458-MD	Manya Firle	Call-Center	Connecticut	Billing Question	Above SLA	New Haven	34
AAW-85808076-l-731688-A1	Susi Hoggetts	Chatbot	California	Billing Question	Above SLA	Irvine	43
ABB-91988499-k-181948-f0	Randy Riall	Chatbot	Minnesota	Billing Question	Above SLA	Young America	34
ABE-47352675-l-931537-ug	Marjy Griffith	Call-Center	Georgia	Payments	Above SLA	Alpharetta	35
ABN-55071122-x-703525-ff	Etienne Ward	Web	Oklahoma	Billing Question	Above SLA	Oklahoma City	35
ABQ-21259095-d-322207-K6	Rocky Bedborough	Call-Center	Texas	Billing Question	Above SLA	Dallas	8
ABR-34794642-k-284006-LZ	Alfie Pigot	Email	Indiana	Billing Question	Above SLA	Muncie	14
ABV-19906776-N-361245-yX	Tatum Ledrane	Email	Ohio	Billing Question	Above SLA	Dayton	45
ABW-05125804-2-586383-b2	Aurore Strank	Email	Colorado	Service Outage	Above SLA	Pueblo	29
ACA-58053876-H-693540-7z	Craig Sammonds	Web	Oklahoma	Billing Question	Above SLA	Oklahoma City	24
ACB-94517357-W-734265-Nf	Maryanna Wildber	Web	Louisiana	Service Outage	Above SLA	New Orleans	44
ACP-97216480-Y-020641-3S	Johannah Geering	Call-Center	South Carolina	Billing Question	Above SLA	Columbia	16
Total							824222