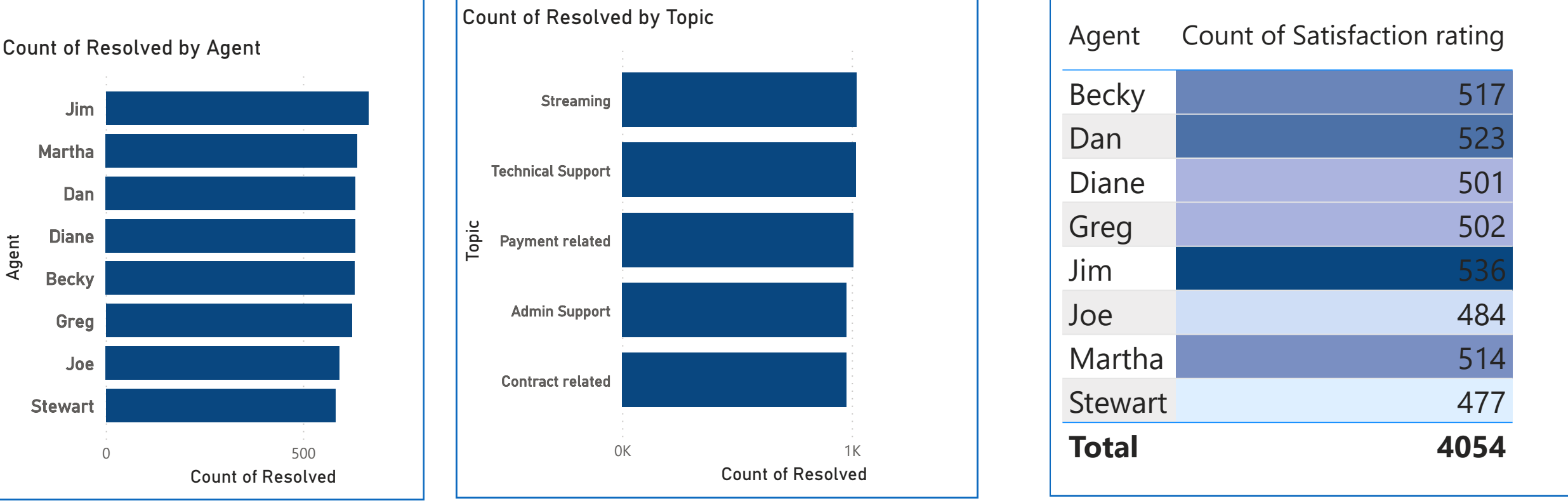
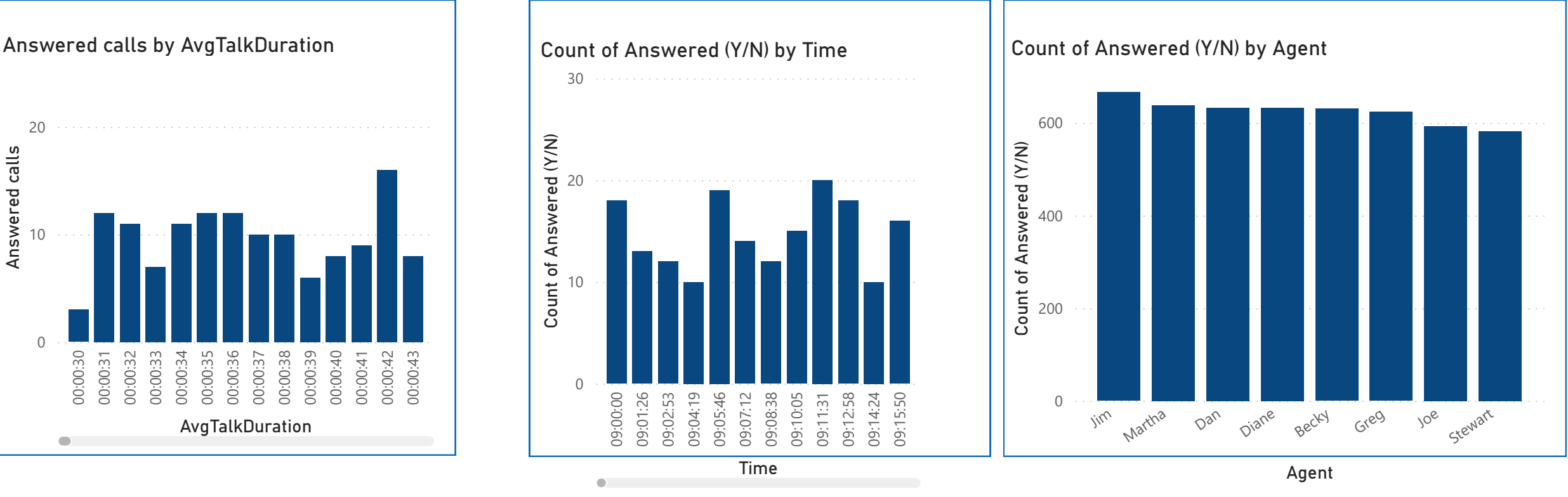
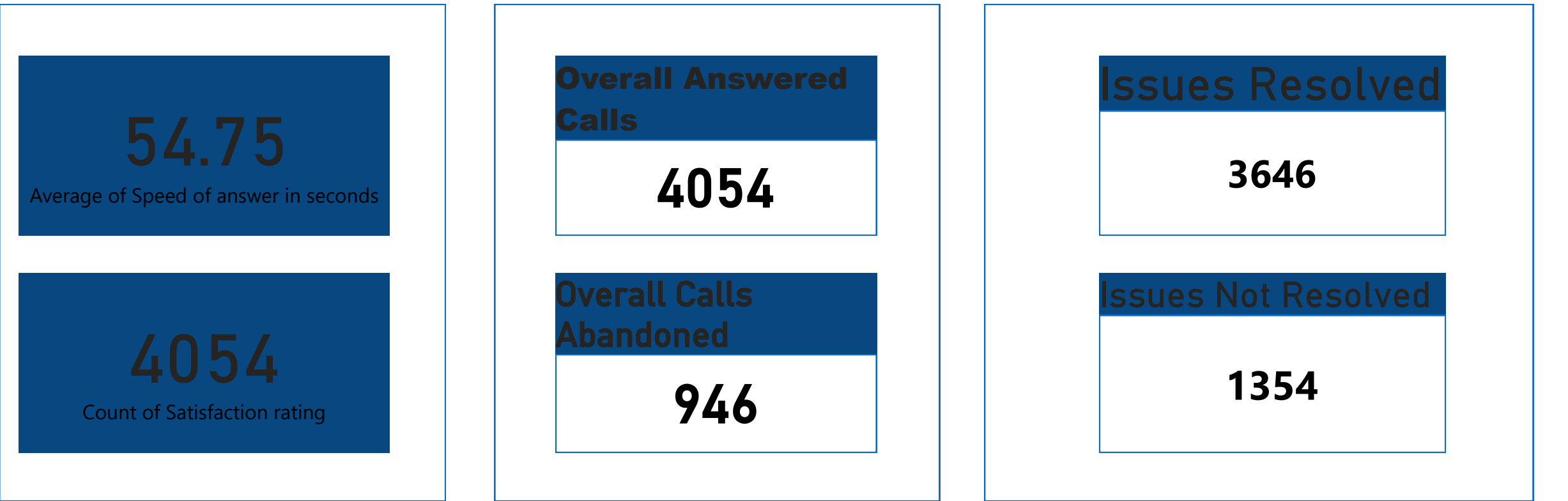


CALL CENTER DASHBOARDS



Analysis

. There was a 77.78% increase in the calls answered between 00:00: 41 and 00:00:42 Average talk duration

There was a 33.3% increase in the calls answered between 09:10:05 and 09:11:31

At 666, Jim had the highest Count of Resolved and was 14.43% higher than Stewart, which had the lowest Count of Resolved at 582.

Jim had the highest Count of Resolved at 666, followed by Martha of 638 and Diane of 638. Stewart had the lowest Count of Resolved at 582.

Jim accounted for 13.32% of the issues solved.

Across all 8 Agent, Count of Resolved ranged from 582 to 666.

Count of Resolved was highest for Streaming at 1,022, followed by Technical Support of 1019 and Payment related of 1007.

Streaming accounted for 20.44% of Count of Resolved.

There was 44.44% decrease in count of answered calls between 00:05:53 and 00:05:54 average talk duration

. There was 66.67% decrease in count of calls answered between 09:51:50 and 09:53:17.

Across all 5 Topic, Count of Resolved ranged from 976 to 1,022.

Jim had the highest customer satisfaction rating of 536 followed by Dan of 523 and Becky of 517. Stewart and Joe had the lowest customer satisfaction rating of 477 and 484 respectively.

What accounted for 77.78% increase in the calls answered between 00:00: 41 and 00:00:42 Average talk duration

The the reason for such increase is due to the following factors:

In terms of call answered by Avg talk duration and Topic : Admin support accounted for the majority of increase among topics which is '4' offsetting the decrease in 'contract related' which is -1 (this was find by subtracting the number of calls answered at 00:00:41(which is 3) from the calls answered at 00:00:42 Average talk Duration which is 2). the relative contribution made by Admin support which is 4, technical support of 4 and contract related of changes the most .

In terms of answered calls by Average Talk duration and Agent: Stewart ,Marthar and Jim accounted for the majority of increase among Agent between 00:00:41 and 00:00:42 Avg talk duration with answered calls of 3, 2, 2 respectively offsetting the decrease of Becky which is -2(this was find by subtracting the number of calls answered at 00:00:41(which is 3) from the calls answered at 00:00:42 Average talk Duration which is 1) .the relative contribution made by Becky , Stewart and Jim changes the most.

In terms of calls by Average talk duration and the issues resolved: 'Y' accounted for the majority of the increase among resolved which is 7.meaning the majority of issues resolved during that Average talk duration increased.

what accounted for 33.3% increase in the calls answered between 09:10:05 and 09:11:31

Martha and Becky accounted for the majority of increase among Agent which is 5 and 3 respectively . the relative contribution made by martar and Becky change the most.

In terms of the number of calls answered by time and issues resolved:

N accounted for the majority of increase among Resolved which is '4' and Y accounted for only 1 . meaning the majority of issues not resolved increased by 3 during 09:10:05 and 09:11:31 time range. and the majority of issues solved increase by 1 during 09:10:05 and 09:11:31 time range.

In terms of Answered calls by time and topic: Admin support accounted for the majority of the increase among Topic . calls received at 09:10:05 was 2 and the calls received at 09:11:31 was 5 so subtracting 2 from 5 gives us 3 . so that means there was an increment in the calls answered between this time range which is 3. Payment related and contract related had a increase of 1 but technical support and streaming had a decline of -1.

In terms of Answered calls by time: N accounted for the majority of the increase among the Answered column which is 3 and Y accounted for only 2.

what accounted for There was 44.44% decrease in count of answered calls between 00:05:53 and 00:05:54 average talk duration

In terms of calls answered by Average Talk Duration and Agent:

a total of 9 calls was received during those duration ,Dan recorded an increase of call received during the Avg talk duration which is 2, jim had no calls resolved during those durations. Greg,Stewart,'and Becky had a decline in calls received which is -1,2 and 3 repectively

In terms of calls answered calls by AVERAGE talk duration by topic :

technical issues and payment related issues recorded an increase in calls from 00:05:53 and 00:05:54 Average talk duration which is 1(this was calculated by subtracting the calls received at 00:05:53(which is 2) from the calls received at 00:05:54 Average talk duration(which is 1) , contract related recorded a decline in the calls received by -1(it was done by subtracting the call received at 00:05:53(which is 1 from calls received at 0:05:54 which is 0).

In terms of calls Answered by Average talk time and Resolved:

there was a decline in the number of issues received by -5(issues at 00:05:53 was 9 and at 00:05:54 was 4).

What accounted for the decrease for the 66.67% decrease in count of Answered between 09:51:50 and 09:53:17 TIME :

calls answered by time and agent: Jim and Dan accounted for the majority of decline in calls answered during this time range which is -4 and -2 respectively. these was calculated by subtracting the calls received at 09:51:50 which is for jim was 4 from the calls received at 09:53:17 which is 0) and for Dan the calls received at the start time(which is 2 was subtracted from the calls received AT 09:53:17 (which is 0)

Answered calls by Time and Topic:: Technical support accounted for the majority of the decline among Topics which is -4(this was calculated by subtracting the calls received at 09:51:50 which is 4 from the calls received at 09:53:17 and that was 0).payment related and streaming all had a decline in the calls answered between this 09:51:50 and 09:53:17 which is -1 and -1 respectively.)

Answered calls by Time: 'Y' accounted for the majority of the decline among answered calls and that was -6.(calls received at 09:51:50 was 10 and calls received at 09:53:17 was 4) and hence there was a decline in the calls answered by time.

Factors that cause the distribution of count resolved by topics to change the most

In terms of Agent: Jim accounted for 13.3% of the issues resolved followed by Stewart of 11.6% and becky of 12.6%

In terms of Answered calls : Y accounted for 81.1% of the calls and N accounted for 18.9% these also affected the distribution

In terms of issues Resolved: 72.9% of the issues was resolved and 18.9% of the issues was not resolved.

Factors that cause the satisfaction ratings by agent to change the most

In terms of Topic :calls about contract related accounted for 19.5% of records ,streaming accounted for 20.4% and Admin support accounted for the 19.5% of the records and these affected the satisfaction ratings by agent to change most

In terms of issues resolved: N accounted for 27.1% of the records and Y accounted for 72.9% of the records. meaning 72.9% of the isses was resolved and 27.1% of the issues was not resolved.

RECOMMENDATION

The customers must be encourage to call the company when they have an issue about the various topics. this will increase the number of calls the company receives from the customers.

The Agents must do well to Answer every calls of the customers and must also do well to resolved the issues of the customers.