

Insights and Correlation Heatmap

Insights:

Total Responses: 85907

Average Item_price: 5660.77

Average connected_handling_time: 462.40

Average CSAT Score: 4.24

Most common response for 'Unique id': 0000978d-8599-4e17-8cf6-28e9faeba4c9

Most common response for 'channel_name': Inbound

Most common response for 'category': Returns

Most common response for 'Sub-category': Reverse Pickup Enquiry

Most common response for 'Customer Remarks': Good

Most common response for 'Order_id': 0000a850-ca65-4eb1-ace1-9e34d5d1637a

Most common response for 'order_date_time': 09/08/2023 11:55

Most common response for 'Issue_reported at': 13/08/2023 10:40

Most common response for 'issue_responded': 28/08/2023 00:00

Most common response for 'Survey_response_Date': 28-Aug-23

Most common response for 'Customer_City': HYDERABAD

Most common response for 'Product_category': Electronics

Most common response for 'Agent_name': Wendy Taylor

Most common response for 'Supervisor': Carter Park

Most common response for 'Manager': John Smith

Most common response for 'Tenure Bucket': >90

Most common response for 'Agent Shift': Morning

Correlation Heatmap:

