

CALL CENTER REPORT

SELECT CALL CENTER:

Baltimore/MD

Chicago/IL

Denver/CO

Los Angeles/CA



32.94K

Total Calls



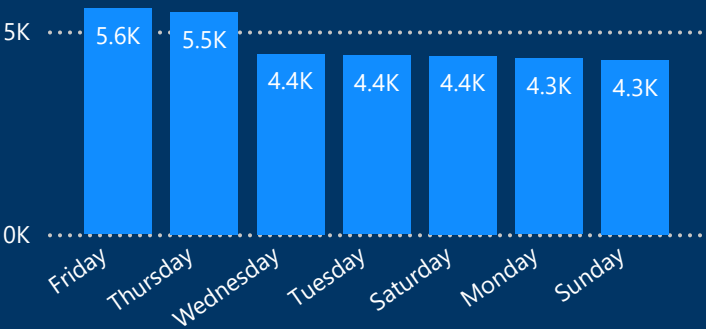
25.02

AVG Call Duration(Min)

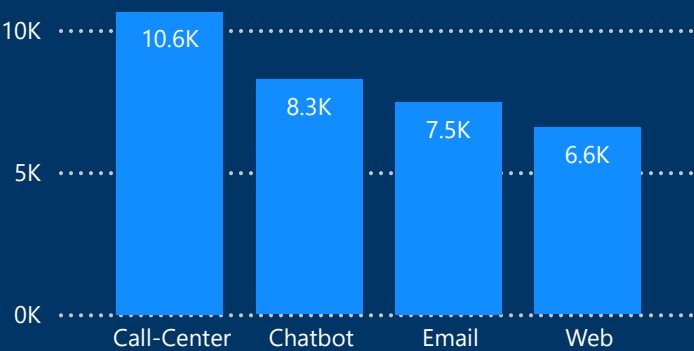
5.55

AVG CSAT Score

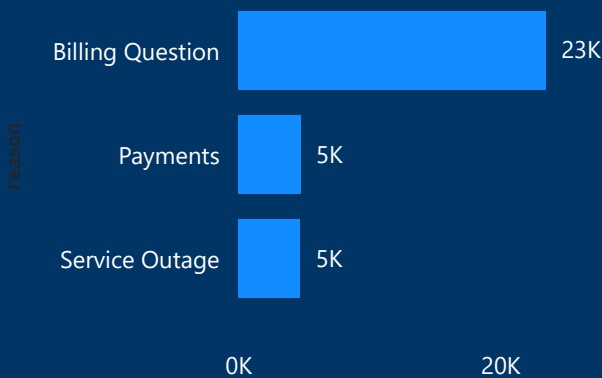
Calls by Weekday



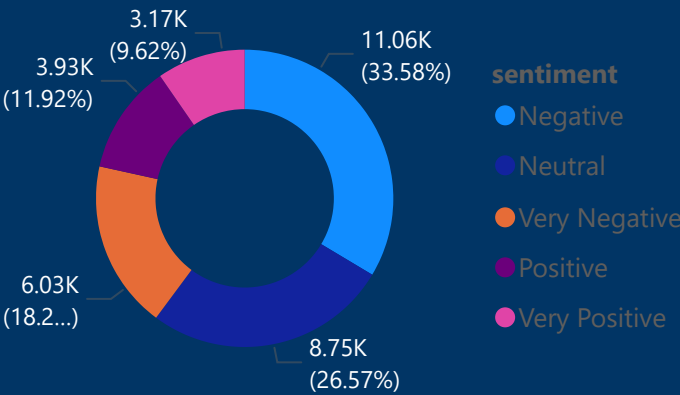
Calls by Call Channel



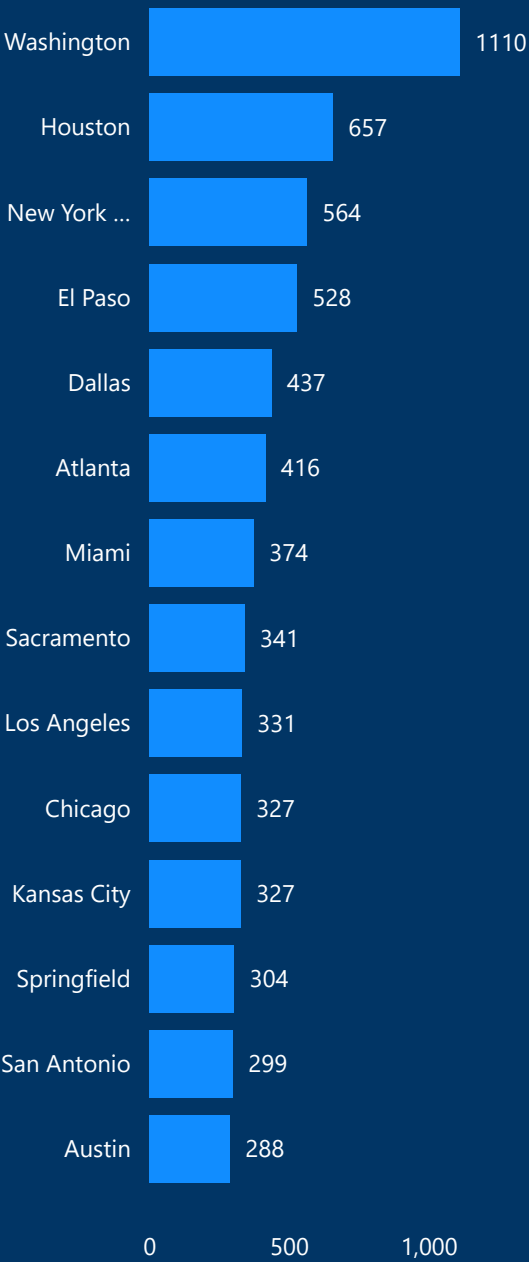
Reason For Call



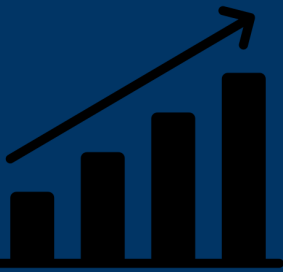
Sentiment



Calls by City



ABUBAKRI MURAINAH



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Sentiment

All

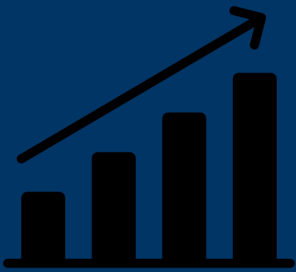
Reason

All

State

All

customer_name	Date	State	City	Reason	SLA Status	CSAT Score	Call Duration(Mins)	Call center	Sentiment	Channel
Aaren Basilone	10/10/2020	North Carolina	Durham	Billing Question	Within SLA		23	Los Angeles/CA	Very Negative	Chatbot
Aaren De Lisle	10/11/2020	District of Columbia	Washington	Billing Question	Within SLA		5	Los Angeles/CA	Neutral	Chatbot
Aaren Dufore	10/12/2020	Alabama	Birmingham	Billing Question	Within SLA	4	24	Baltimore/MD	Negative	Web
Aaren Gurnell	10/28/2020	Louisiana	Baton Rouge	Billing Question	Within SLA	5	40	Baltimore/MD	Negative	Chatbot
Aaren Stanger	10/24/2020	South Dakota	Sioux Falls	Billing Question	Within SLA		34	Denver/CO	Negative	Email
Aarika Cammidge	10/16/2020	Texas	Houston	Service Outage	Within SLA	5	12	Baltimore/MD	Negative	Web
Aarika Ferrarese	10/30/2020	Kansas	Shawnee Mission	Billing Question	Above SLA		31	Baltimore/MD	Neutral	Call-Center
Aarika Lau	10/28/2020	Pennsylvania	Pittsburgh	Billing Question	Above SLA	5	40	Los Angeles/CA	Negative	Email
Aarika Partleton	10/30/2020	Georgia	Augusta	Billing Question	Below SLA	9	38	Baltimore/MD	Positive	Web
Aaron Dolle	10/22/2020	Virginia	Richmond	Billing Question	Within SLA	1	24	Baltimore/MD	Very Negative	Chatbot
Aaron Skains	10/07/2020	Arizona	Phoenix	Billing Question	Below SLA		42	Chicago/IL	Positive	Web
Ab Bugdell	10/08/2020	California	Los Angeles	Billing Question	Within SLA		14	Chicago/IL	Very Negative	Web
Ab Potteril	10/11/2020	Nevada	Las Vegas	Billing Question	Below SLA	2	10	Chicago/IL	Very Negative	Email
Ab Woolacott	10/06/2020	Virginia	Virginia Beach	Payments	Above SLA	5	33	Baltimore/MD	Negative	Call-Center
Abagael Guttridge	10/24/2020	Alabama	Montgomery	Billing Question	Within SLA	1	17	Los Angeles/CA	Very Negative	Call-Center
Abagael St Pierre	10/14/2020	Minnesota	Minneapolis	Billing Question	Below SLA		20	Baltimore/MD	Neutral	Email
Abagael Veeler	10/15/2020	Wisconsin	Madison	Billing Question	Within SLA	1	38	Chicago/IL	Very Negative	Email
Abigail McCarrell	10/11/2020	Florida	West Palm Beach	Billing Question	Above SLA		44	Los Angeles/CA	Neutral	Chatbot
Abigail McCaughey	10/24/2020	Colorado	Denver	Billing Question	Within SLA		44	Los Angeles/CA	Negative	Call-Center
Abigail Pfeffer	10/26/2020	Indiana	Indianapolis	Billing Question	Within SLA		21	Denver/CO	Very Negative	Email
Abba Coppledike	10/20/2020	Florida	Largo	Payments	Below SLA	10	18	Baltimore/MD	Very Positive	Call-Center
Abba Humerstone	10/19/2020	Florida	Fort Pierce	Billing Question	Within SLA	9	45	Chicago/IL	Very Positive	Email
Abba Possell	10/06/2020	Florida	West Palm Beach	Billing Question	Above SLA		30	Los Angeles/CA	Neutral	Web
Abba Sellstrom	10/22/2020	Kansas	Topeka	Billing Question	Within SLA		20	Baltimore/MD	Very Negative	Chatbot
Abbe Blaycock	10/18/2020	North Carolina	Winston Salem	Billing Question	Within SLA		10	Chicago/IL	Very Negative	Email
Abbe Braiden	10/24/2020	District of Columbia	Washington	Billing Question	Within SLA		14	Baltimore/MD	Very Positive	Call-Center
Abbe Critch	10/06/2020	Oklahoma	Tulsa	Billing Question	Above SLA		8	Los Angeles/CA	Very Negative	Call-Center
Abbe Gheorghescu	10/11/2020	Iowa	Davenport	Billing Question	Above SLA	5	40	Los Angeles/CA	Negative	Email



Derived Insights

- In October 2020, a total of 32,491 calls were received, with the peak volume of 1,170 calls on October 22.
- The average call duration across all centers was 25 minutes, significantly longer than the global industry standard of 4 to 5 minutes.
- Most customers expressed negative sentiments about the call center services, while a moderate number were neutral, and a smaller percentage were positive. Enhancing positive customer sentiments is crucial for business success and word-of-mouth recommendations.
- Mondays saw the highest call volume with 5,570 calls, while Wednesdays had the lowest at 4,296.
- The customer satisfaction score was 5.5 out of 10 (55%), which is above average but below the industry benchmark of 75% or higher. Improving service quality is essential to boost customer satisfaction and retention.
- The call center received the most calls through direct phone contact (10,639), followed by chatbot and email. The web channel received the fewest calls at 6,576, suggesting a preference for speaking with human agents.
- The primary reason for calls was billing inquiries, accounting for 71% of the total, with the remaining 29% related to payments and service outages.

