Data Analysis Report

1. Call Center Distribution:

Most incoming calls are directed to the Call Centers located in Los Angeles/ CA, and Baltimore/MD. These centers seem to receive the highest volume of calls compared to other locations.

1. Communication Channel Preferences:

Our customers' preferred means of reaching us are through Call Centers and the use of our chatbot service. These channels appear to be the most popular choices for interacting with our services.

1. Sentiment Analysis for the Current Month:

Based on sentiment analysis conducted this month, the overall sentiment expressed by customers appears to be negative. Further investigation is necessary to understand the underlying reasons for this trend.

1. Top Reason for Calls:

The primary reason for customer calls is related to billing inquiries. This topic stands out as the most common issue prompting customers to contact our support services.

1. Response Time Performance:

We are pleased to report that this month's response time has been consistently good. Our team has been efficient in addressing customer queries and concerns in a timely manner, contributing to an enhanced customer experience.

**Please note that the data presented here is subject to ongoing analysis, and additional insights may be gathered as we delve deeper into the trends and patterns observed. Further examination of the negative sentiment and billing inquiries may offer valuable opportunities for improvements and customer satisfaction.**