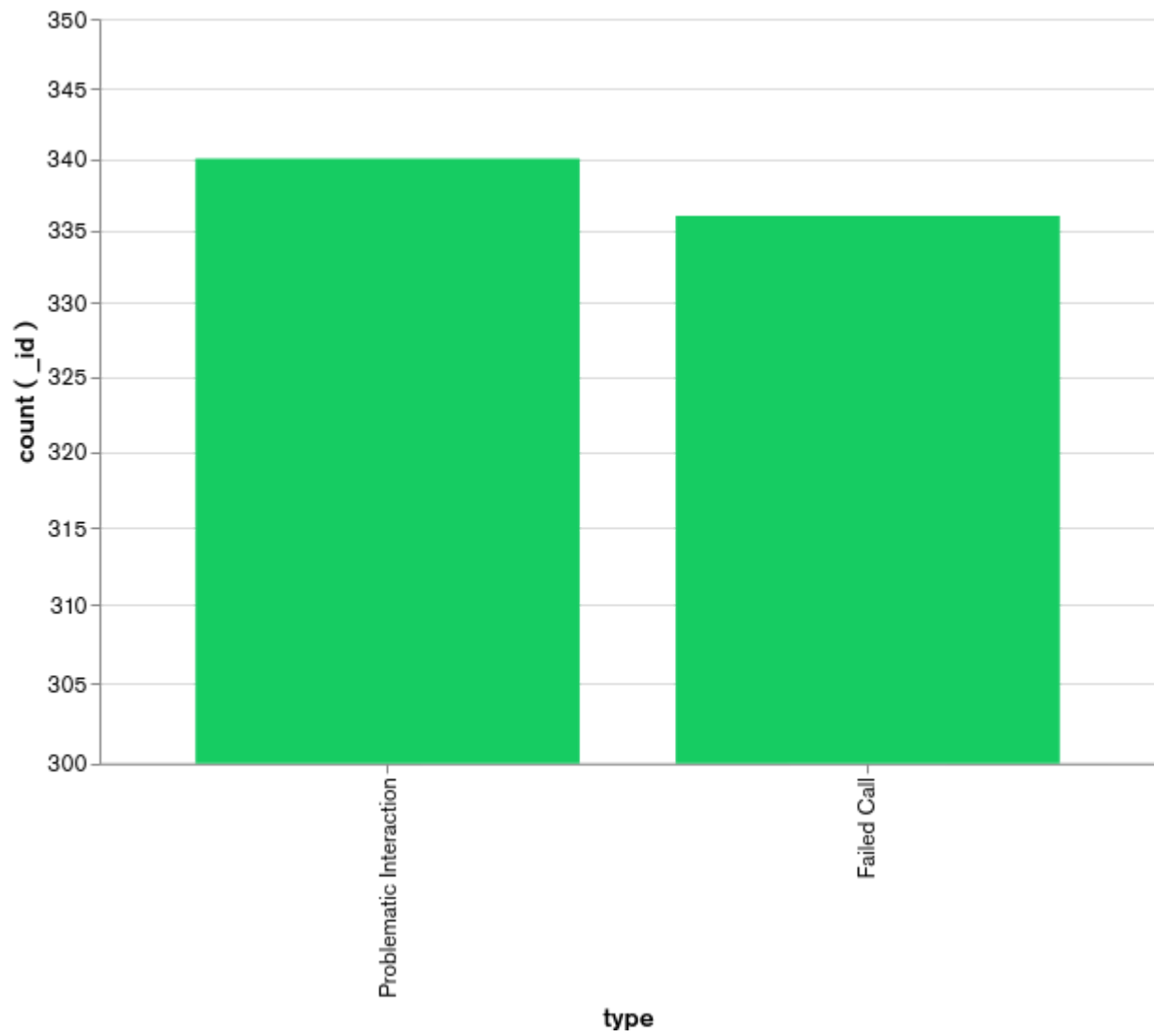
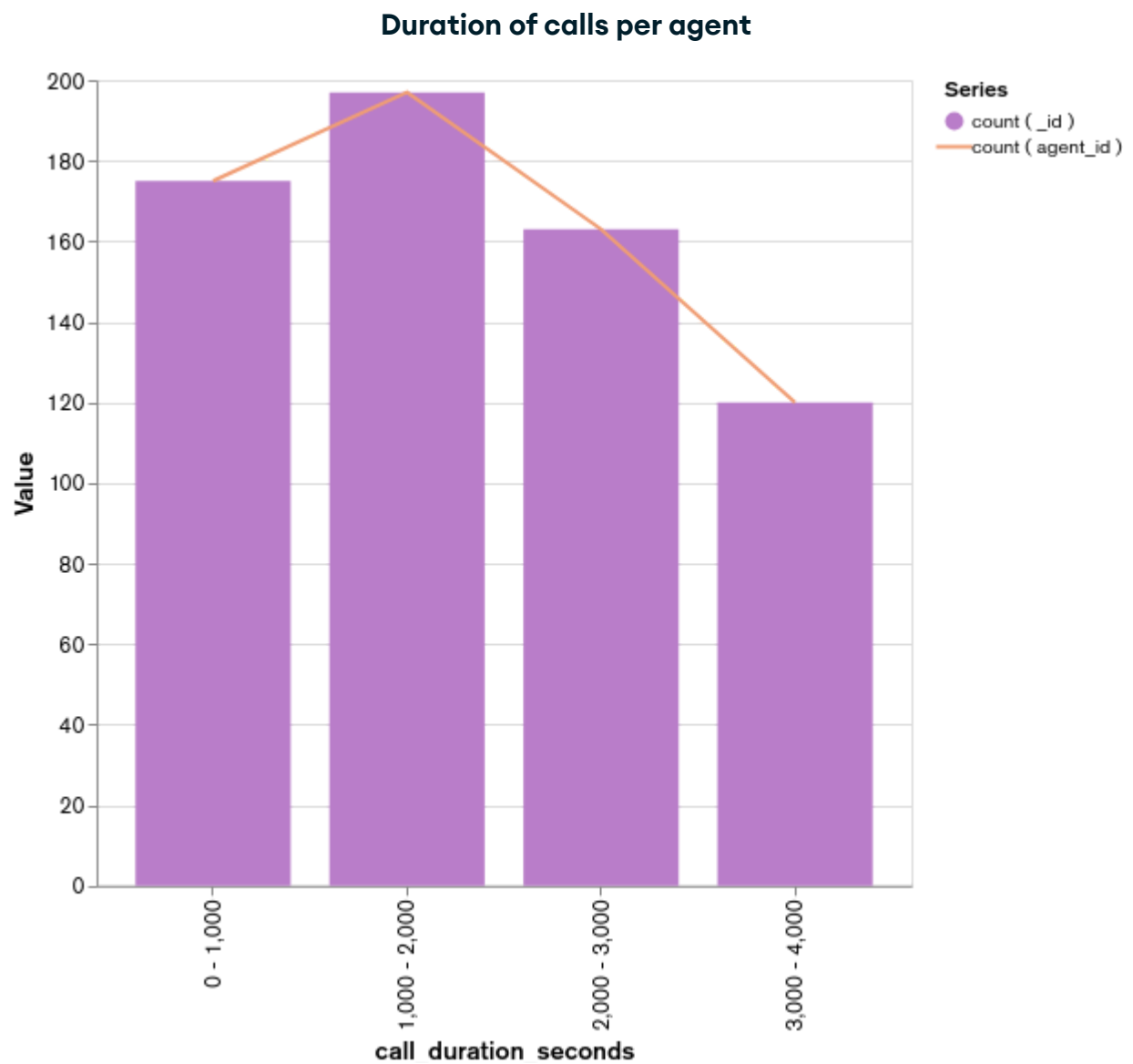


Navisha's Dashboard

Total Number of Agents

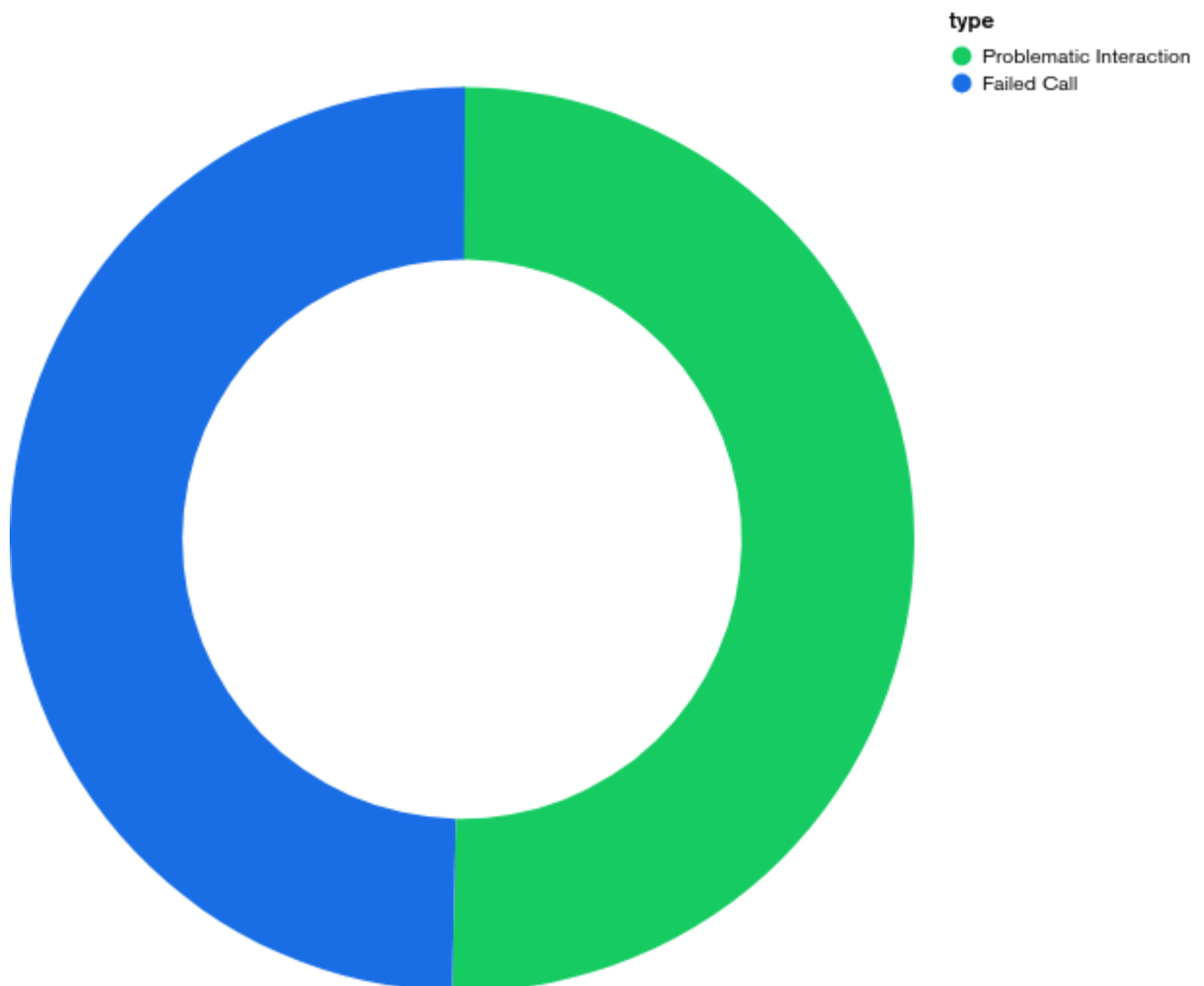
676

Total Problematic Interaction v/s Failed calls

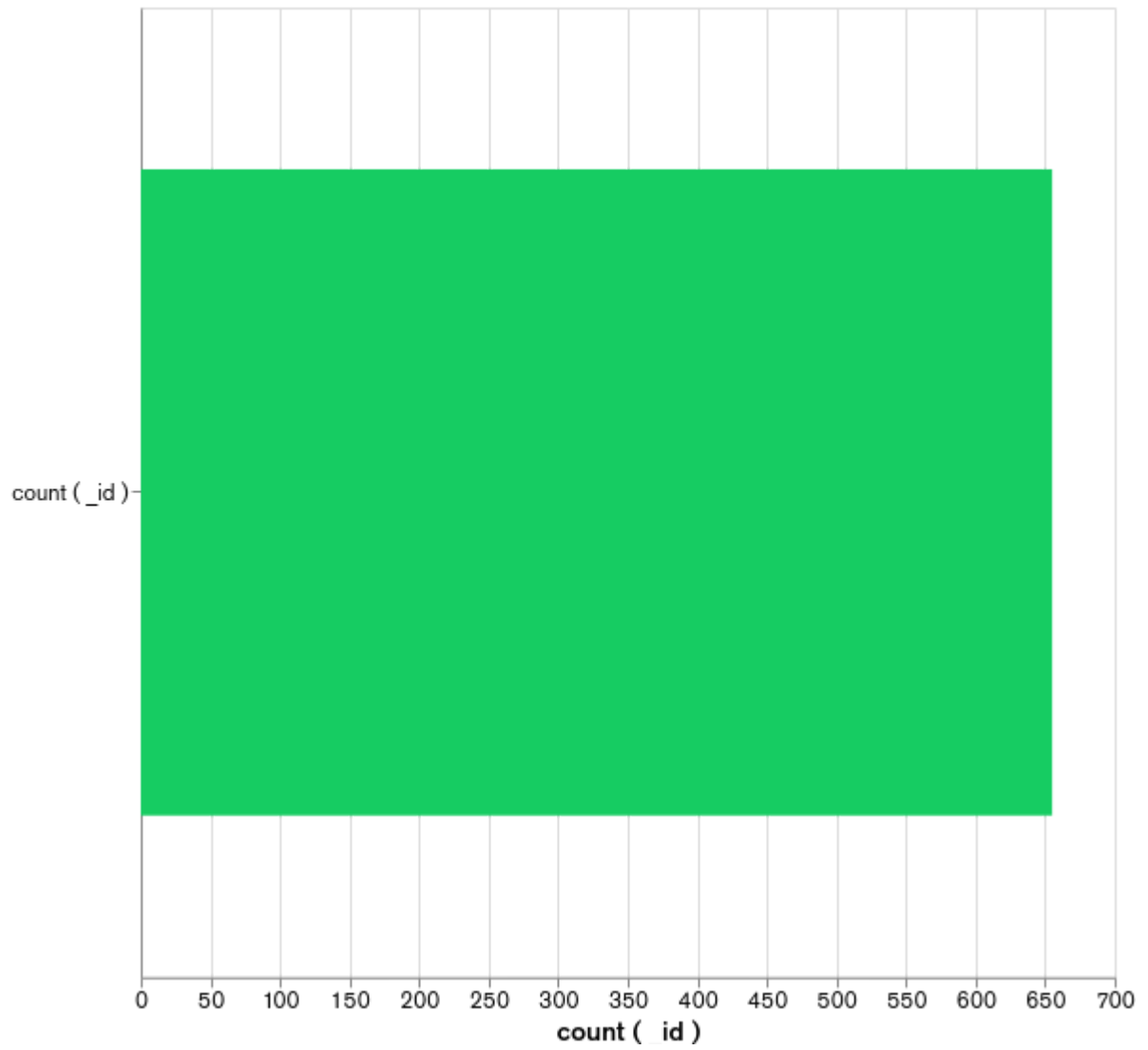


Optimum time to resolve issue

call_duration_s...	count (_id)
0 - 1,000	175
1,000 - 2,000	197
2,000 - 3,000	163
3,000 - 4,000	120
Total	655

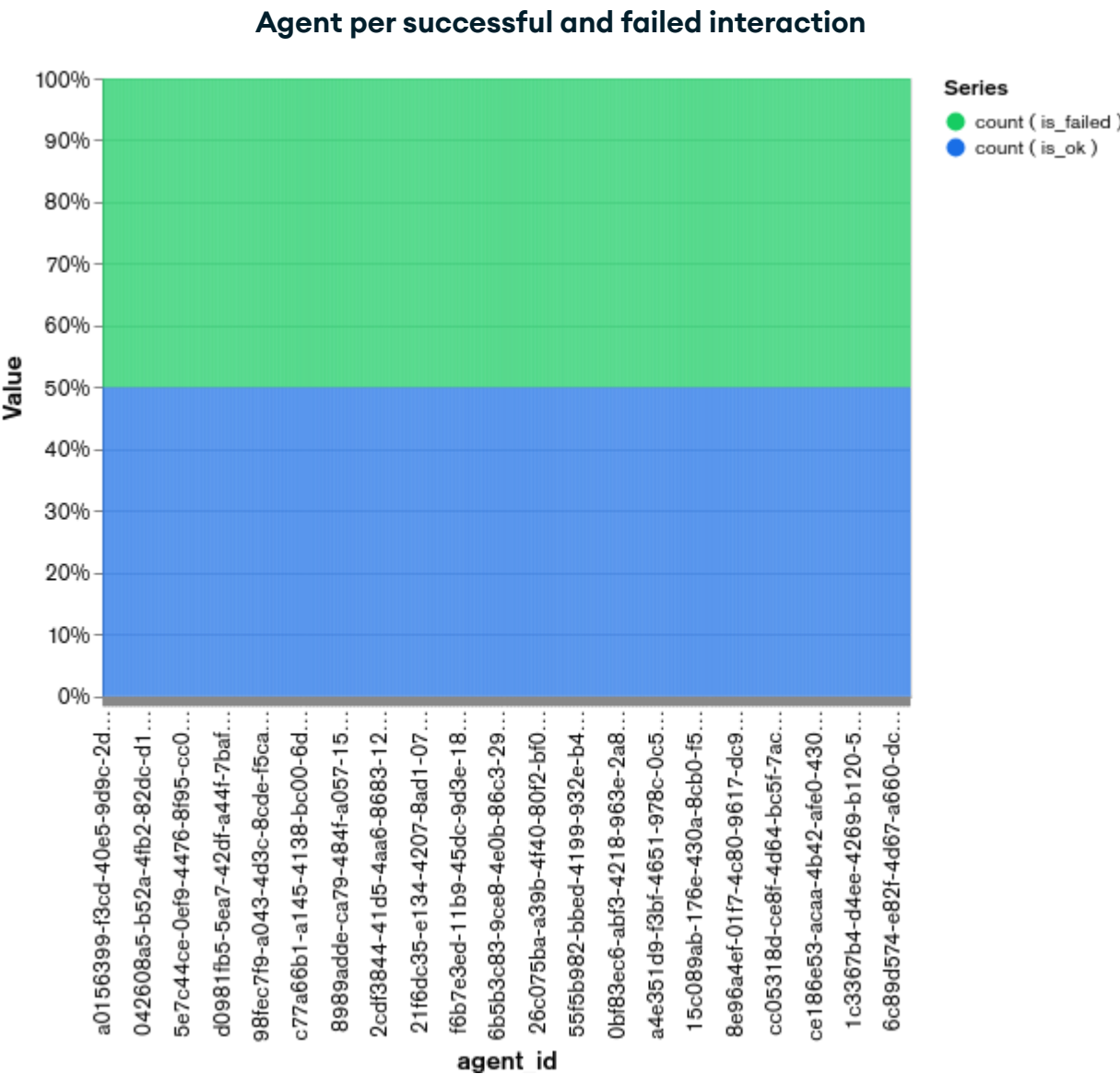
Distribution of Customer Service Alert Types

Customer ID With most type		
	count (_id)	
customer_id	Failed Call	Problematic I...
ff9ed7c1-8472-4e8f-a23f-bf1f06f5e34d	1	1
ff47b939-f52f-4ccd-bc5d-5361bb3e13b9	1	1
ff229296-e543-41c3-bbd0-4968a6913589		1
ff0af0ff-84e7-4932-97c8-e0eb555a3dda	1	1
fee65a4f-a0c9-4073-9049-b5726e56bdd3		1
fde01c38-0f35-4f9c-9fba-3a482f6a7a03		1
fda50ddf-dd87-48ec-aa60-ce352ef4d81f	1	1
fc6e95db-f20a-4c4f-a4a2-fdae7d677088		1
fc548014-5f1c-4acd-8aed-27b36bb894d1	1	1
fc32b7fd-38d0-41c6-9753-7008f00c2583	1	
Total	6	5

Frequency of Customer Service Alerts by Type

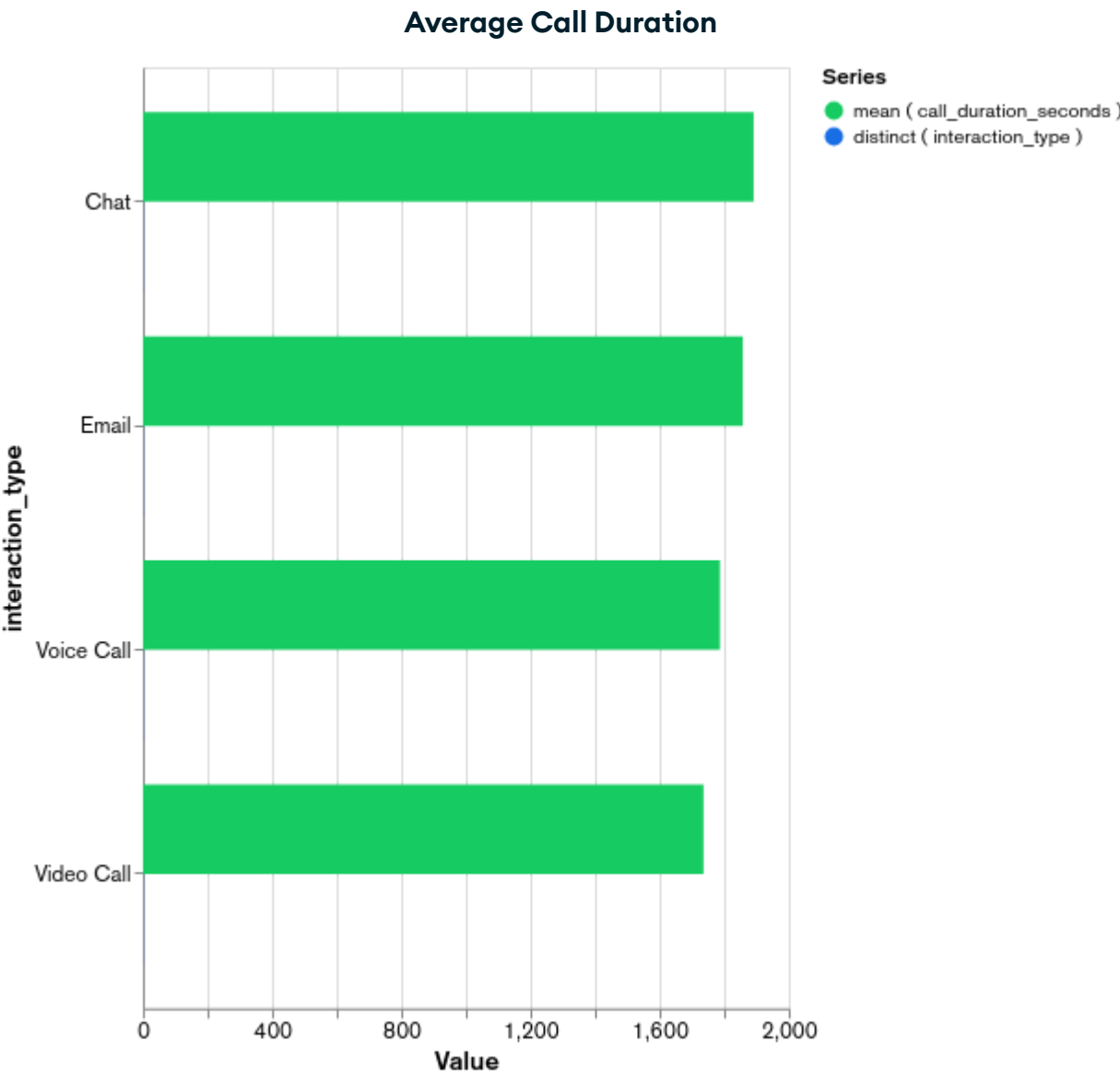
TOP 5 Agents

agent_id	count (agent_...
ffe32496-6bb9-4f6a-9fbd-72b7676961c8	2
ffc47f5e-5958-4216-8ad2-96ff844fd299	2
ffa53981-e465-4889-abd1-5870efb94378	1
fee83f81-b097-4493-965d-80f865fc3190	2
fe8d7ac8-fd8c-4405-a0cb-9689c66d3ea9	1
Total	8



Customer Interaction Analysis: Total Call Duration by Interaction Type

interaction_type	sum (call_dur...
Chat	293,108
Email	323,231
Video Call	286,443
Voice Call	287,661
Total	1,190,443



Agent who handled largest call

distinct (agen...	max (call_dur...
655	3,600

655	3,600
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