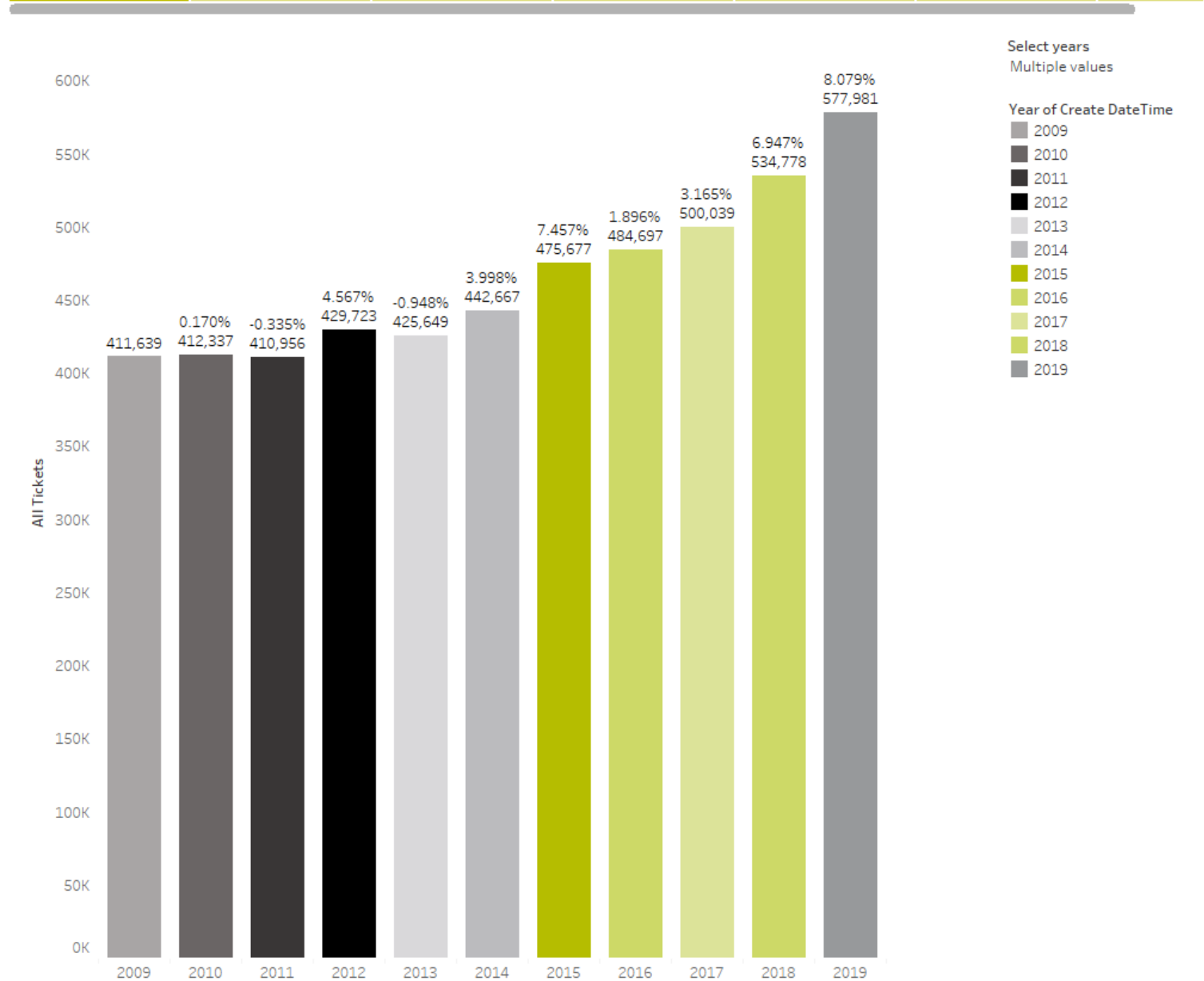# Customer Care Performance Story

Tools used : Tableau Desktop, Tableau Server, SQL

Data source: Sample ticketing dataset related to digging activities in New York State, Sample call center agent data, call data all blended together on Tableau

This sample workbook includes a simple story to understand the performance of the customer care. This story can be directly presented from Tableau itself making things interactive and user friendly. The first tab in the story includes ticket volume changes over years. The second story gives the local vs internet ticket volume over the years. The third tab gives a comparison of the total calls with the total tickets also giving details about calls abandoned and calls answered. The fourth story provides us with details of ticket volume, number of agents available and the TSF (Trunk Service Factor- call center metric) by comparing it to the previous year, the expected TSF to know how poorly or how better the call center is performing. The fifth story gives the comparison of Average Handle time with the previous year which gives us an idea if the agents are performing better or not. The final story gives the conclusion what's the main difference between the previous year aThis helps understand ticket data from different perspectives and help strategize by focusing on areas that need more attention.
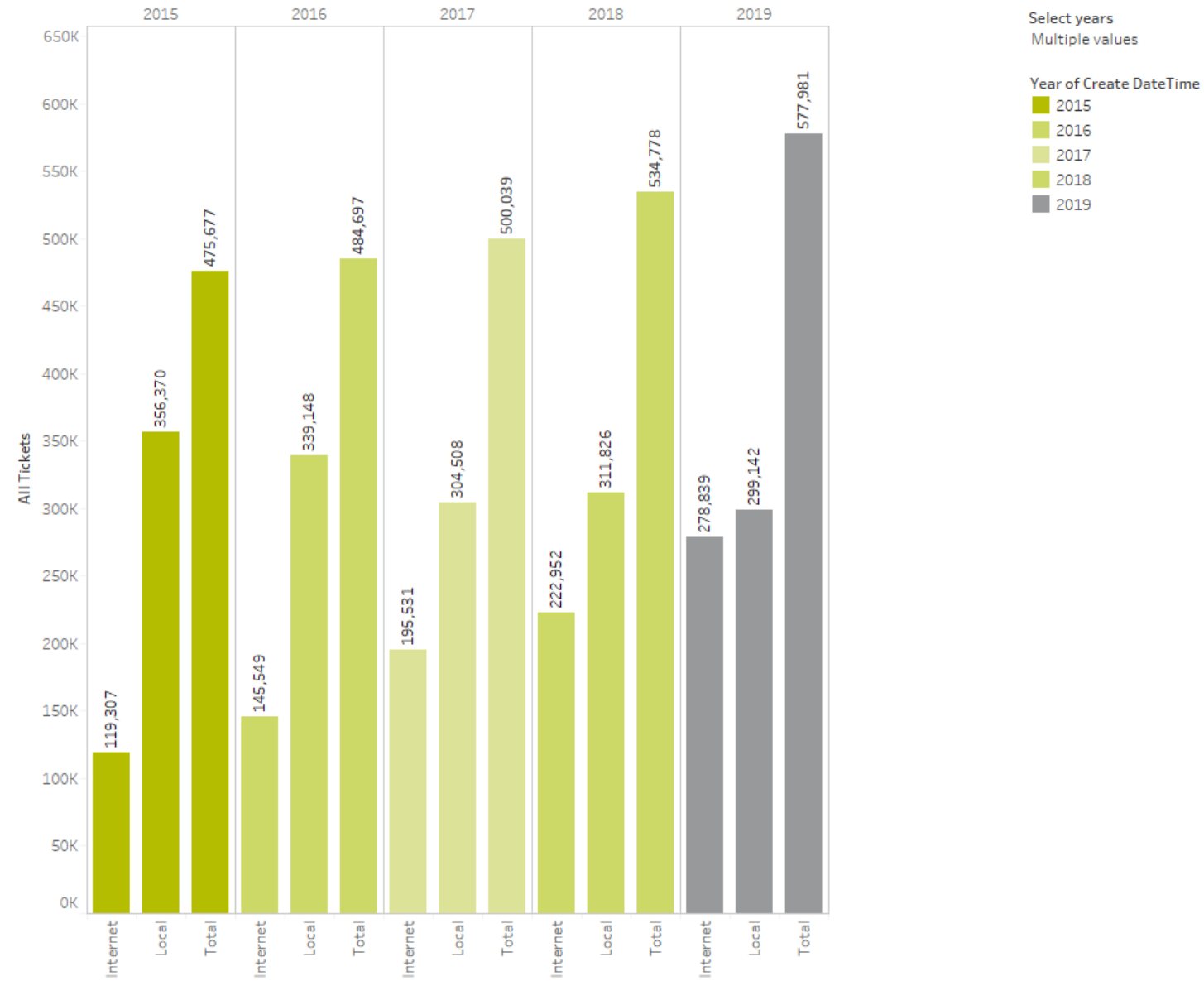
2019 Contact Center

Select years
Multiple values

Year of Create DateTime
- 2009
- 2010
- 2011
- 2012
- 2013
- 2014
- 2015
- 2016
- 2017
- 2018
- 2019

Year	All Tickets	% Change
2009	411,639	
2010	412,337	0.170%
2011	410,956	-0.335%
2012	429,723	4.567%
2013	425,649	-0.948%
2014	442,667	3.998%
2015	475,677	7.457%
2016	484,697	1.896%
2017	500,039	3.165%
2018	534,778	6.947%
2019	577,981	8.079%

2019 Contact Center

Select years
Multiple values

Year of Create DateTime
- 2015
- 2016
- 2017
- 2018
- 2019

Year	Internet	Local	Total
2015	119,307	356,370	475,677
2016	145,549	339,148	484,697
2017	195,531	304,508	500,039
2018	222,952	311,826	534,778
2019	278,839	299,142	577,981

All Tickets (Y-axis: 0K to 650K)

2019 Contact Center

TBusiness hour or not?
- ☐ Null
- ☐ After hours
- ☑ Business hours

Business hour or not?
- ☐ After hours
- ☑ Business hours

Select years
Multiple values

- ■ Calls Offered
- ■ Total Answered
- ■ Total Abandon
- ■ All Tickets

2018

- Calls Offered: 192,219
- Total Answered: 186,885
- Total Abandon: 5,334
- All Tickets: 287,881

2019

- Calls Offered: 208,823
- Total Answered: 179,324
- Total Abandon: 29,499
- All Tickets: 271,130

2019 Contact Center

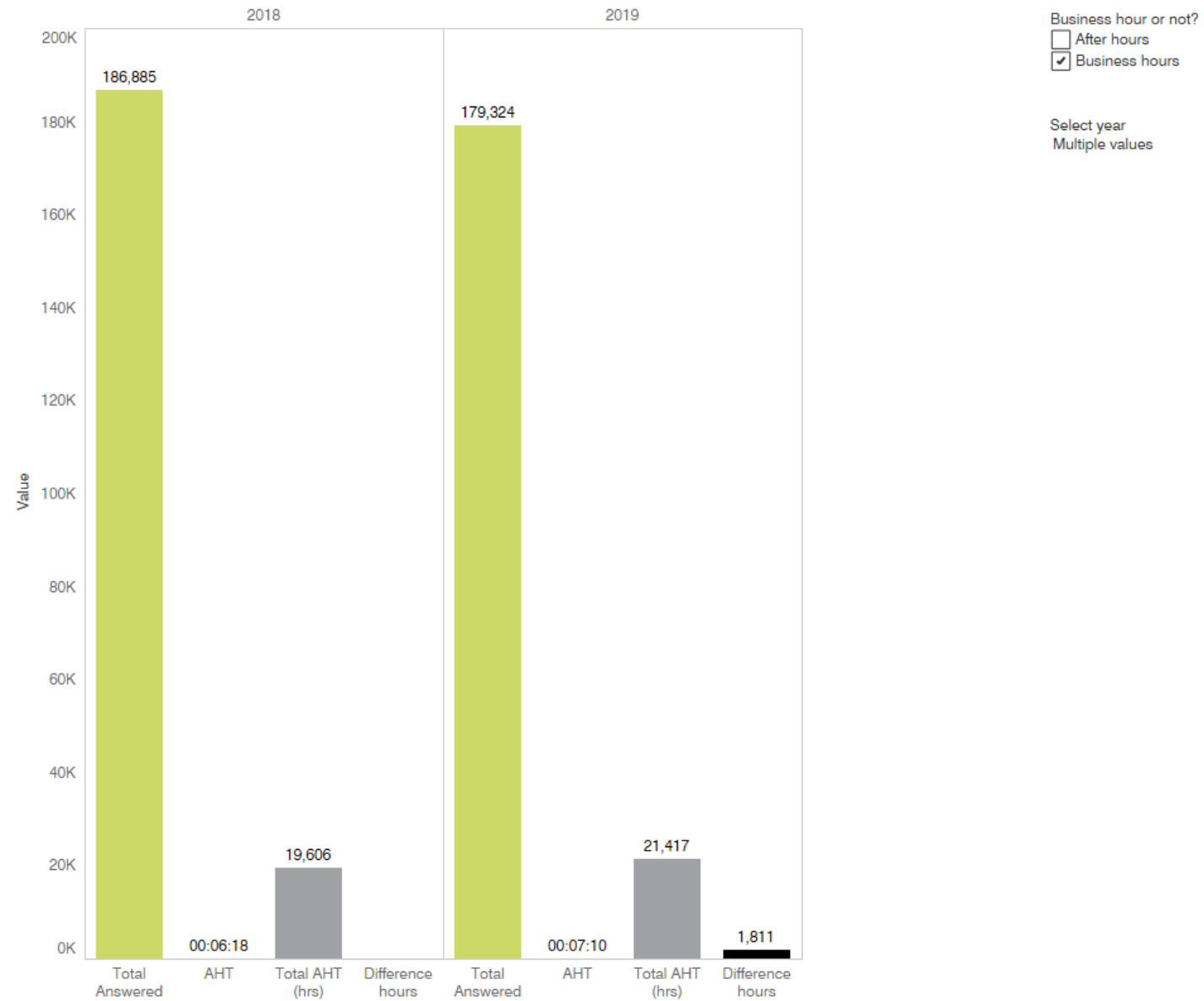| Location request vol.. | Web ticket vs Local ticket | Calls and Ticket details | Agents vs Tickets vs TSF | AHT | Additional talk time | Questions |
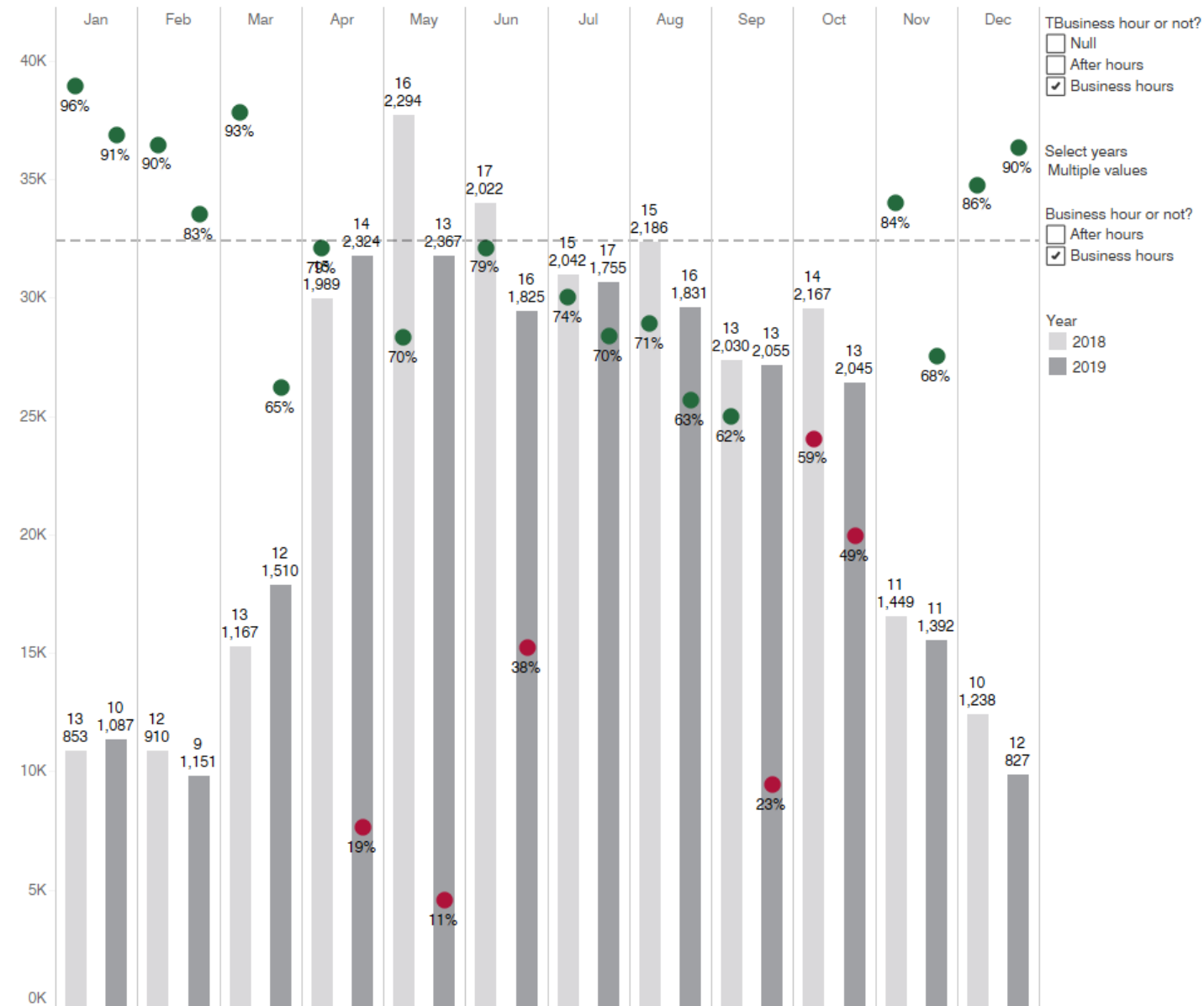
2019 Contact Center

Location request ..	Web ticket vs Local ticket	Calls and Ticket details	Agents vs Tickets vs TSF	AHT	Additional talk time	Questions

Select year
Multiple values

Business hour or not?
☐ After hours
☑ Business hours

YEAR
☐ 2018
☐ 2019

AHT chart:
- 00:07:12
- 00:06:29
- 00:05:46
- 00:05:02
- 00:04:19
- 00:03:36
- 00:02:53
- 00:02:10
- 00:01:26
- 00:00:43
- 00:00:00

2018: 00:06:18
2019: 00:07:10

2019 Contact Center

Business hour or not?
☐ After hours
☑ Business hours

Select year
 Multiple values

2019 Contact Center

| Location request .. | Web ticket vs Local ticket | Calls and Ticket details | Agents vs Tickets vs TSF | AHT | Additional talk time | Questions |

Questions?