

Call Center

Agent

All

Topic

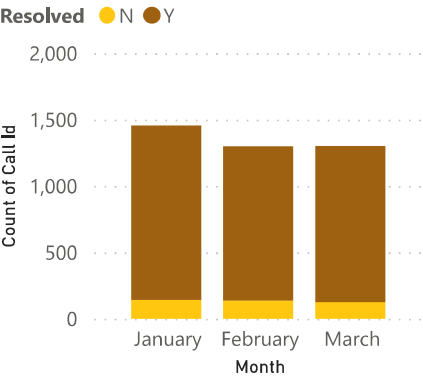
All

Date

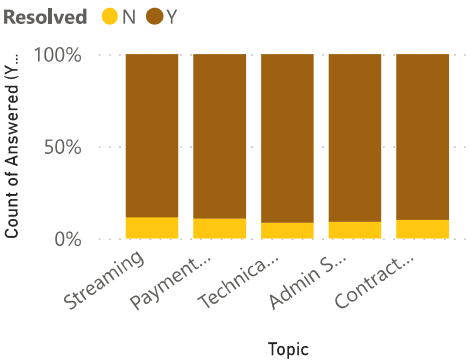
01-01-2021

31-03-2021

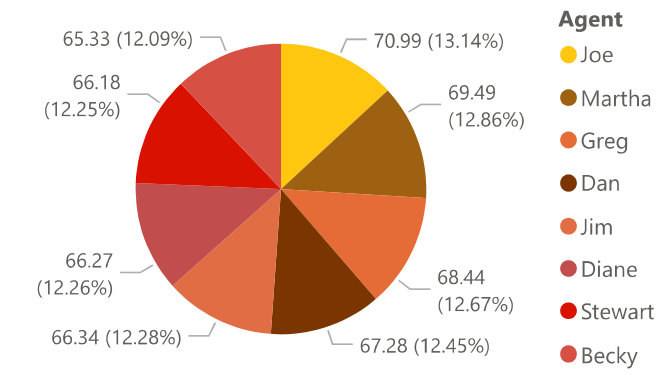
Count of Call Id by Month and Resolved



Count of Answered (Y/N) by Topic and Resolved



Average of Speed of answer in seconds by Agent



3.40

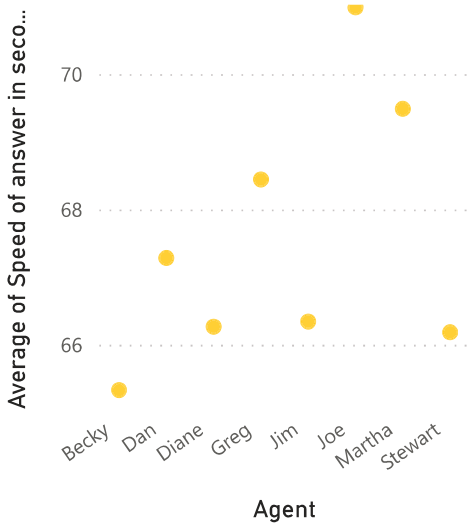
Average of Satisfaction rating

506.75

Count of Resolved average per Agent

Agent	Average of Satisfaction rating	Average of Speed of answer in seconds	Count of Resolved average per Agent
Becky	3.37	65.33	517.00
Dan	3.45	67.28	523.00
Diane	3.41	66.27	501.00
Greg	3.40	68.44	502.00
Jim	3.39	66.34	536.00
Joe	3.33	70.99	484.00
Martha	3.47	69.49	514.00
Stewart	3.40	66.18	477.00
Total	3.40	67.52	506.75

Average of Speed of answer in seconds by Agent



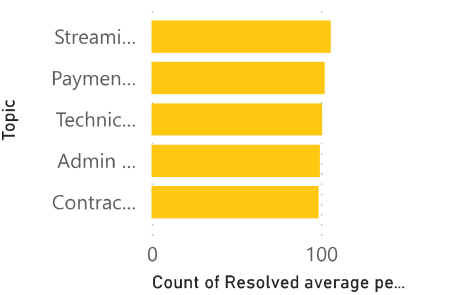
H..

Add synonyms now

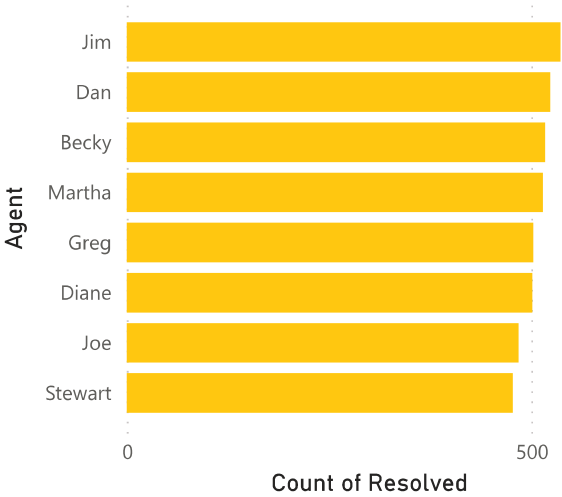
×

top topics by count of resolved average per agent

Showing Top 10 topic of sheet 1 by count of resolved average per agent results for average per agent of those sheet 1



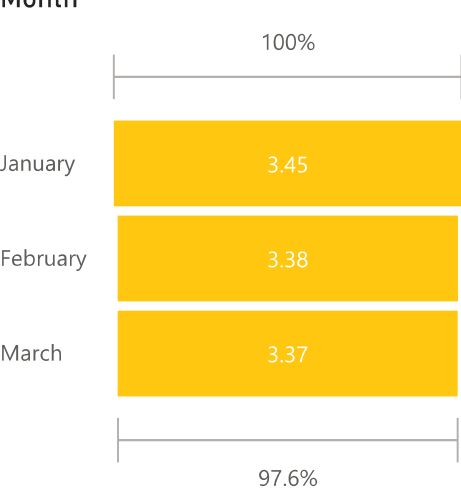
Count of Resolved by Agent



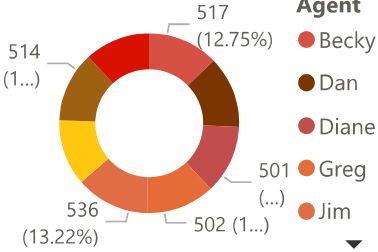
Average of Satisfaction rating by Agent



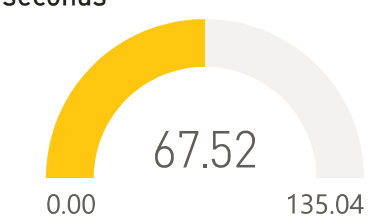
Average of Satisfaction rating by Month



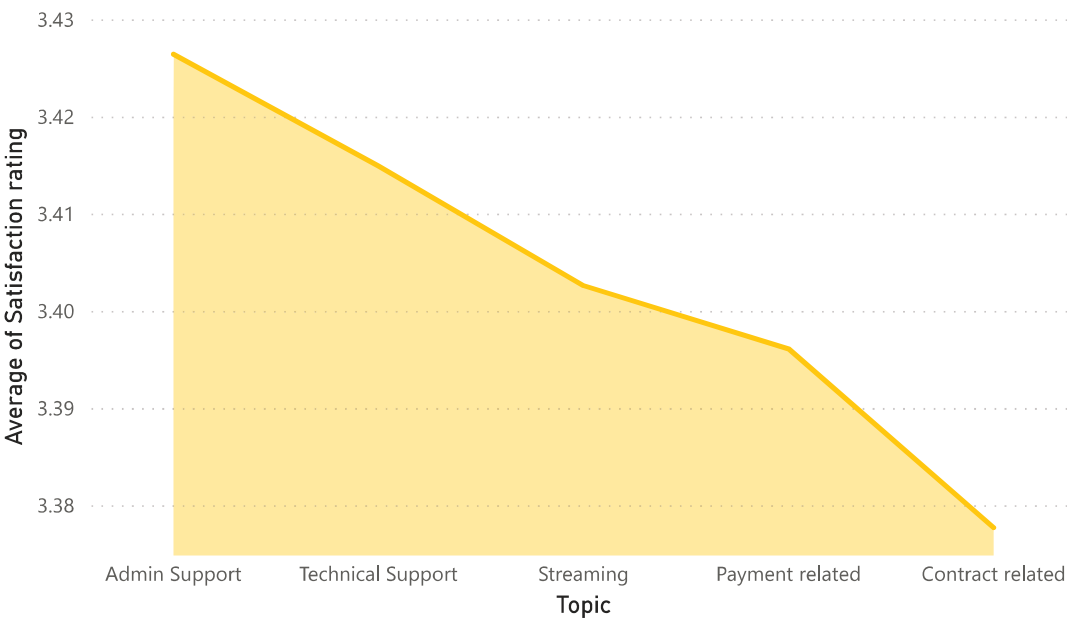
Count of Resolved by Agent



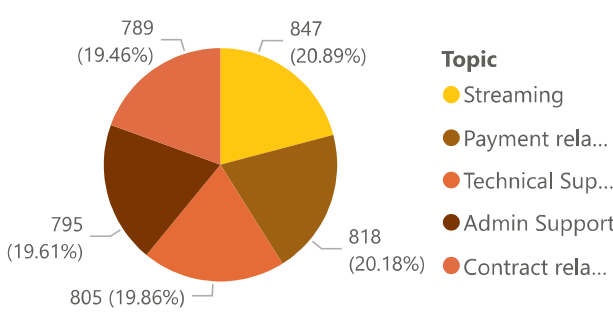
Average of Speed of answer in seconds



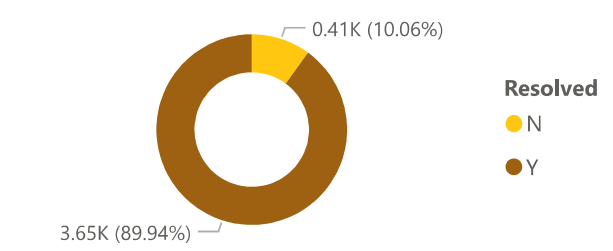
Average of Satisfaction rating by Topic



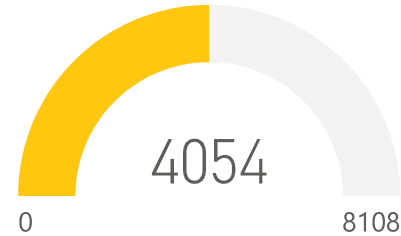
Count of Resolved by Topic



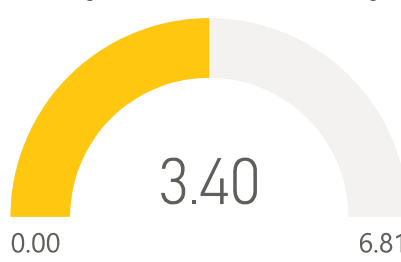
Count of Agent by Resolved



Count of Answered (Y/N)



Average of Satisfaction rating



Churn Board Dash Board

1869

Customers at risk

2173

of Tech Ticket

139.13K

Monthly charges

2.86M

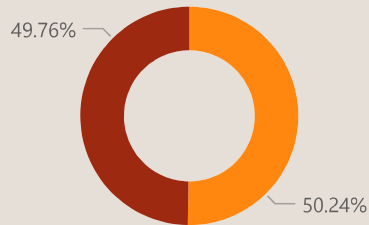
Monthly Charges

885

of Admin Ticket

Demographics

Female Male

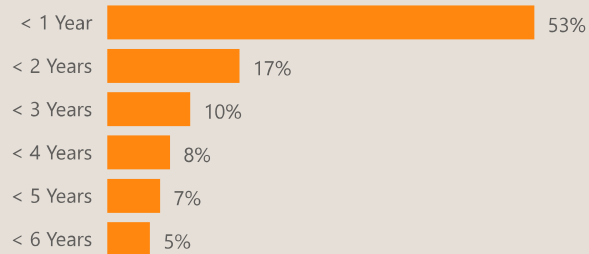


25%
Senior Citizen

36%
Partner

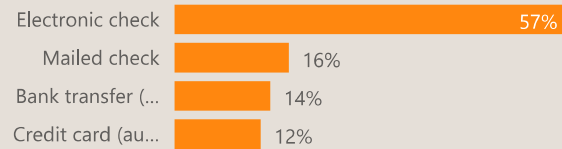
17%
Dependents

Subscription time

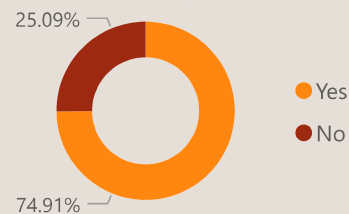


Customer Account Information

Payment Method



Paperless Billing

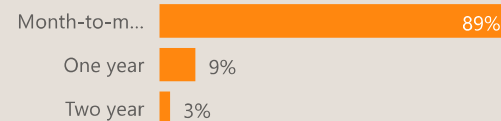


Average charges

1,531.80
Yearly charges

74.44
Monthly charges

Payment Method



Services customers signed up

29%
Device Protection

28%
Online Backup

16%
Online Security

91%
Phone Service

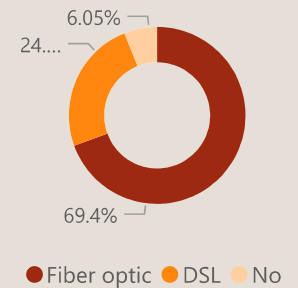
44%
Streaming Movies

44%
Streaming TV

17%
Technical Support

Multiple Lines

No	Yes
50.0%	50.03%



Customer Risk Analysis

Risk of churn

- ☒ Select all
☐ No
☒ Yes

Internet Service

- ☒ Select all
☒ DSL
☐ Fiber optic

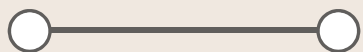
Contract Type

- ☒ Select all
☒ Month-to-month
☒ One year
☒ Two year

Months Subscribe

Months Subscribe

0 72



572

Number of Customers

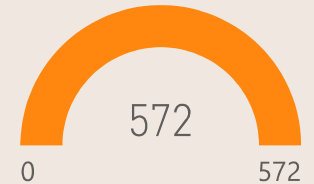
379.6...

TotalCharges

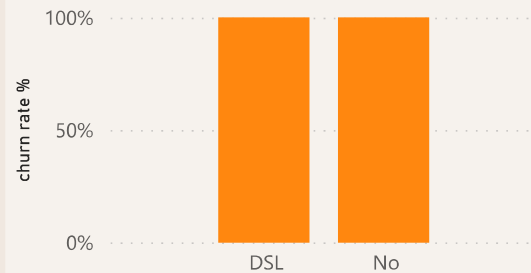
100.0...

Churn Rate

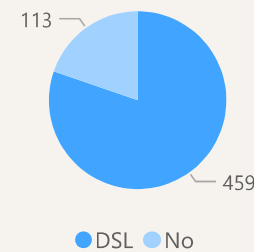
Churn



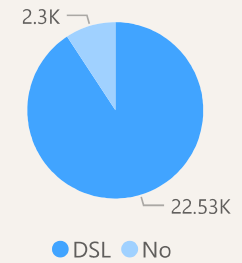
churn rate % by Churn by type of service



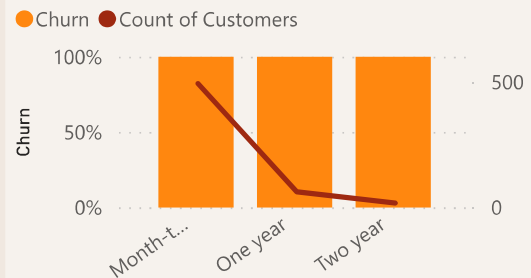
of customer by internet services



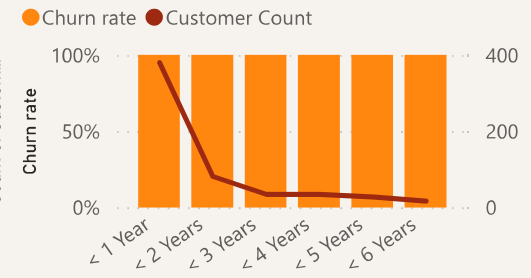
Sum of monthly charges



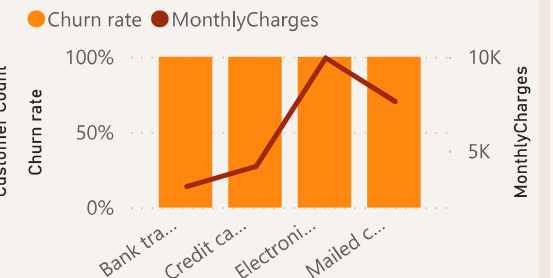
Type of Contract



Year of Contract



Churn by payment method



Diversity

Department

All

Job Level

All

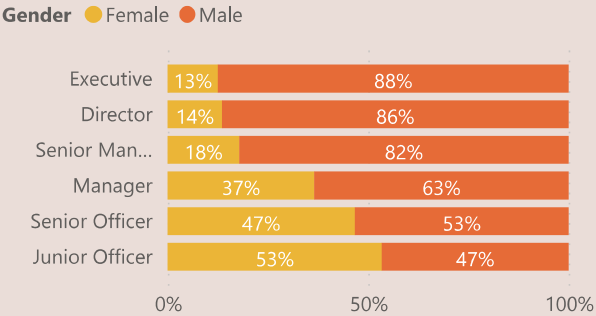
Age group

All

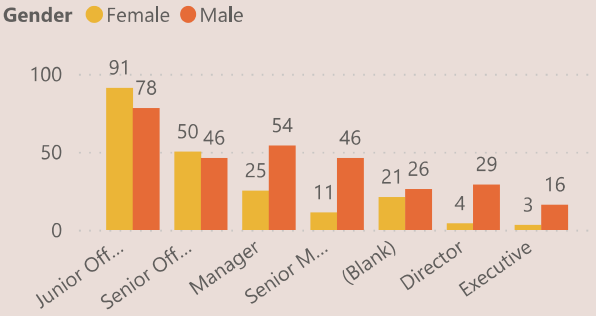
Region group

All

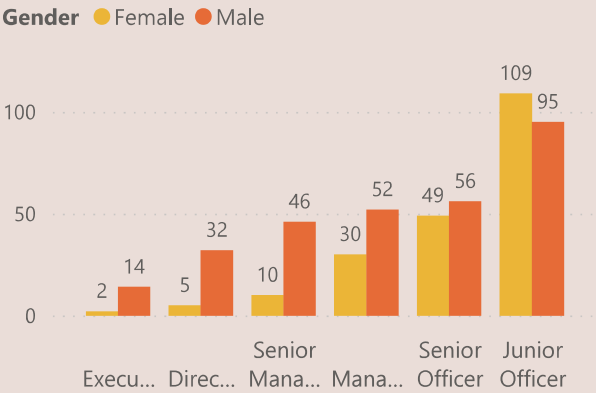
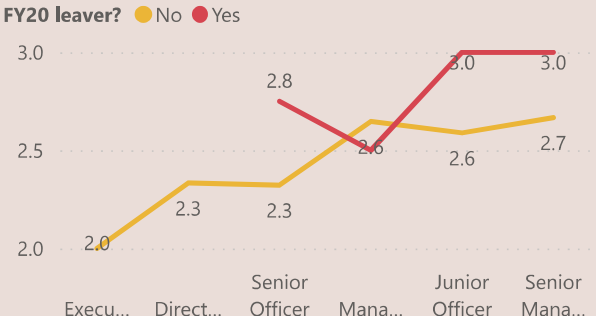
Hiring



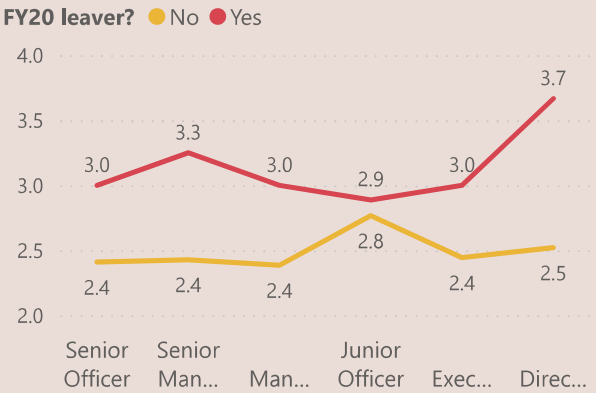
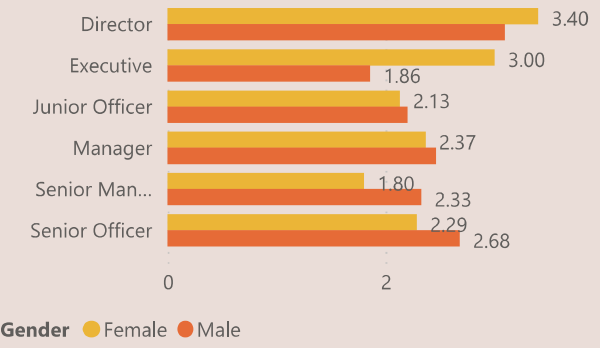
Promotion



Turnover Rate



Average time in grade of employee promoted



Diversity

Department

All

Job Level

All

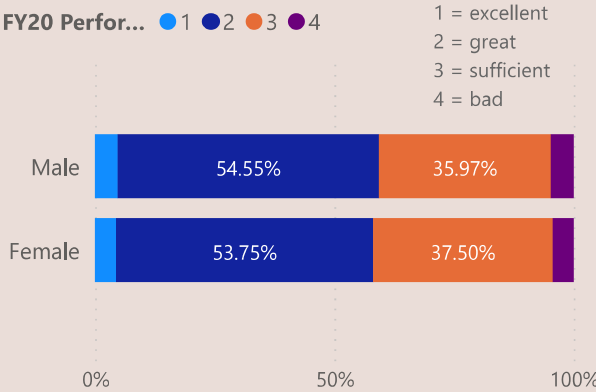
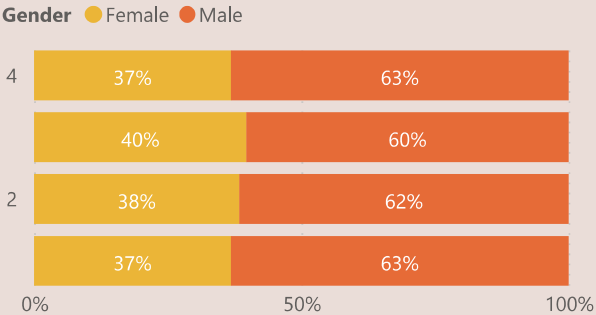
Age group

All

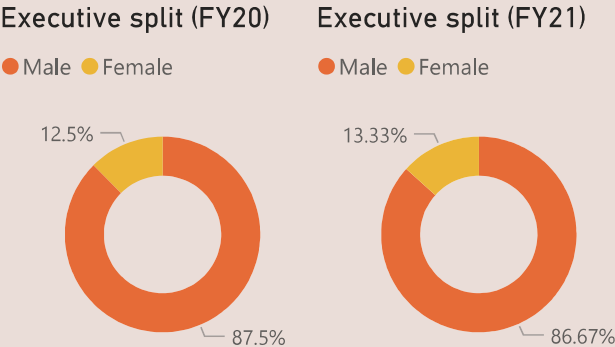
Region group

All

Performance Rating



Executive Gender Balance



New Hires



Promotion in FY21



KPI 6- Age Group

