

AMPM

AM

PM

Month

All

Agent

All

Topic

All

49.90%

Overall Customer Satisfaction

4054

Total Calls Answered

946

Total Calls abandoned

67.52

ASA (Seconds)

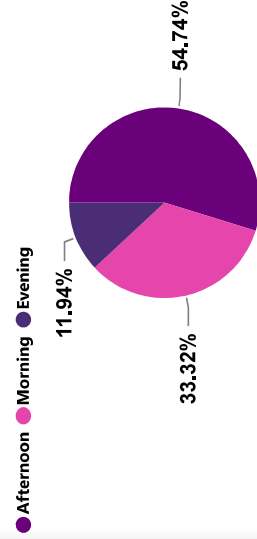
3646

resolved calls

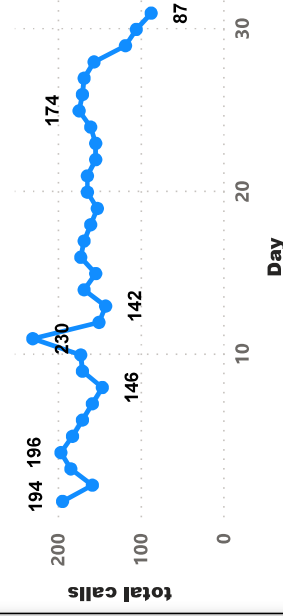
Satisfaction rating and Target rate



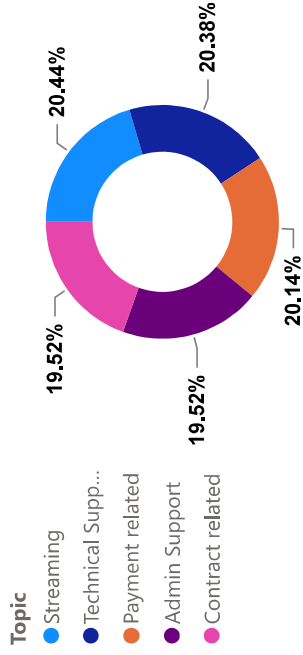
Call by Time of Day Category



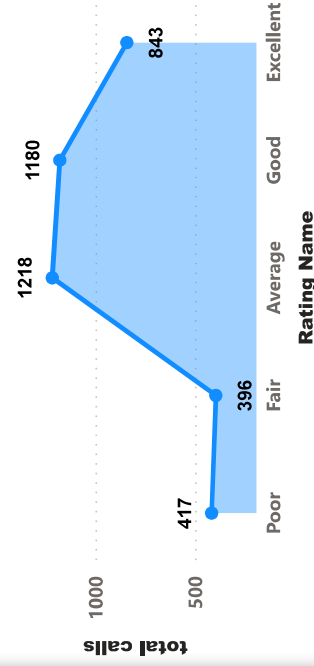
Total calls by Day



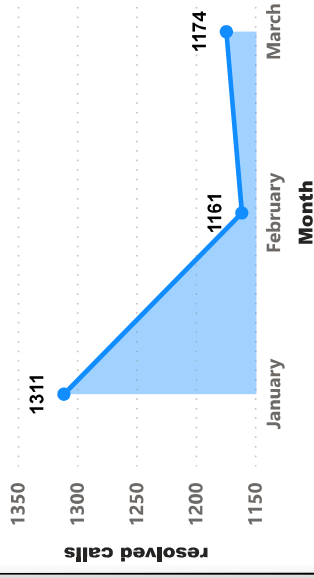
total calls by Topic



total calls by Rating Name



resolved calls by Month





Analysis of Call Center

Overview

Agent Performance

Insights

Rating Name

☐ Poor

☐ Fair

☐ Average

☐ Good

☐ Excellent

Month

All

Agent

Diane

Topic

All

49.10%

Overall Customer Satisfaction

501

Total Calls Answered

66.27

ASA (Seconds)

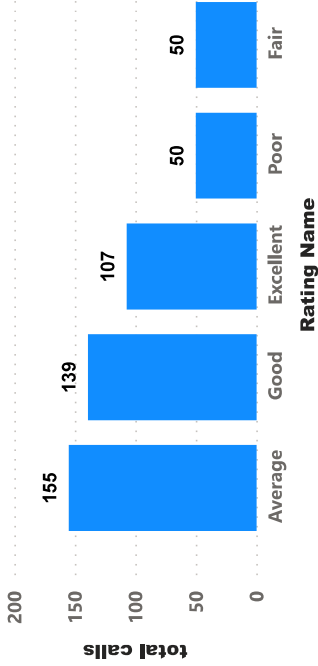
452

resolved calls

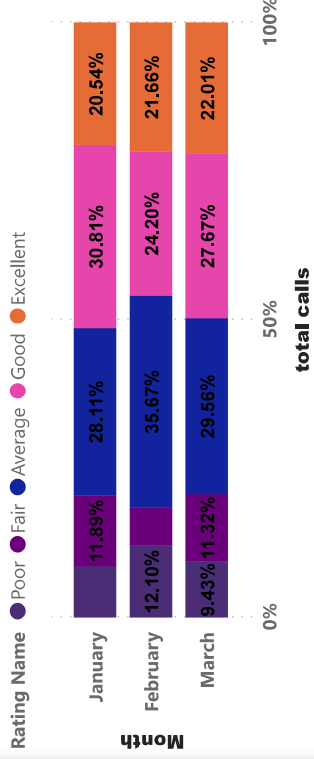
218.95

AvgHandleInSeconds

Call by Time of Day Category



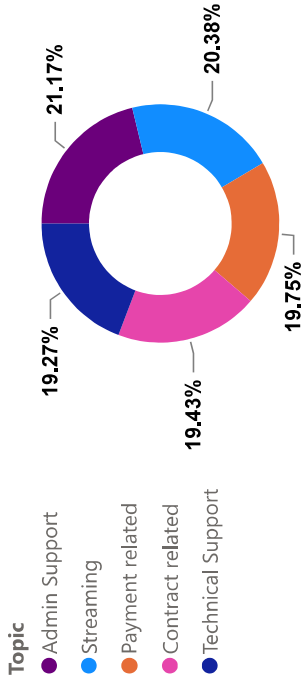
total calls by Month and Rating Name



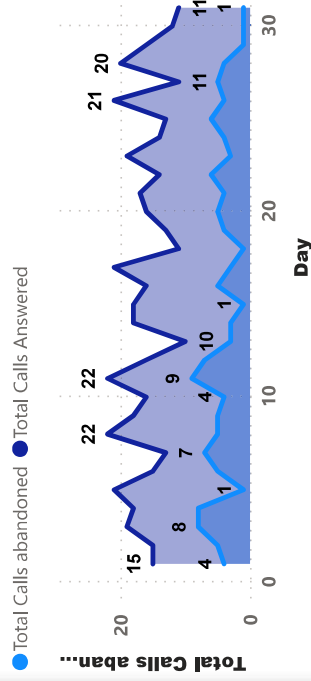
Call byTime of Day Category

Time of Day Category	total calls
Afternoon	345
Evening	78
Morning	210
Total	633

total calls by Topic



Total Calls abandoned and Total Calls Answered by Day



Case Resolved & Unresolved

Month	resolved calls	Unresolved calls
January	168	54
February	141	62
March	143	65
Total	452	181

Call Answer & Abandoned

Month	Calls abandoned	Calls Answered
March	49	159
February	46	157
January	37	185
Total	132	501



Analysis of Call Center

Overview

Agent Performance

Insights

49.90%

Overall Customer Satisfaction

4054

Total Calls Answered

67.52

ASA (Seconds)

Key influencers Top segments

What influences Agent to be

Becky ?

When...

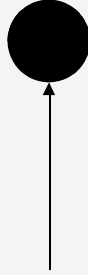
AvgNegative Satisfaction Rating goes down 0.81

Average speed of answer (Seconds) goes down 33.59

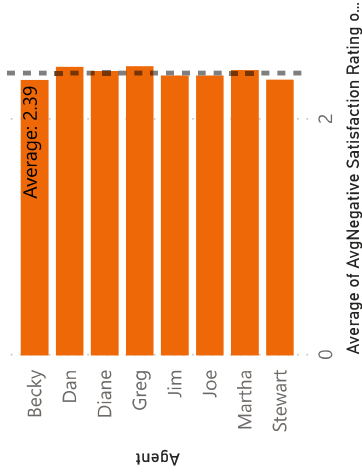
AvgPositive Satisfaction Rating goes down 0.49

....the likelihood of Agent being Becky increases by

1.10x



← On average when AvgNegative Satisfaction Rating decreases, the likelihood of Agent being Becky increases.



Sort by: **Impact** Count

Month
All

Agent
All

Topic
All

Call Center Q&A



Preparing Q&A

As shown by Data Visualization, It can be deduced that:

- Most of the satisfaction ratings from each call are 3 and 4.
- The average satisfaction rating has decreased over the span of three months.
- January brought the highest satisfaction rating and march the lowest.
- The percentage of issue resolved in January was the highest, with a dip in February. It increased again in march.
- The majority of calls come in the morning.
- The average speed of answer by Joe is the highest.