

PROBLEM STATEMENT:-Call Center analysis.

The dataset provides detailed information about call center data.

It includes the following key attributes:

- **Agents:** Dataset provides data about call agents along with their call id and topic for call.
- **Date and Time:** Dataset provides date and time for the call done by agent.
- **Other metrics:** Dataset provides information related speed of average answer seconds, average talk duration, satisfaction rating.
- A dashboard is created to address key business questions, aiming to help the company to refine its strategy and enhance customer satisfaction.

Dashboard provides following insights :

1)KPI requirement

A)Total calls

B)Calls answered

C)Calls rejected

D)Resolved calls

E)Unresolved calls

2) Call Answered and Call Rejected by Agent

3)Agent and total calls

4) Calls by Month

5) Total Calls by Topic

6) Call Answered and Call Rejected by Topic

7) Satisfaction rating by Agent

8) Average of Speed of answer in seconds

Important Insights:-

- **KPI results:** To improve performance company need to focus more on call resolving.
- Most successful calls are done from streaming topic .and least successful are from contract related calls.
- Jim is the most performance driven agent .So other agents can talk to jim for better results.
- The average speed for answer can be reduced .

Company can generate more successful call by more focusing on streaming topic and by extending call time.