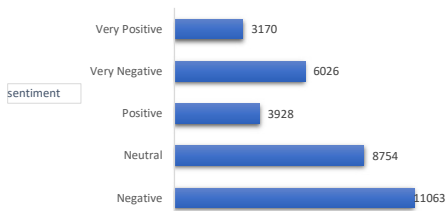# Analysis of Customer Service Data : Nile (by iVision)
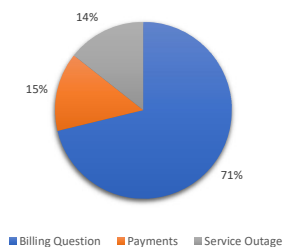
Count of sentiment

Customer Sentiment Analysis

sentiment

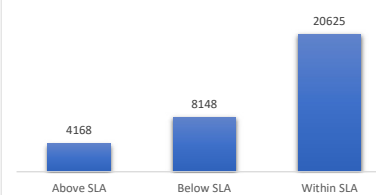- Very Positive — 3170
- Very Negative — 6026
- Positive — 3928
- Neutral — 8754
- Negative — 11063

Root Cause

- 14%
- 15%
- 71%

■ Billing Question ■ Payments ■ Service Outage

Preferred Channel

- Web
- Call-Center
- Email
- Chatbot

Count of response_time

Response Time Analysis

- Above SLA — 4168
- Below SLA — 8148
- Within SLA — 20625

response_time

Demographics

Count of state 11 — 3631

Washi... | Montana, 94 | North... | Min... | Wis... | M...
Oregon | Ida... | Wyoming | South... | Iowa, ... | Ohio... | Pennsyl...
Nevada | Utah, ... | Colorado, ... | Nebrask... | Illin... | In... | Virg...
Calif... | Arizona... | New... | Kansas, 467 | Miss... | Ke... | North...
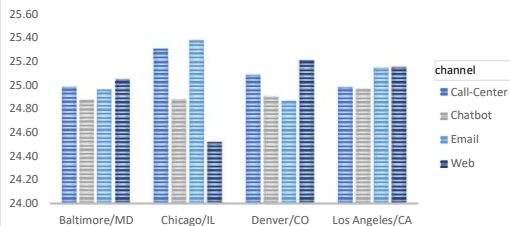Oklaho... | Arka... | Tenn... | So...
Texas, 3572 | Ala... | Geo...
Alask... | FL...
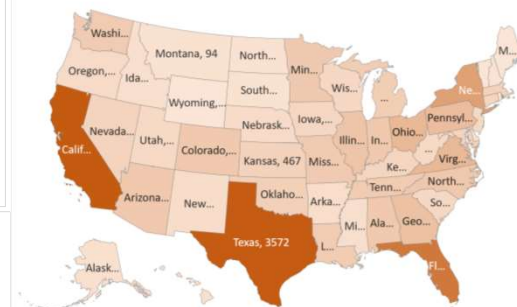
Powered by Bing
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Average of call duration in minutes

CALL DURATION ANALYSIS

channel
- ■ Call-Center
- ▥ Chatbot
- ■ Email
- ■ Web

(y-axis: 24.00 – 25.60)
Baltimore/MD | Chicago/IL | Denver/CO | Los Angeles/CA

call_center

Average of csat_score

CSAT Score over time

(y-axis: 5.20 – 5.80)
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
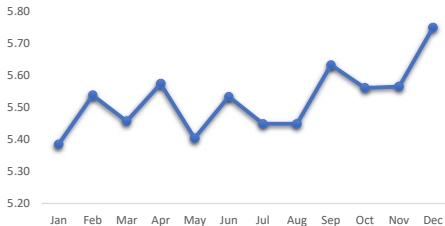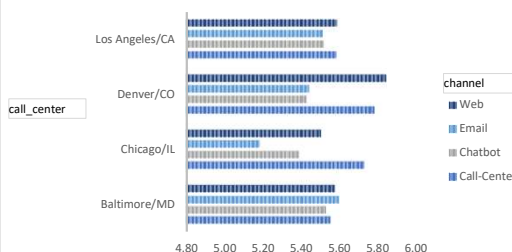
Months (call_timestamp) | Days (call_timestamp) | call_timestamp

Average of csat_score

CSAT SCORE ANALYSIS

call_center

- Los Angeles/CA
- Denver/CO
- Chicago/IL
- Baltimore/MD

(x-axis: 4.80 5.00 5.20 5.40 5.60 5.80 6.00)

channel
- ■ Web
- ■ Email
- ▥ Chatbot
- ■ Call-Center

channel	reason	call_c...
Call-Center	Billing Que...	Baltimore/...
Chatbot	Payments	Chicago/IL
Email	Service Ou...	Denver/CO
Web		Los Angele...