



# CALL CENTRE TREND ANALYTICS

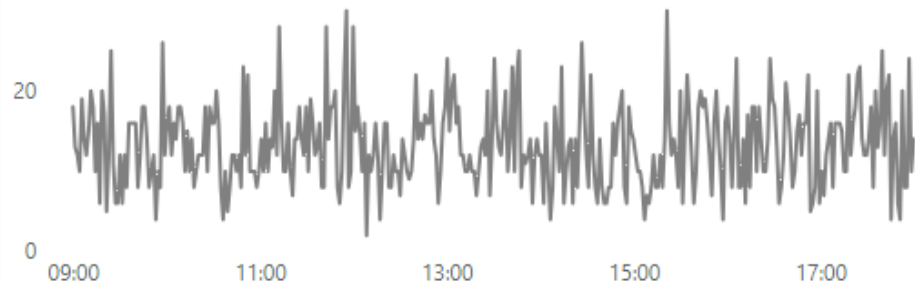
Agent

All

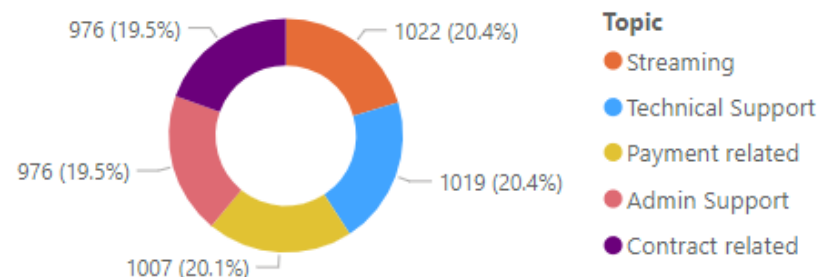
Topic

All

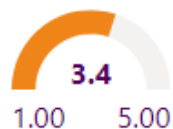
Calls by Time



Calls by Topic



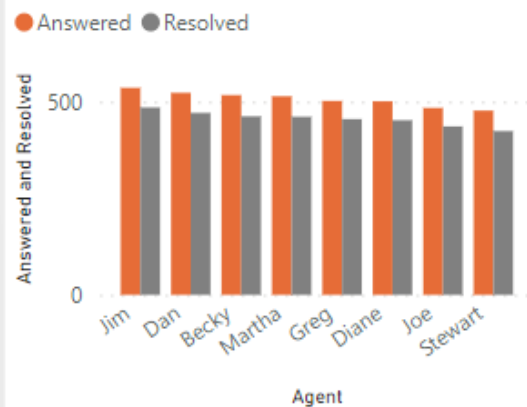
Overall Rating



Calls by Rating



Answered vs Resolved



Agent Performance Quadrant

Agent	Avrg ...	Avg Speed ...	Calls Received	Answered	Resolved	Total Call Tin
Martha	3.47	69.49	638	514	461	7:56:35
Dan	3.45	67.28	633	523	471	9:35:12
Diane	3.41	66.27	633	501	452	6:28:16
Greg	3.40	68.44	624	502	455	7:37:35
Stewart	3.40	66.18	582	477	424	5:58:20
Jim	3.39	66.34	666	536	485	9:57:49
Becky	3.37	65.33	631	517	462	7:35:45
Joe	3.33	70.99	593	484	436	6:07:45

Calls Received

5000

Calls Answered

4054

Calls Not Answered

946

Calls Resolved

3646

Answering Speed (Secs)

68

# Customer Churn Analytics

Total Customers

5174

Customer Tech Tickets

782

Customer Admin Tickets

2747

Total Churns

1869

Churn Tech Tickets

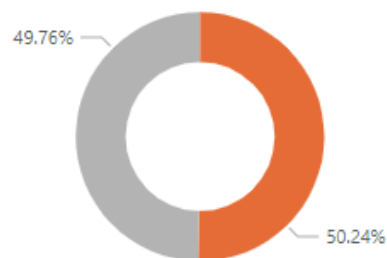
2173

Churn Admin Tickets

885

## Customer Demographics

gender ● Female ● Male



25%

Senior citizen %

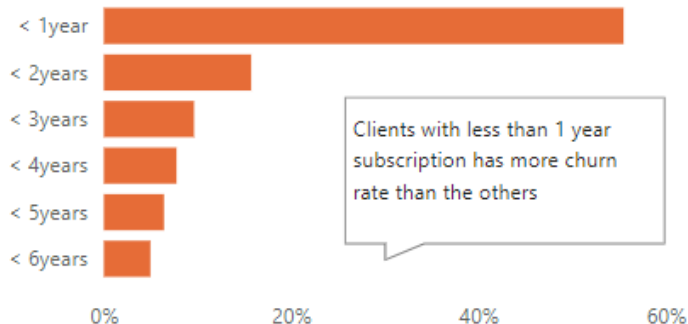
36%

Partner %

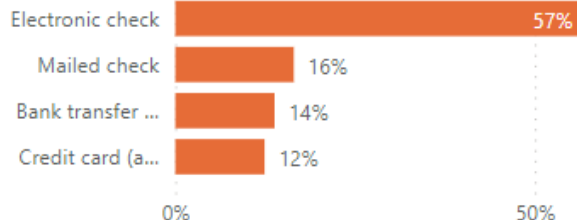
17%

Dependents %

## Subscription Time



## Payment Method



## Paperless Billing



## Average Charges

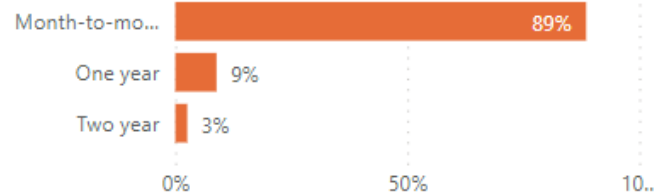
\$74.44

Monthly charges

\$1,531.80

Total charges

## Type of Contract



## Services Used By Customers

91% Phone service → Multiple → 50.03% Yes 49.97% No

44% Streaming TV

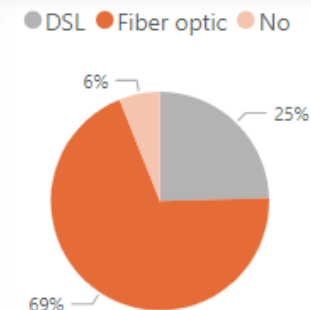
44% Streaming Movies

29% Device Protection

28% Online Backup

16% Online Security

17% Tech Support



# Diversity and Inclusion Analysis

Region

All

Job Level

All

Time Type

All

Total Employees

500

Male Employees

295

Female Employees

205

New Hires

66

Resigned

47

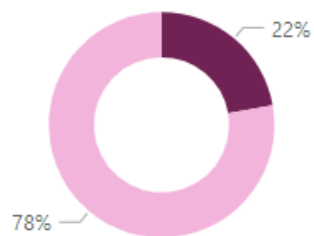
Promotion FY21

● 21FY-Male ● 21FY-Female



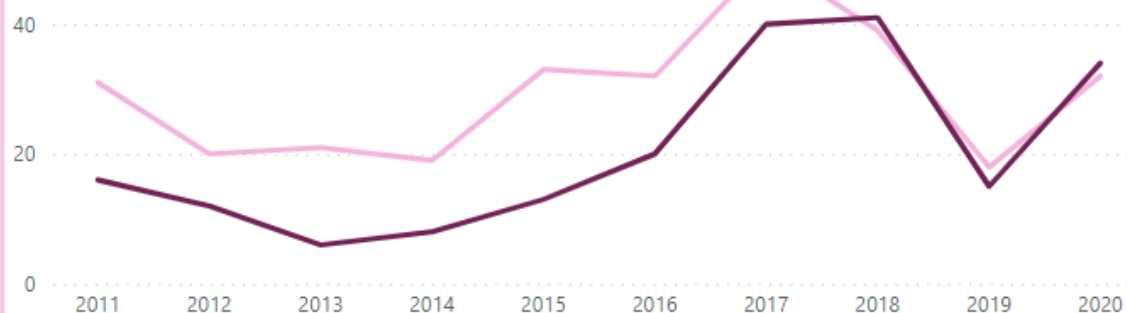
Promotion FY 20

● 20FY-Female ● 20FY-Male



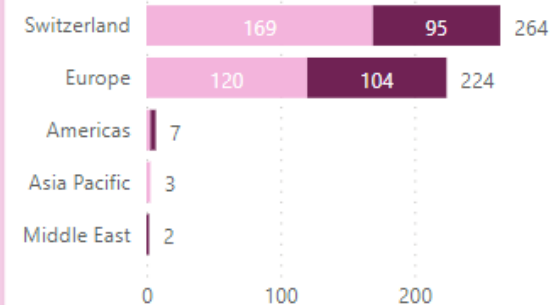
Employees Hired Year Wise

● Male Employee ● Female Employee



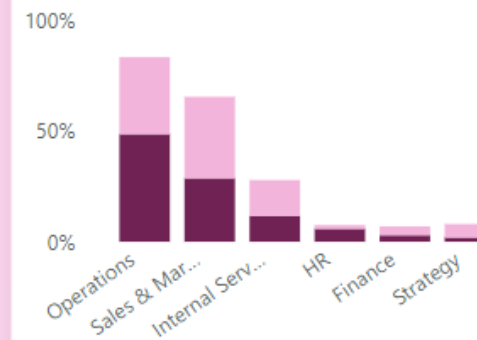
Region wise Employees

● Male Employee ● Female Employee



Department wise Employees

● %GT Female Employee ● %GT Male Employee



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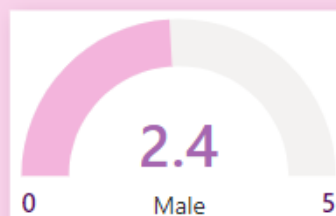
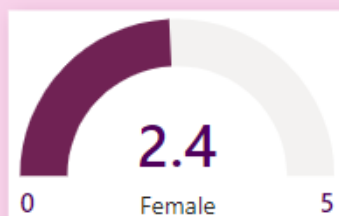
New Hires

66

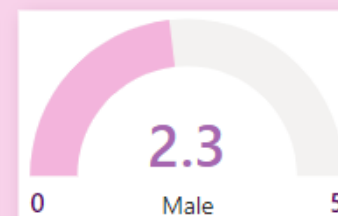
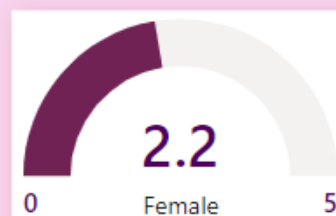
Resigned

47

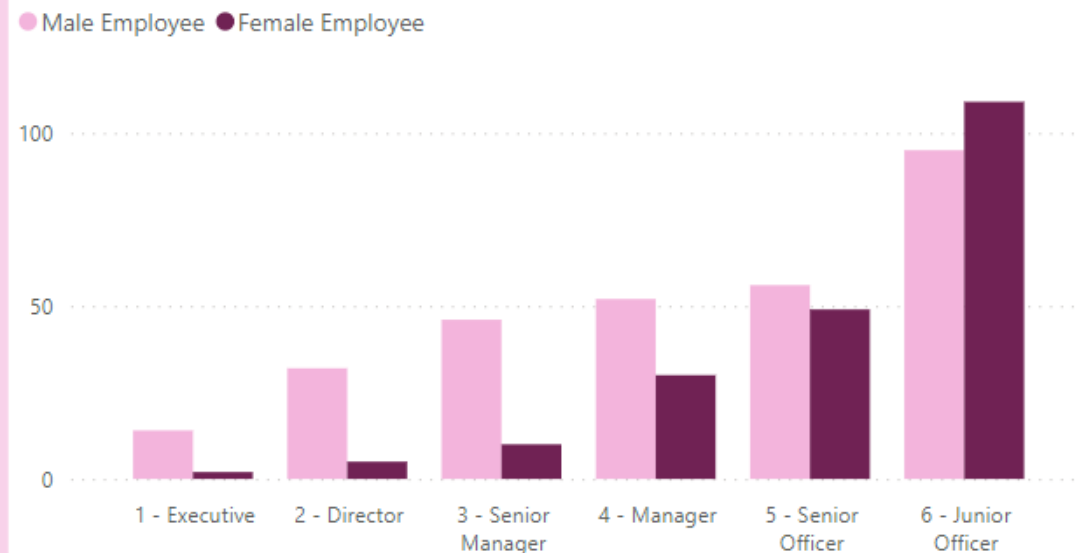
FY 2020 Ratings



FY 2019 Ratings



Job Levels After FY 2020 Promotions



Key Insights

1. From the ratings it's obvious that both male and female employees are performing equally irrespective of their job roles.
2. Going up in the hierarchy, the number of female employees reduced drastically from Junior officer to Executive. Equal opportunities should be given in top management positions.
3. Gender inclusion is achieved in terms of new hiring.
4. Promotion of female employees is improved than FY 2020, which is a good sign of inclusion and diversity.



## PwC Switzerland Power BI Job Simulation on Forage - December 2023

- ❑ Completed a job simulation where I strengthened my Power BI skills to better understand clients and their data visualization needs.
- ❑ Demonstrated expertise in data visualization through the creation of Power BI dashboards that effectively conveyed KPIs, showcasing the ability to respond to client requests with well-designed solutions.
- ❑ Strong communication skills reflected in the concise and informative email communication with engagement partners, delivering valuable insights and actionable suggestions based on data analysis.
- ❑ Leveraged analytical problem-solving skills to examine HR data, particularly focusing on gender-related KPIs, and identified root causes for gender balance issues at the executive management level, highlighting a commitment to data-driven decision-making.