

Abstract

This report has been commissioned by ServiceSpot Company with the aim of analyzing operational data from their call center.

ServiceSpot receives an extensive volume of customer calls daily and is eager to gain a deeper understanding of the call center's functioning.

To assist our client in dissecting the data, we have approached the analysis from three perspectives and Q&A:

State Analysis

Individual Analysis

Call Analysis

Q&A

Group Members:

KUMARAN G Aswin Sri
LIU Peiwen
SEBALD Nicholas
THOMAS Romain
ZHANG Xinyue

Year

- ☐ 2020
- ☐ 2021
- ☐ 2022
- ☐ 2023

Call Typ...

- ☐ Billing
- ☐ Sales
- ☐ Tech ...

State

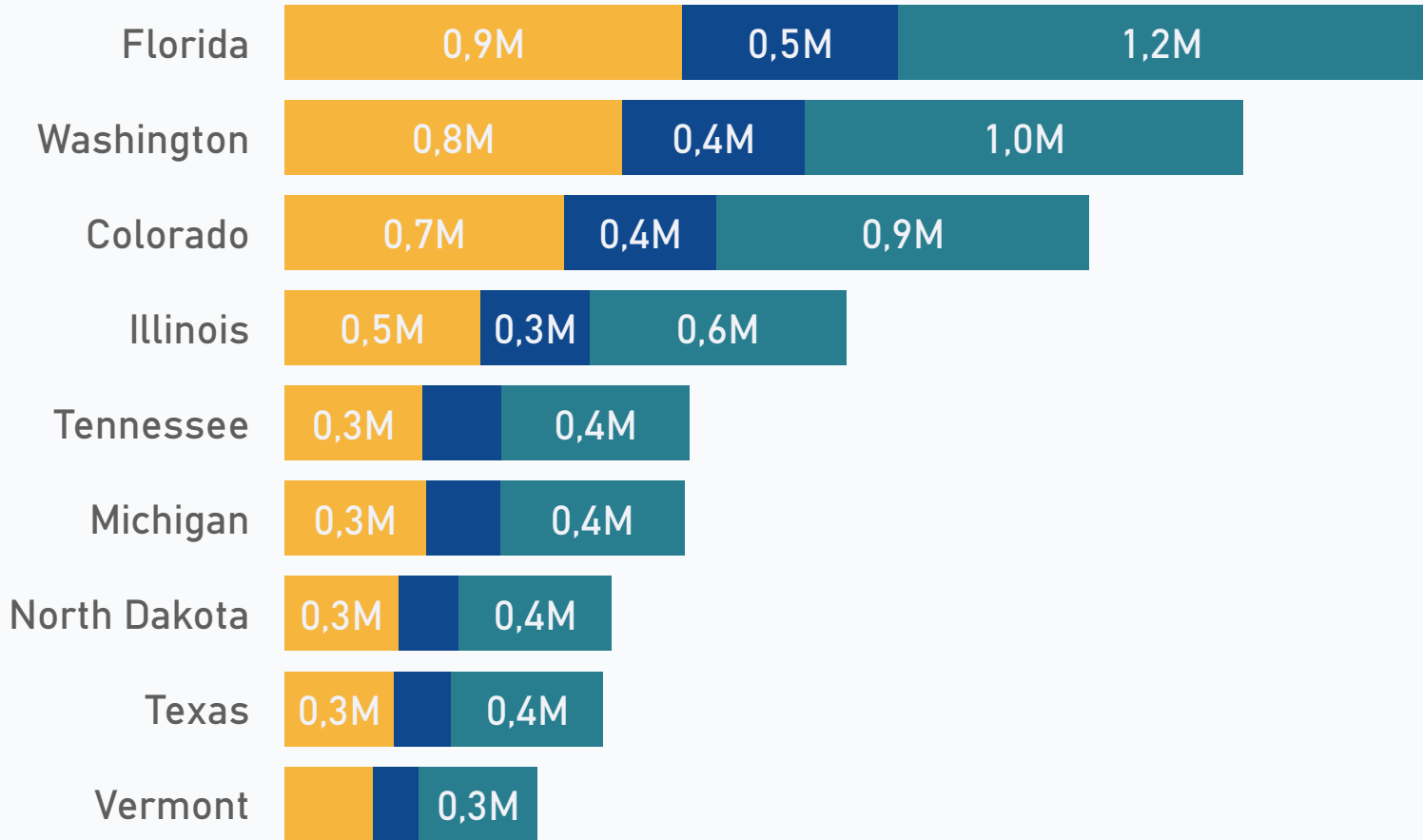
- ☐ S lect...
- ☐ Color...
- ☐ Florida
- ☐ Illinois
- ☐ Michig...
- ☐ North ...
- ☐ Tenne...
- ☐ Texas
- ☐ Verm...
- ☐ Washi...



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State Revenue Breakdown by Call Type

Call Type Label ● Billing ● Sales ● Tech Support



Total Number Of States

9

of Employees

64

Call Abandon Rate

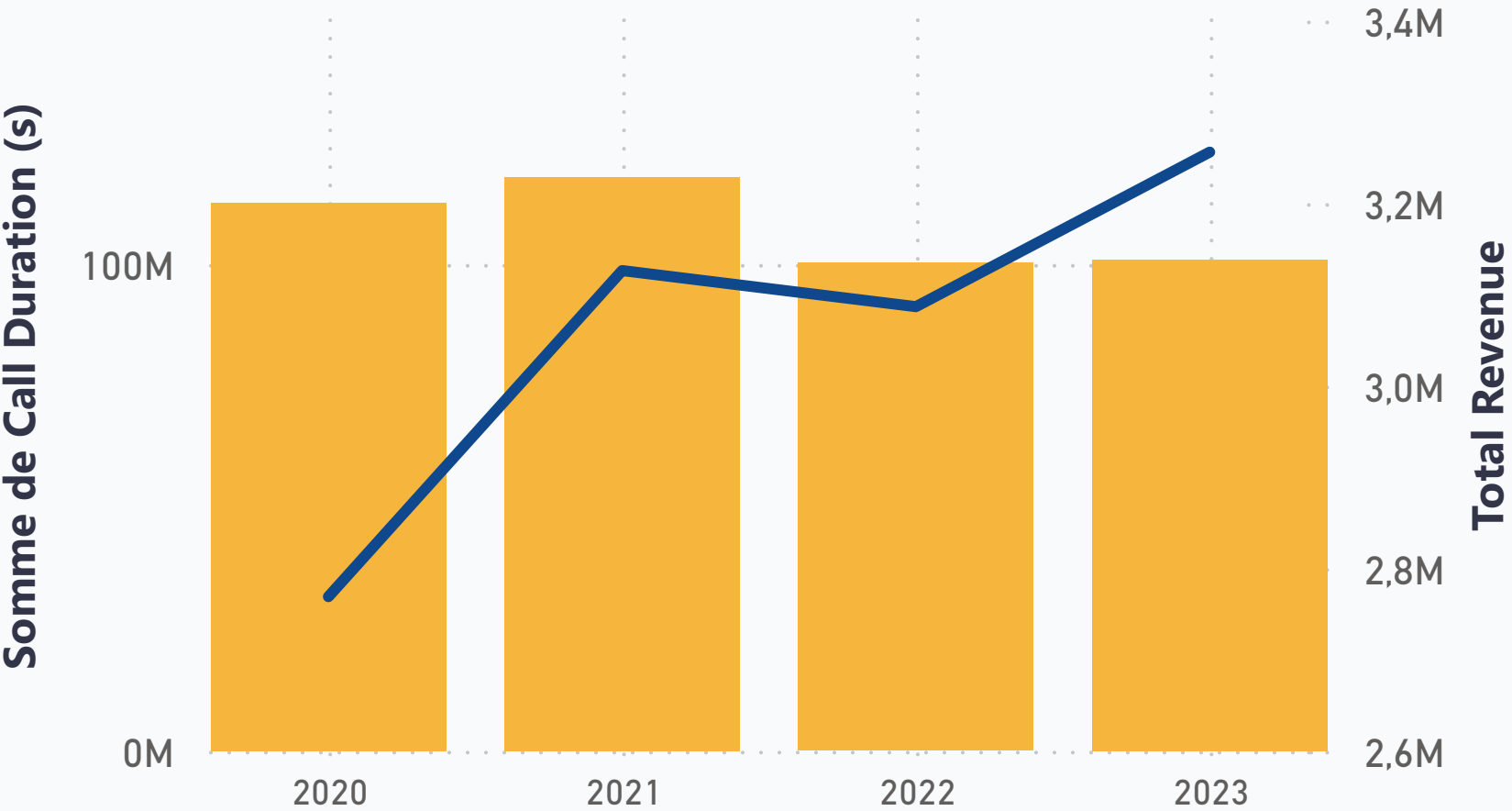
0,69%

% Within SLA

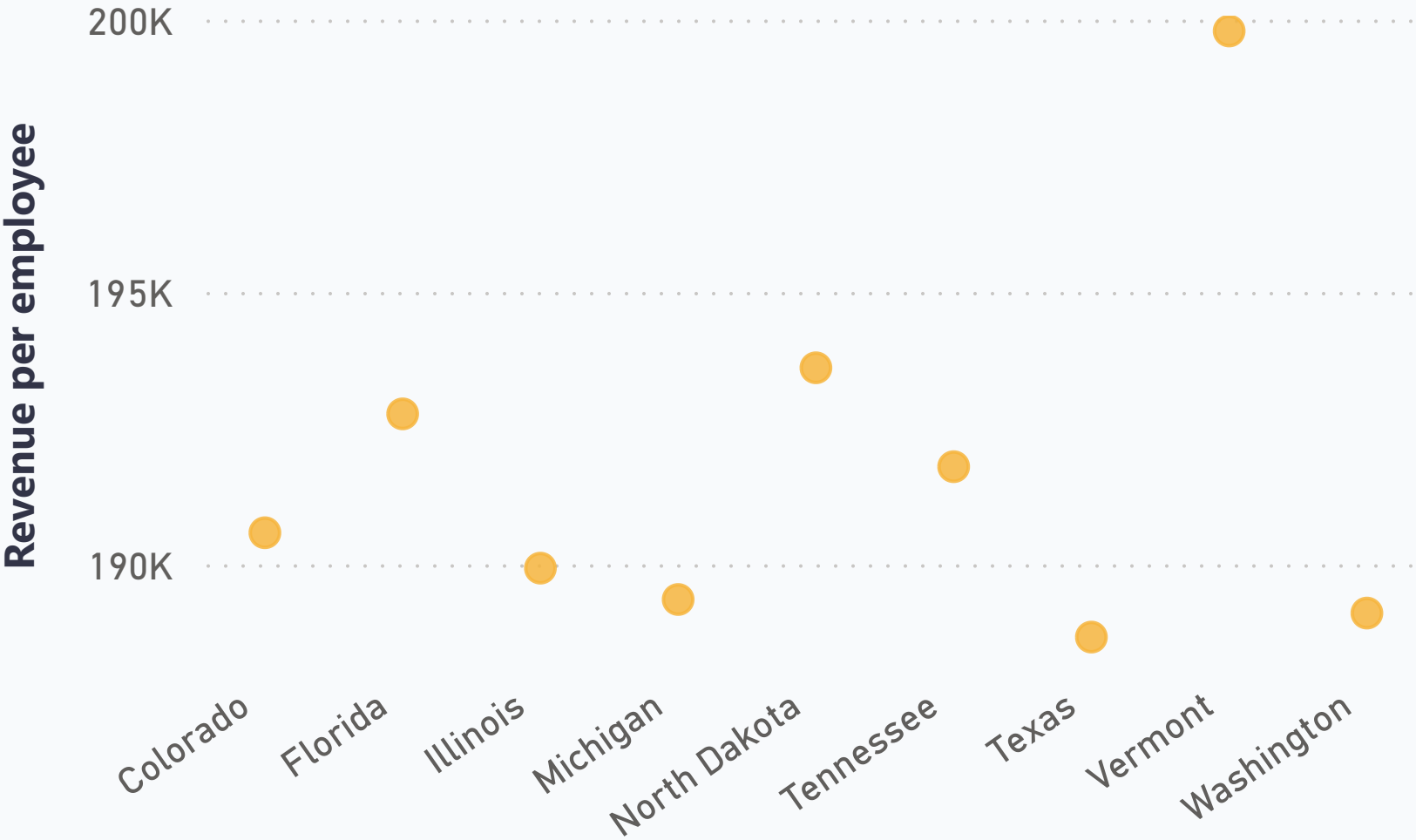
98,36%

Somme de Call Duration (s) et Total Revenue par Year

● Somme de Call Duration (s) ● Total Revenue



Revenue per employee by State



Individual Analysis

Employee

Tout

12,24M

Total Revenue

1140K

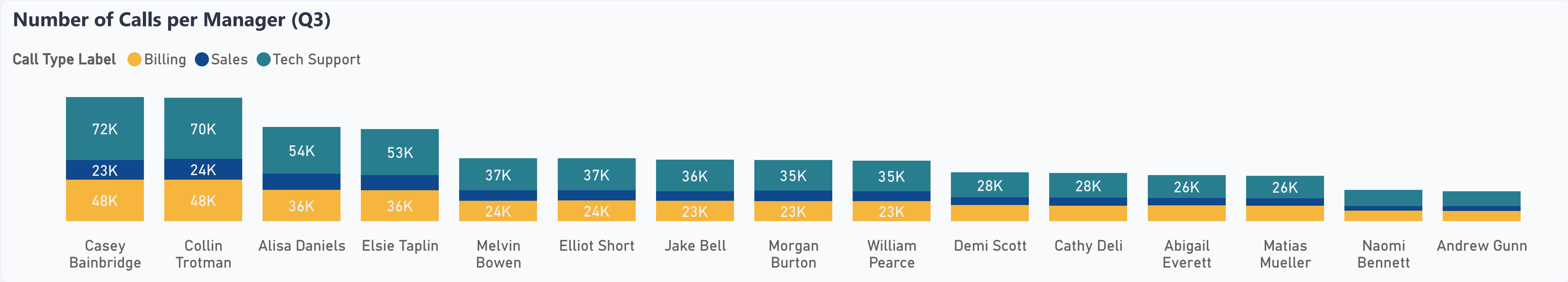
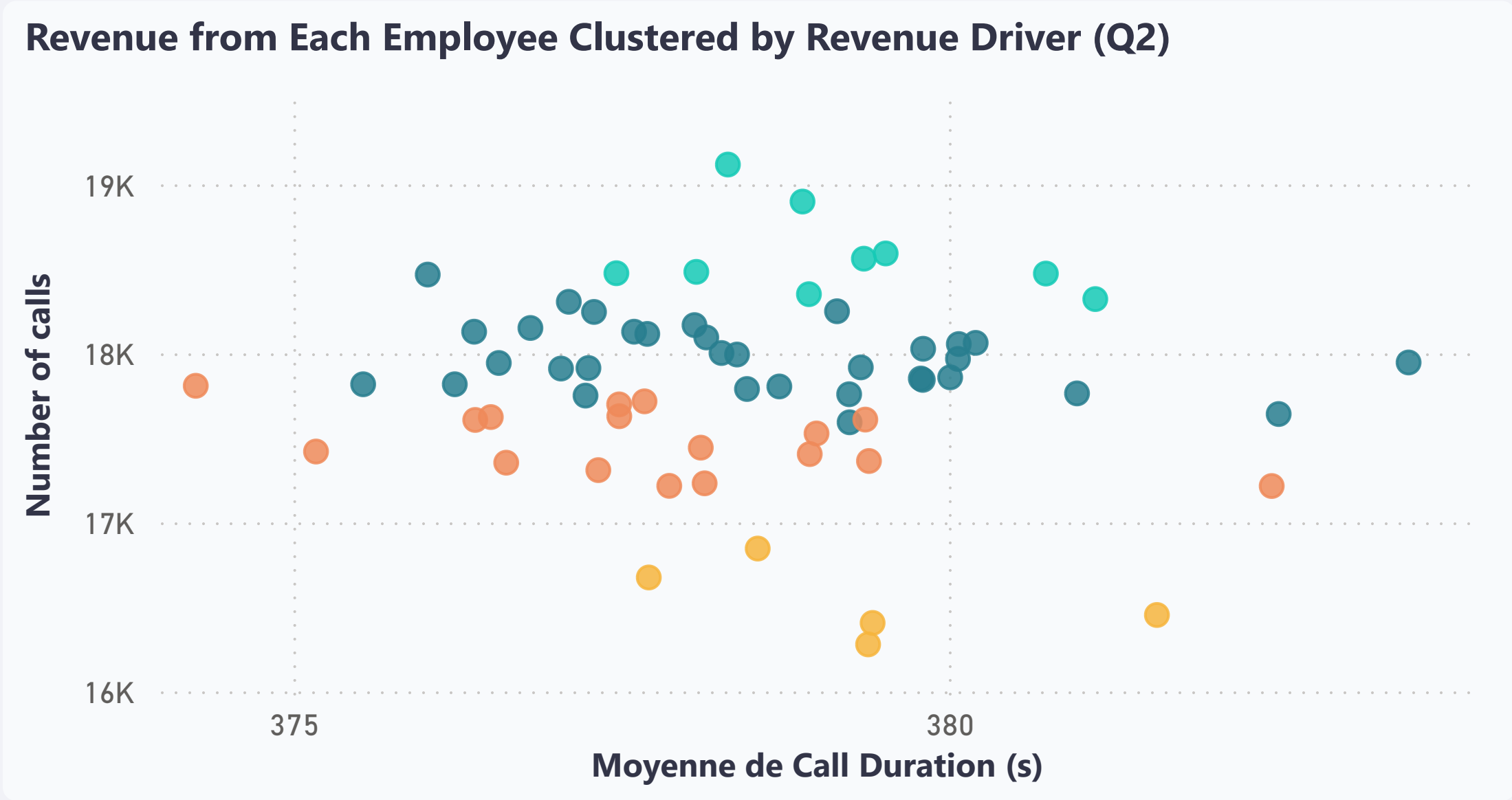
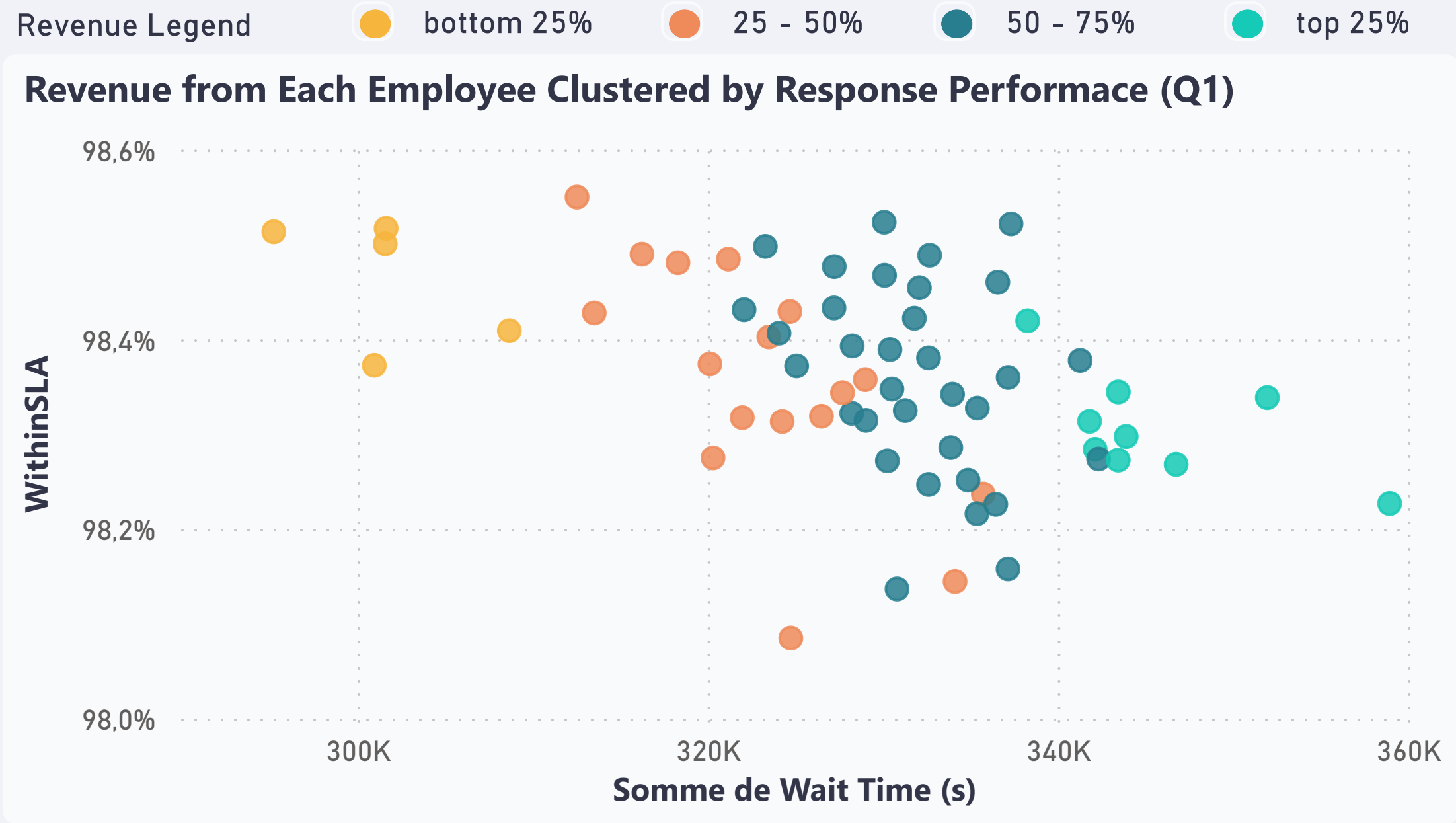
Number of calls

18,48

Moyenne de Wait Time (s)

0,69%

Call Abandon Rate



Year

☐ 2020

☐ 2021

☐ 2022

☐ 2023

Call Typ...

☐ Billing

☐ Sales

☐ Tech ...

State

☐ S lect...

☐ Color...

☐ Florida

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Year

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- ☐ 2021
- ☐ 2022
- ☐ 2023

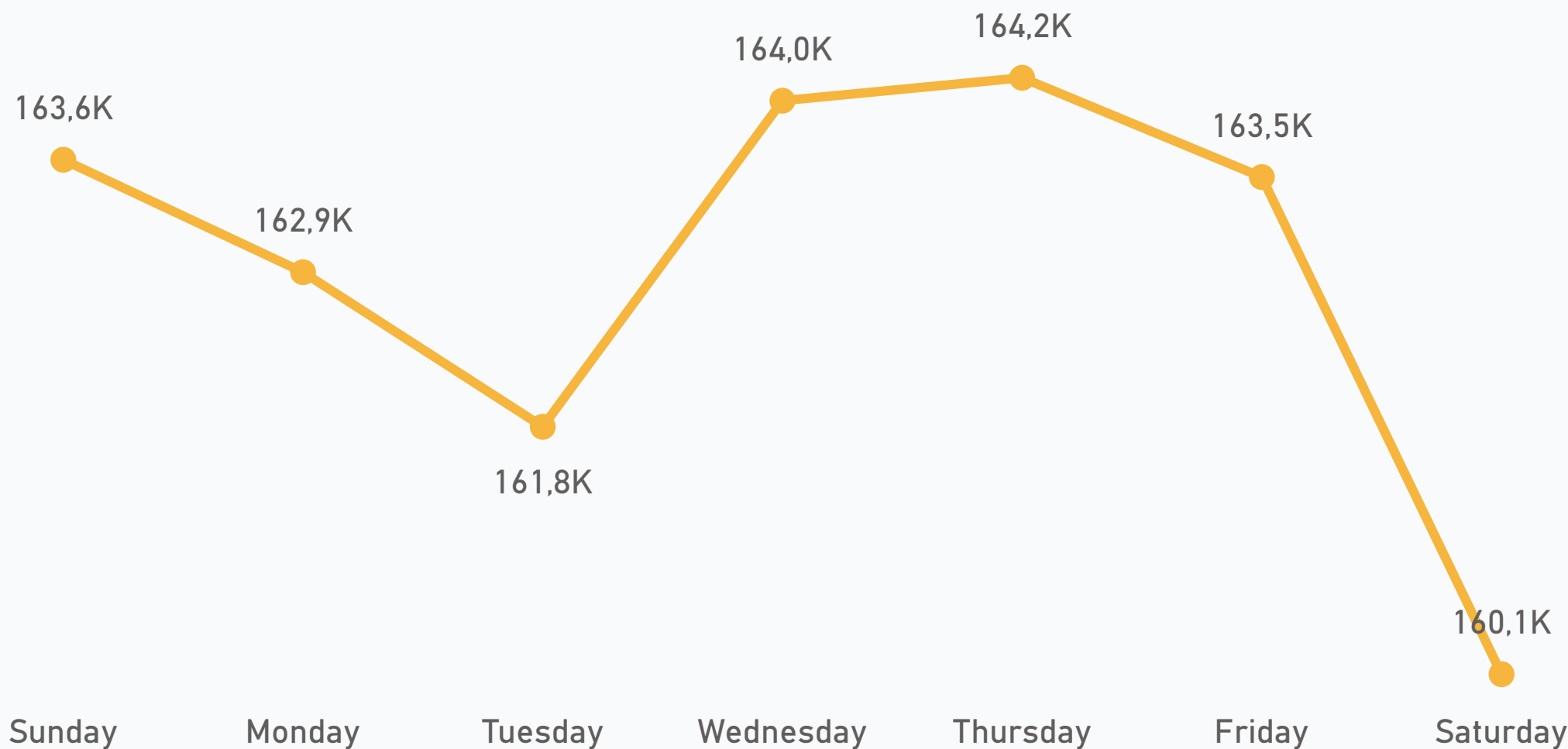
Call Typ...

- ☐ Billing
- ☐ Sales
- ☐ Tech ...

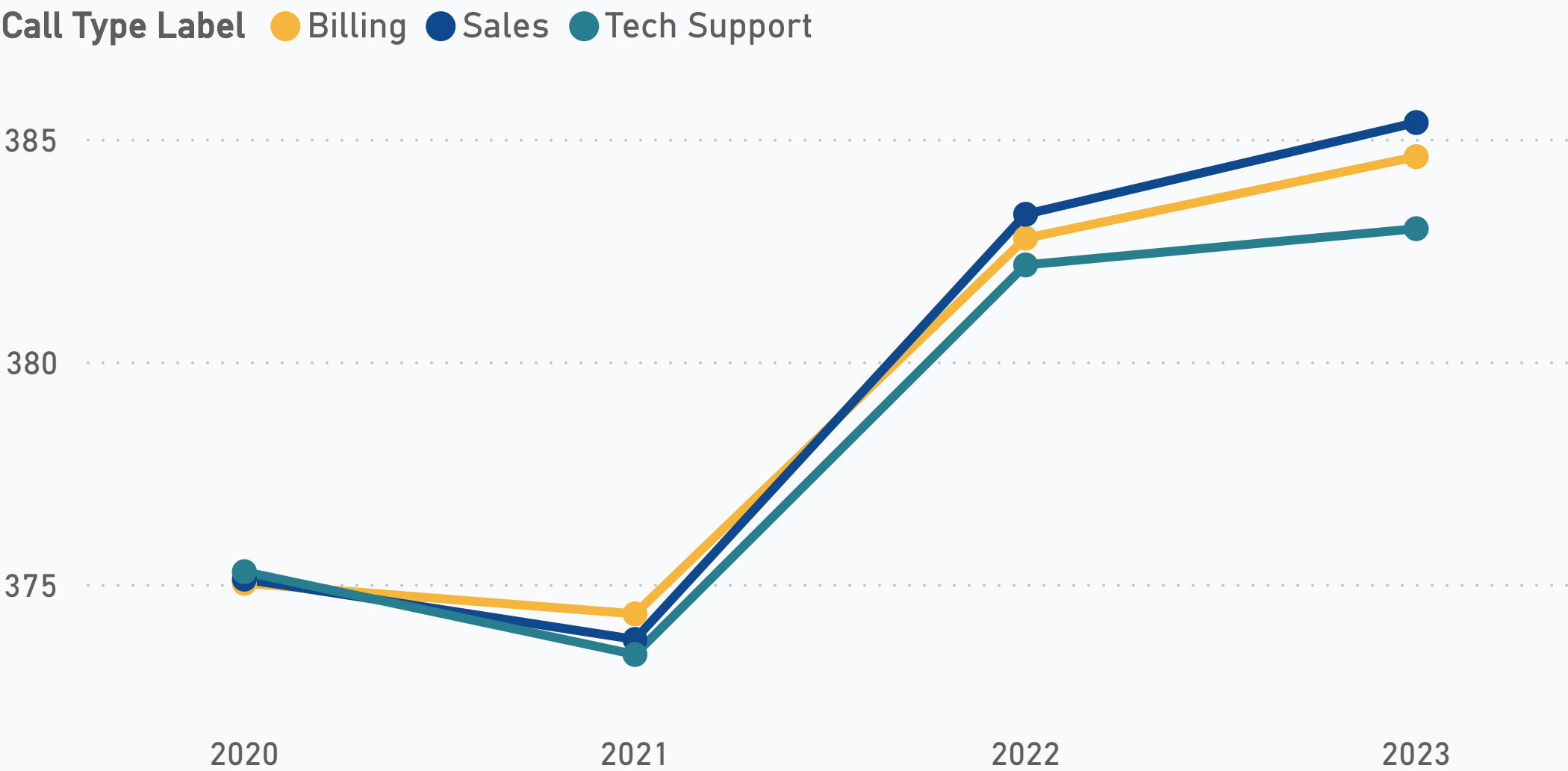
State

- ☐ S lect...
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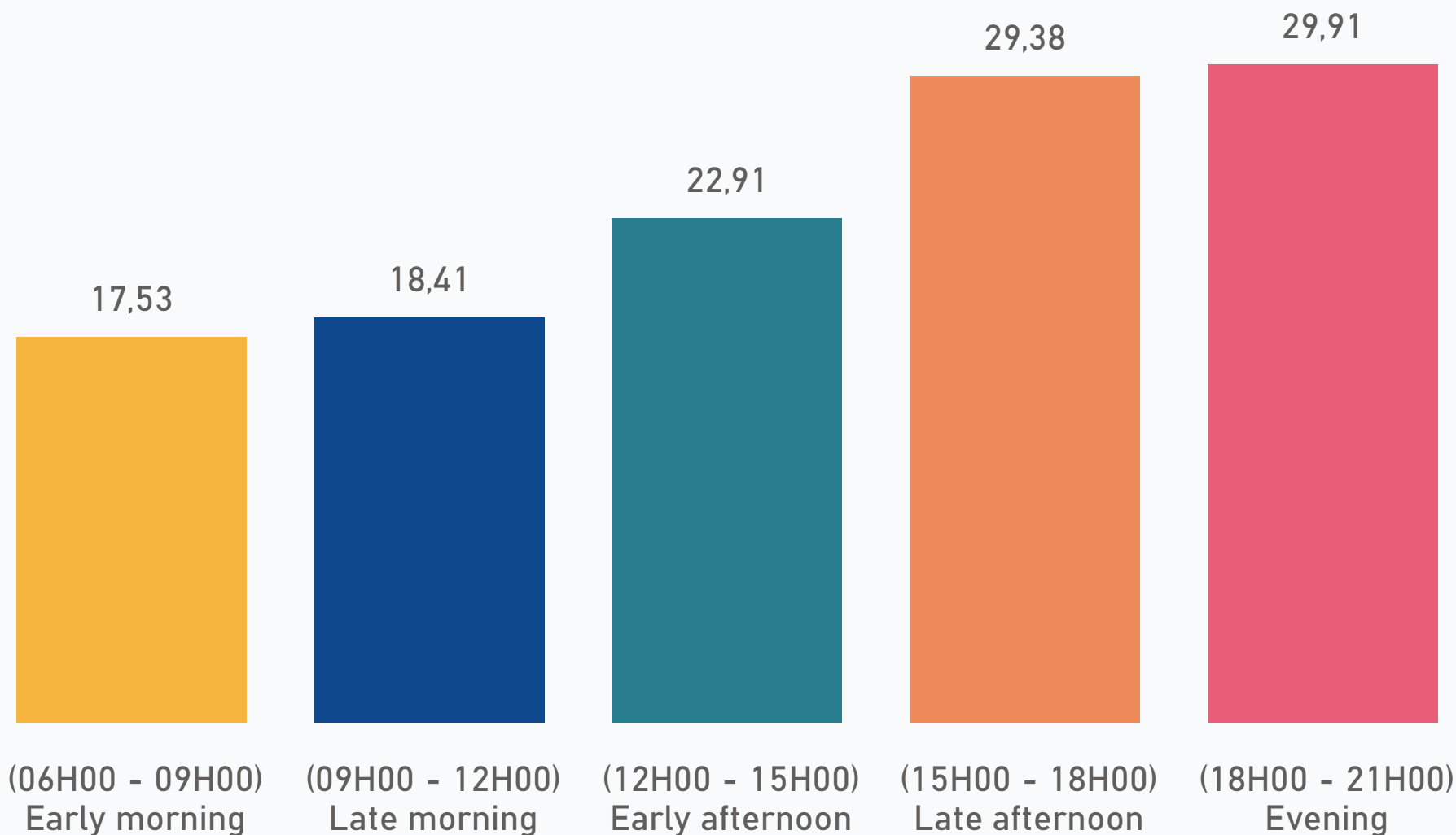
Number of Calls per Day of Week (Q6)



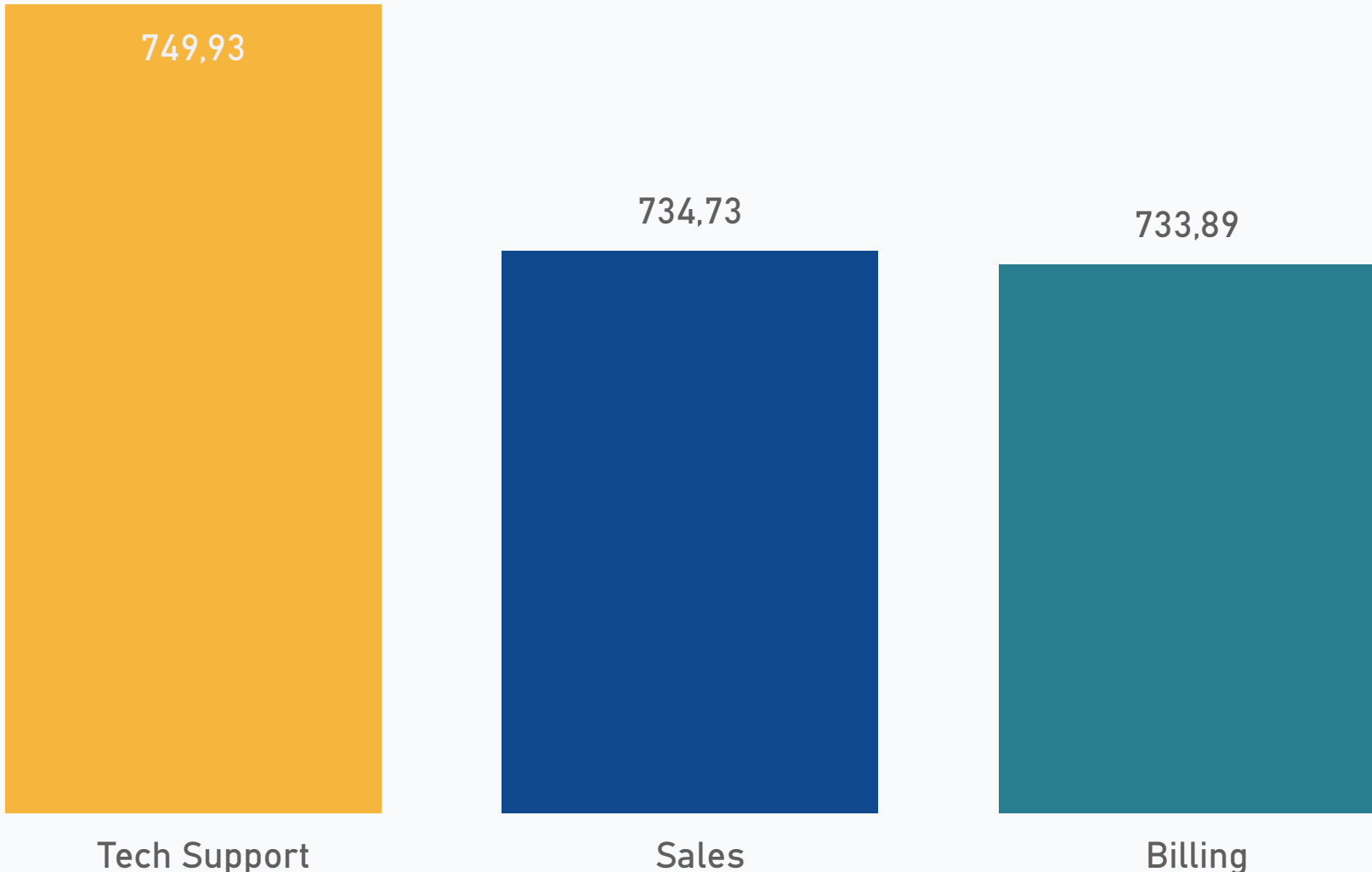
Moyenne de Call Duration (s) par Year et Call Type Label



Average Wait Time (s) by Time of Day (Q4)



Average Time (s) before Call is Abandoned (Q7)





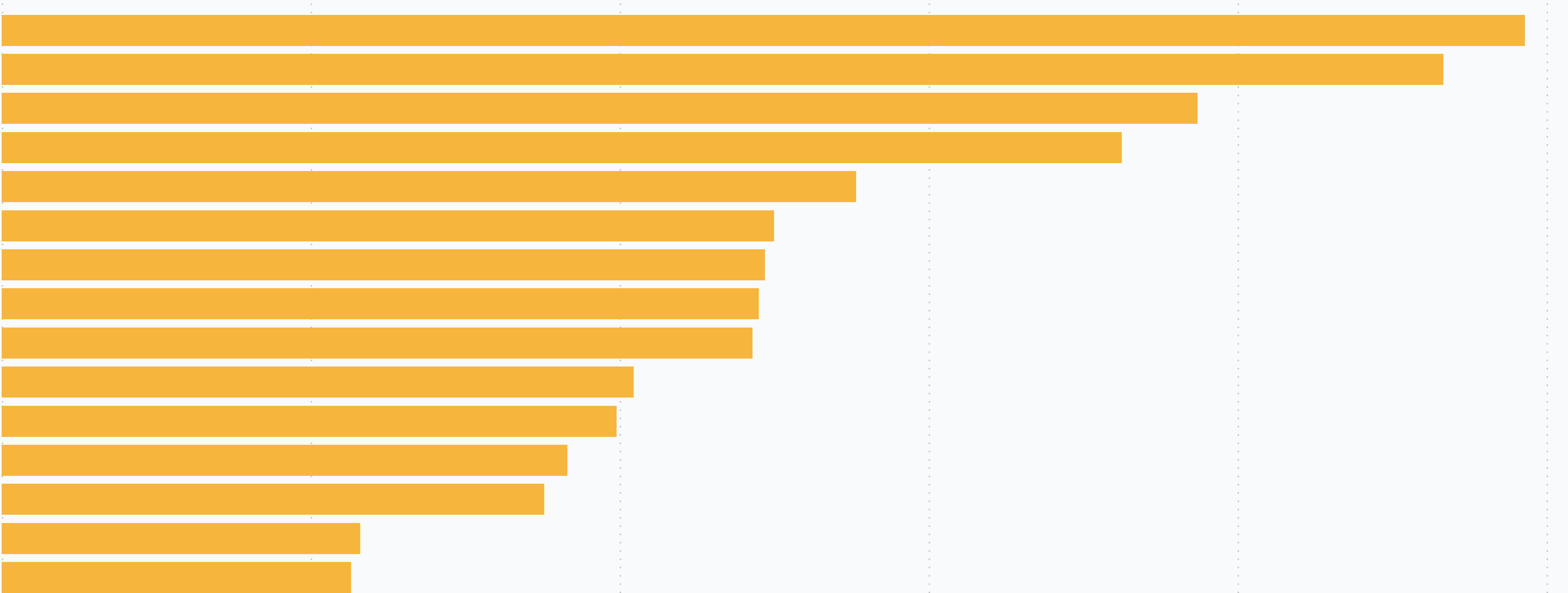
Which manager have more number of call abandoned

Affichage des résultats pour manager number of call abandoned



Manager Name

Collin Trotman
Casey Bainbridge
Alisa Daniels
Elsie Taplin
Jake Bell
William Pearce
Morgan Burton
Melvin Bowen
Elliot Short
Cathy Deli
Demi Scott
Matias Mueller
Abigail Everett
Andrew Gunn
Naomi Bennett



0 200 400 600 800 1000
Somme de Call Abandoned

Cela est-il utile ?  