PWC Power Bi Call Center Data Analysis

total calls	CallsAnswered...	CallsMissed	%TotalCallsAnswered	IssueResolved	Earliest AvgTalkDuration	Sum of Speed of answer in...
4054	4054	--	1.00	3646	00:00:30	273729

Count of Agent

8

First Agent

Becky

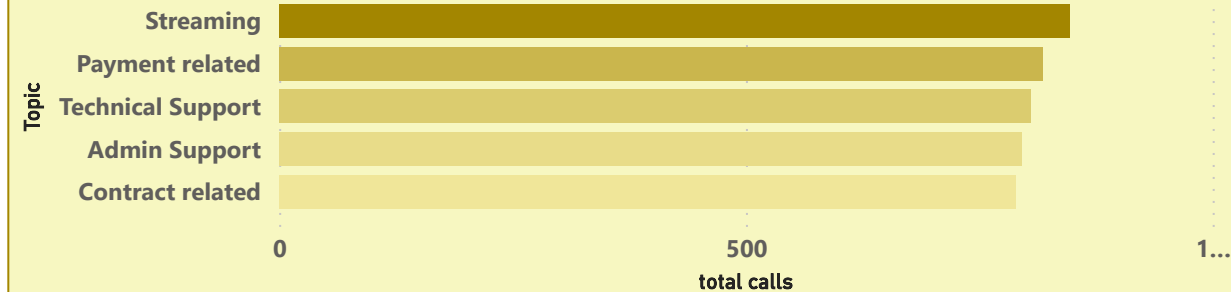**Last Agent**

Stewart

total calls by Agent

Count of Agent 477 ▬▬▬ 536
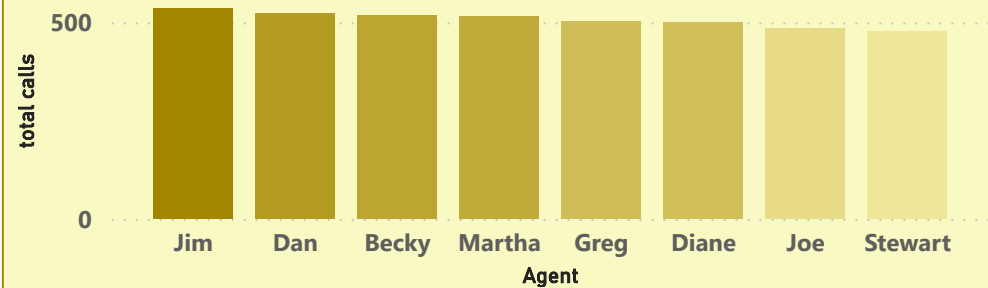
total calls by Topic

Count of Agent 789 ▬▬▬ 847

total calls by Time
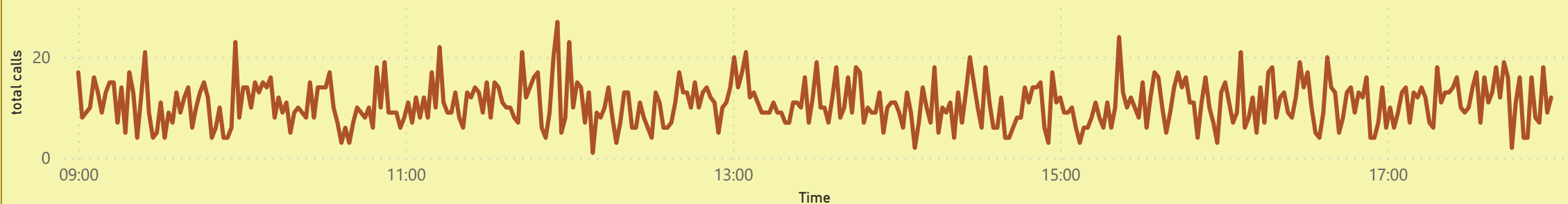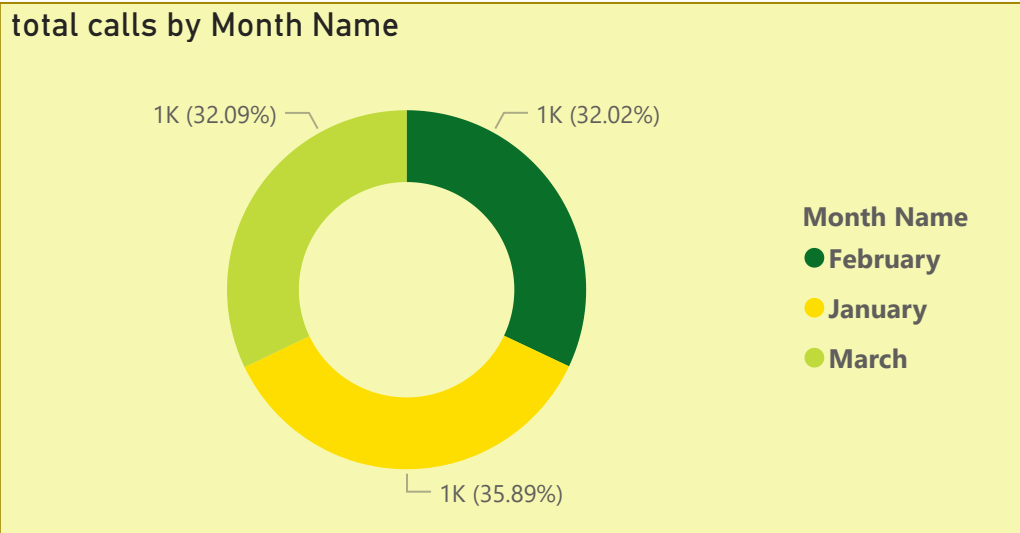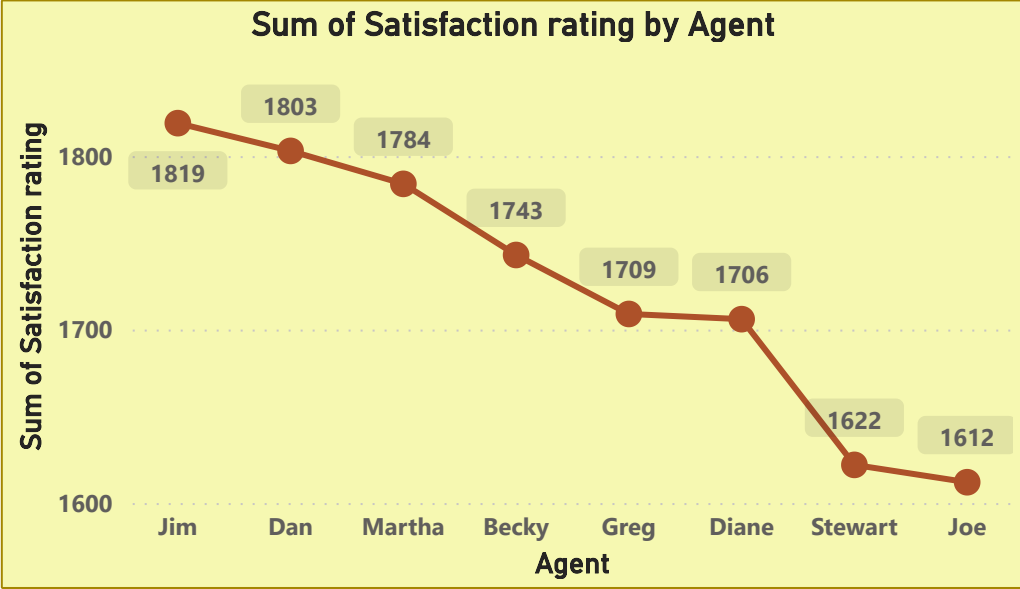
Agent

All ⌄

Resolved

☐ N
☐ Y

Month N...

All ⌄

Topic

☐ Admin Support
☐ Contract related
☐ Payment related
☐ Streaming
☐ Technical Support

Sum of Satisfaction rating by Agent

	Jim	Dan	Martha	Becky	Greg	Diane	Stewart	Joe
Value	1819 / 1803		1784	1743	1709	1706	1622	1612

total calls by Month Name

1K (32.09%)
1K (32.02%)
1K (35.89%)

Month Name
● February
● January
● March

Agent	CallsAnswered	IssueResolved	Average of Satisfaction rating ▲	AvgTalkDuration
Becky	1	1	4.00	00:00:30
Martha	2	2	4.00	00:00:30
Becky	1	1	3.00	00:00:31
Dan	2	2	4.00	00:00:31
Greg	1	1	3.00	00:00:31
Jim	2	2	2.50	00:00:31
Joe	2	2	4.00	00:00:31
Martha	2	2	4.50	00:00:31
Stewart	2	1	2.00	00:00:31
Dan	1	1	4.00	00:00:32
Greg	2	2	4.00	00:00:32
Jim	3	3	4.33	00:00:32
Martha	3	3	2.33	00:00:32
Stewart	2	2	4.50	00:00:32
Becky	1	1	1.00	00:00:33
Dan	2	2	3.00	00:00:33
Jim	1	1	3.00	00:00:33
Martha	1	1	2.00	00:00:33
Stewart	2	2	4.00	00:00:33
Becky	1	1	4.00	00:00:34
Dan	1	1	4.00	00:00:34
Diane	4	3	4.50	00:00:34
Greg	1	1	4.00	00:00:34
Total	**4054**	**3646**	**3.40**	