Call Center Trends

Agent

Becky	Dan	Diane
Greg	Jim	Joe
Martha	Stewart	

Date — All

Answered (Y/N) — Y

Average of Speed of answer in...

67.60

Count of Resolved

1.35K (27.08%)

3.65K (72.92%)

Resolved
- Y
- N

Count of Answered

(0%)

3.65K (72.92%)

Number of Calls Answered & Resolved

Resolved ● N ● Y

Count of Answered (Y/N) — axis: 2,000 / 1,500 / 1,000 / 500 / 0

Months: January, February, March — Month

Average Satisfaction Rating

3.40 (gauge: 0.00 – 4.50 – 5)

Agent statistics

Agent	Answered	Resolved (Y)	Average of Satisfaction rating	Average of SOA
Joe	436	436	3.34	71.19
Martha	461	461	3.50	69.98
Greg	455	455	3.40	69.15
Dan	471	471	3.44	67.11
Stewart	424	424	3.38	66.66
Jim	485	485	3.40	66.11
Becky	462	462	3.36	65.44
Diane	452	452	3.30	65.33
Total	**3646**	**3646**	**3.40**	**67.60**

Power BI's "Call Centre Trends" dashboard offers an in-depth analysis of the call center's important metrics and performance indicators. With an emphasis on call resolution trends, customer happiness, and agent performance, it is intended to monitor and assess the effectiveness of call center operations.

- Purpose:

Tracks key metrics to evaluate call center efficiency, agent performance, and customer satisfaction.

- Key Metrics Displayed:

Average Speed of Answer (ASA): 67.60 seconds, indicating the average time agents take to answer calls.

Average Satisfaction Rating: 3.40 (visualized in a semi-donut chart), reflecting customer satisfaction levels.

- Filters for Interactivity:

Agent Filter: Enables analysis by individual agents.

Date Filter: Allows selection of specific timeframes.

Answered Status (Y/N): Focuses on answered or unanswered calls.

- Visualizations:

Bar Chart: Displays the monthly count of answered and resolved calls (January, February, March), categorized by resolution status (Y/N).

Donut Charts:

Breakdown of resolved calls (72.92% resolved, 27.08% unresolved).

Count of answered calls, showing the proportion handled.

Data Table: Detailed agent-specific metrics including:

Total calls were answered and resolved.

Average satisfaction rating per agent.

Average speed of answer (SOA) for each agent.

- Insights:

Identifies trends in call resolution and agent performance.

Highlights top-performing agents and areas needing improvement.

Provides actionable data to enhance customer service and operational efficiency.