



Virtual Internship

Task 2

Overview

Connect on



Insights & Suggestions

Key Insights:

Customer Satisfaction & Resolution Rate:

- Avg. Satisfaction: 3.4 (moderate), Resolution Rate: 90% (good but can improve).
- Martha & Dan have the highest satisfaction, Joe & Becky need improvement.
- Unanswered call rate: 18.92%, indicating inefficiencies.

Agent Performance & Call Handling:

- Jim & Martha handle the most calls (~536 & 514), Joe & Stewart the least (~477 & 484).
- Peak call hours: 12 PM - 3 PM (Tues & Thurs busiest), Fridays have high unanswered calls.

Call Topics & Distribution:

- Streaming (20.44%) & Contract Issues (20.38%) are the most common topics.

4054

Attended_Calls

946

Abandoned_Calls

Key Suggestions:

Improve Customer Satisfaction:

- Train low-rated agents (Joe, Becky) on service quality.
- Implement real-time customer feedback for quick improvements.

Reduce Unanswered Calls:

- Optimize agent scheduling during peak hours.
- Introduce automated call backs & AI chatbots for basic queries.

Optimize Workload & Call Efficiency:

- Assign specialized agents to frequent topics (Streaming, Contract).
- Use data-driven scheduling to match staffing with demand.

3646

Resolved calls

1354

Unresolved calls