Call Centre Trends

Avg_Satisfaction
3.4
0.0 — 6.8
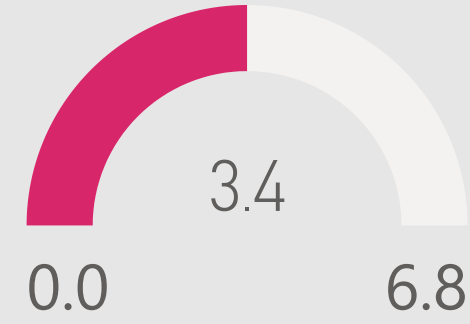
Speed of answer
67.5
0 — 135
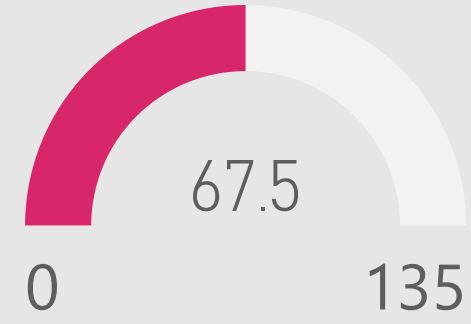
Total Calls
5000

Avg Calll Duration
3m:45s

Resolution Rate
90%

Abandoned_Call_rate
18.92%

pwc

Virtual Internship Task 2

Conclusion

Months
Jan | Feb | Mar

Call Answered
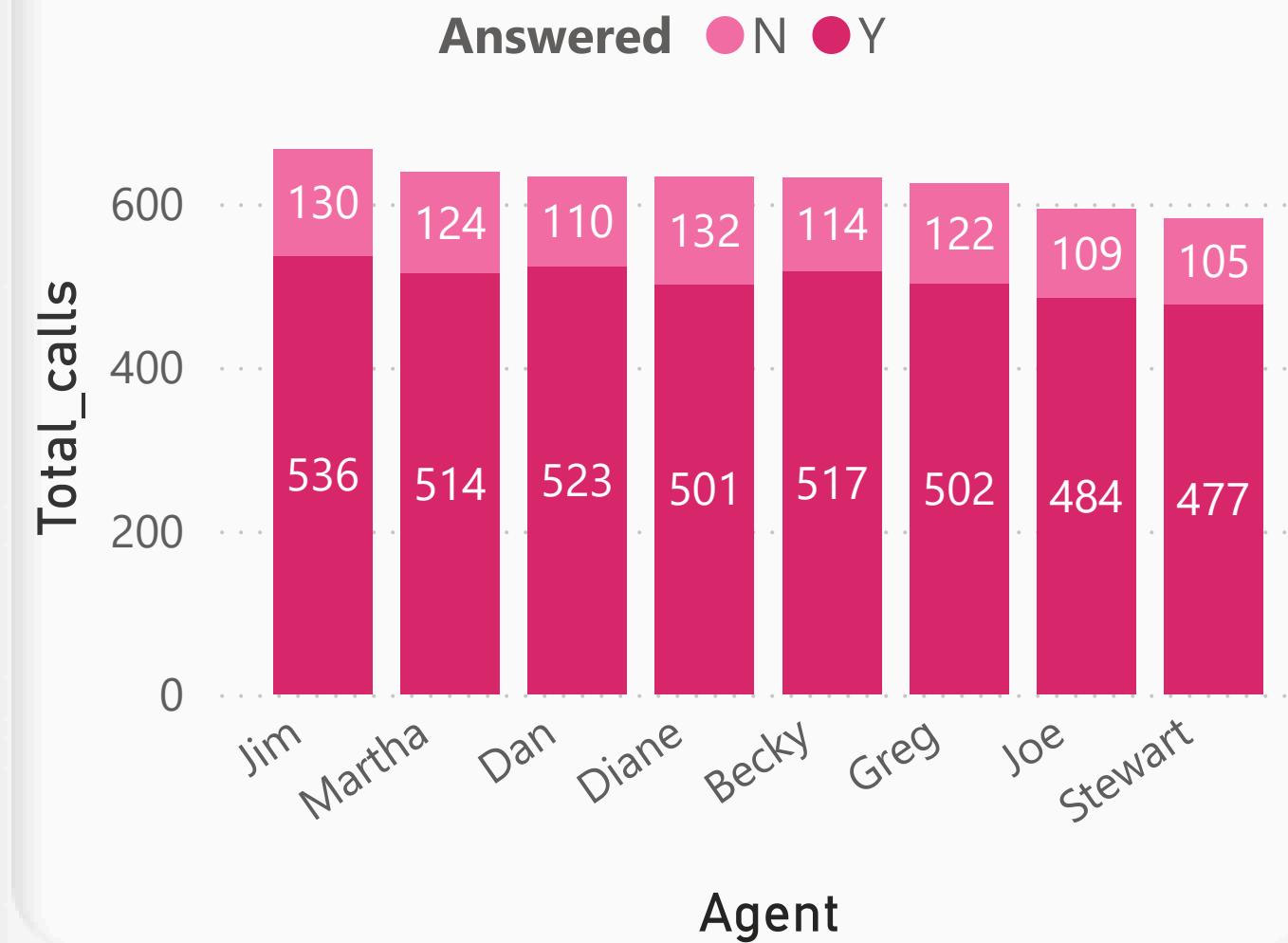N | Y

Topic
Admin Support | Contract related
Payment related | Streaming
Technical Support

Total_calls by Agent and Answered

Answered ● N ● Y

Agent	Y	N
Jim	536	130
Martha	514	124
Dan	523	110
Diane	501	132
Becky	517	114
Greg	502	122
Joe	484	109
Stewart	477	105

Resolution_rate and Unresolution_rate by Agent

● Resolution_rate ● Unresolution_rate
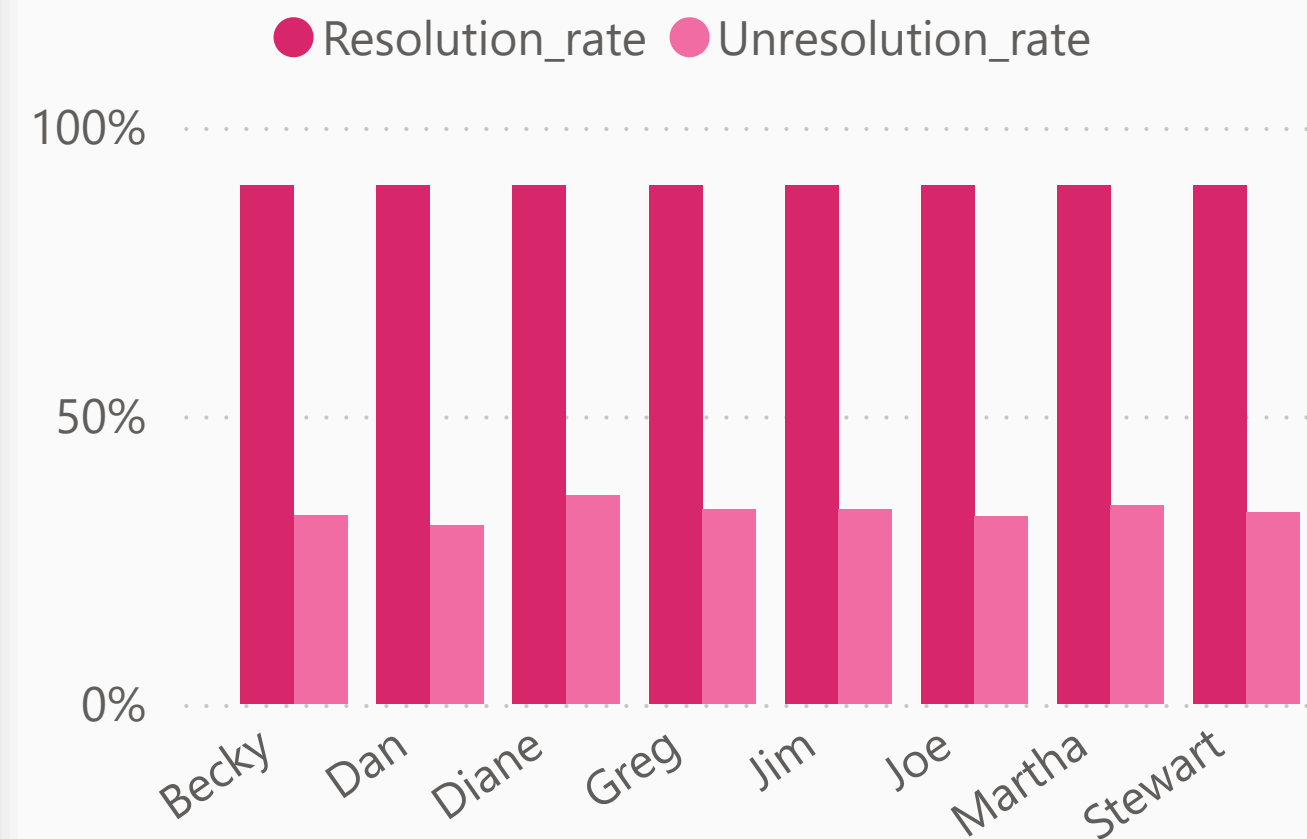
Avg_Satisfaction by Agent

Agent	Avg_Satisfaction
Martha	3.5
Dan	3.4
Diane	3.4
Greg	3.4
Stewart	3.4
Jim	3.4
Becky	3.4
Joe	3.3

Total_calls by Topic

976 (19.52%)
1022 (20.44%)
976 (19.52%)
1019 (20.38%)
1007 (20.14%)

Topic
○ Streaming
○ Technical Support
● Payment related
● Admin Support
● Contract related
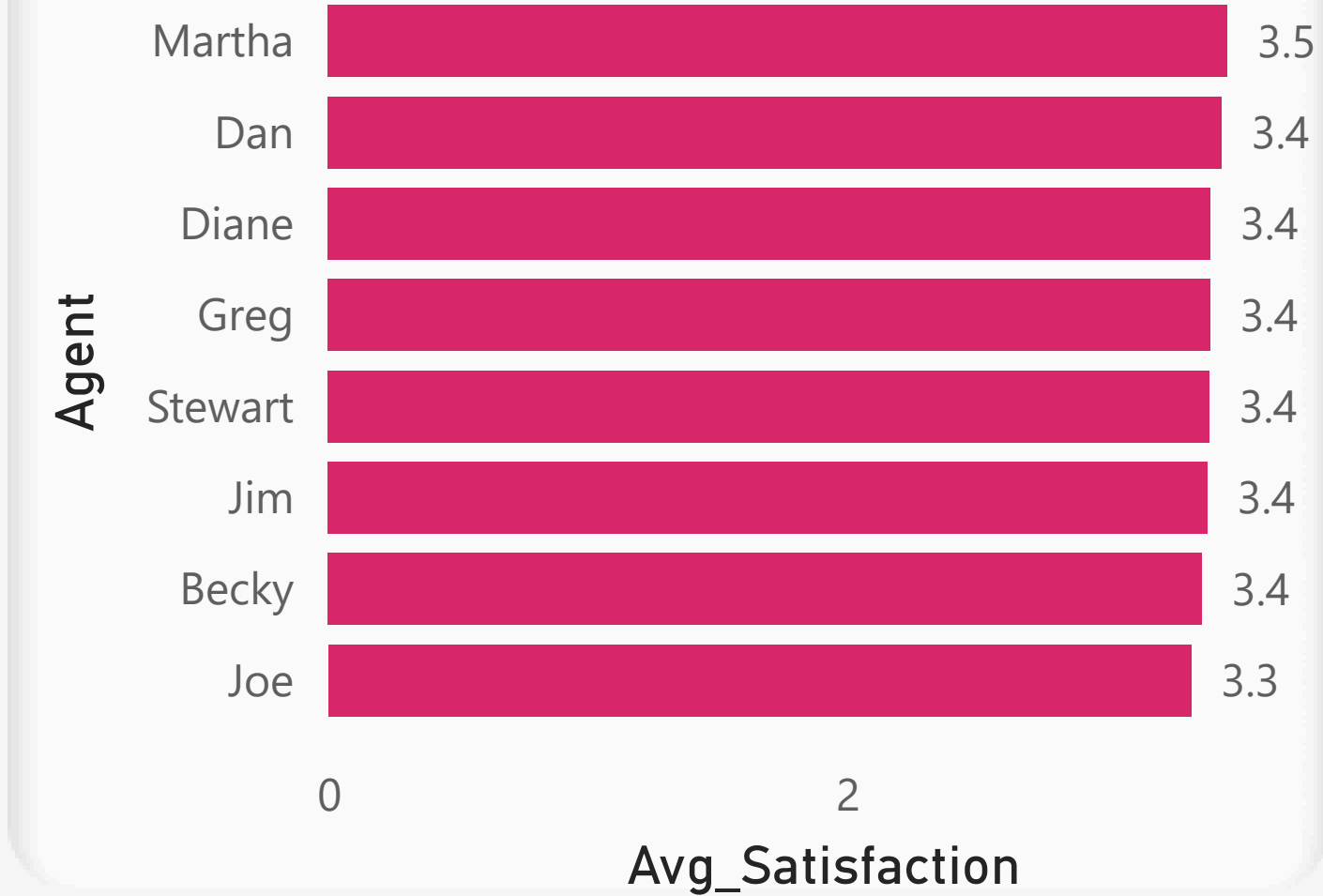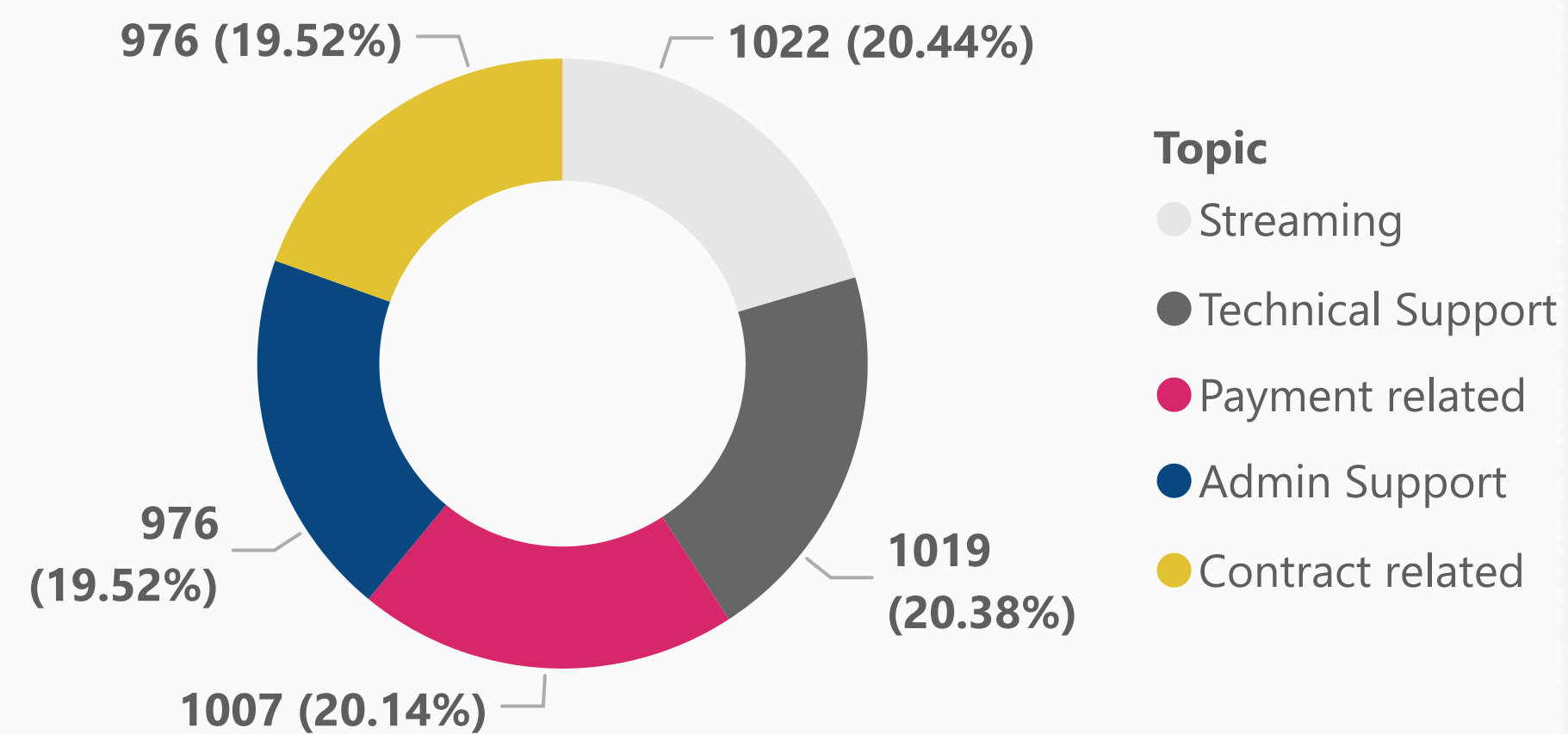
Weekdays & Hour Correlation (Call counts)

Days	9	10	11	12	13	14	15	16	17	18	
Sun	76	70	102	66	100	82	58	88	72	2	716
Mon	82	66	86	90	100	98	76	66	106		770
Tue	67	82	62	57	83	58	100	95	69	2	675
Wed	90	57	62	64	95	59	73	89	88	2	679
Thu	80	100	76	94	74	60	66	76	84	2	712
Fri	76	86	90	76	62	72	70	66	78	4	680
Sat	76	68	112	100	80	70	88	86	86	2	768