

Call Center Report

Agent

All

▼

Topic

All

▼

Time

1/01/2021

31/03/2021

Average Satisfaction rating

3.40

0.00

4.50

5.00

Answered

Resolved

Average Speed of answer (seconds)

946 (18.92%)

4054 (81.08%)

Y

N

1354 (27.08%)

3646 (72.92%)

Y

N

67.52

Number of calls per month

Agent statistics

Answered

N

Y

January

February

March

Agent	Calls answered	Calls resolved	Avg Satisfaction rating	Avg Speed of answer (seconds)
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52

Churn Dashboard

1869

Customer at risk

2173

of Tech Tickets

885

of Admin Tickets

\$2.86M

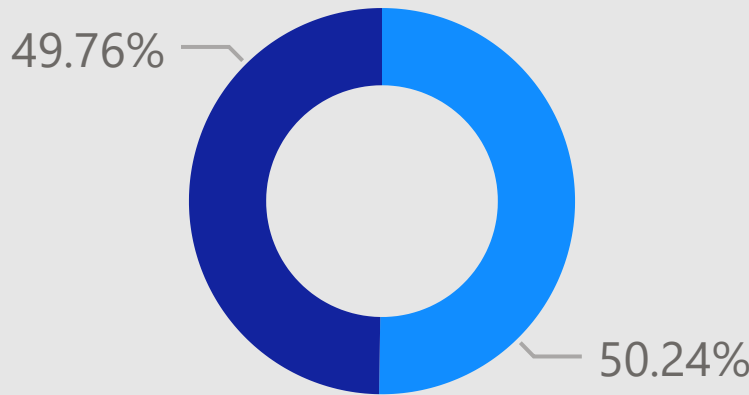
Yearly Charges

\$139.13K

Monthly Charges

Demographics

Female Male

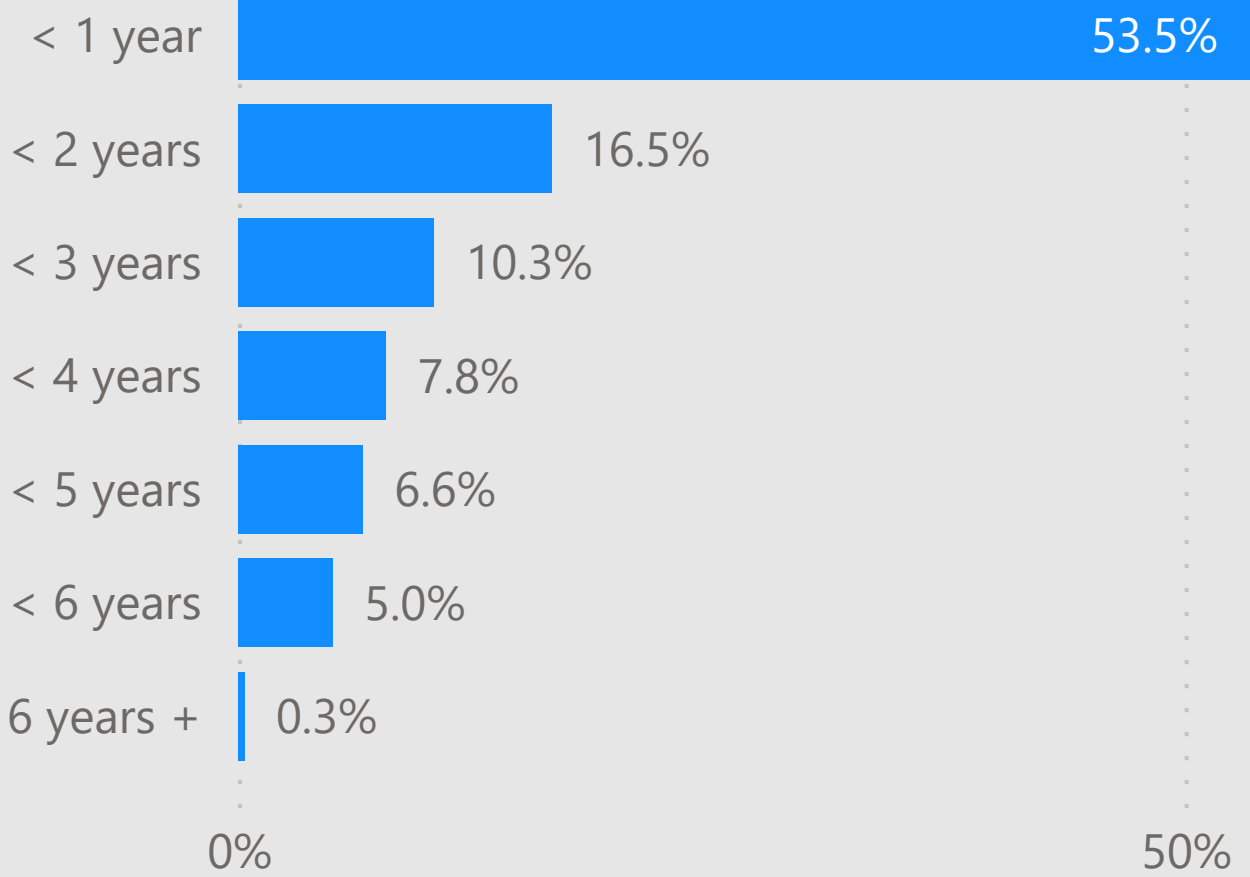


25%
Senior Citizen

36%
Partner

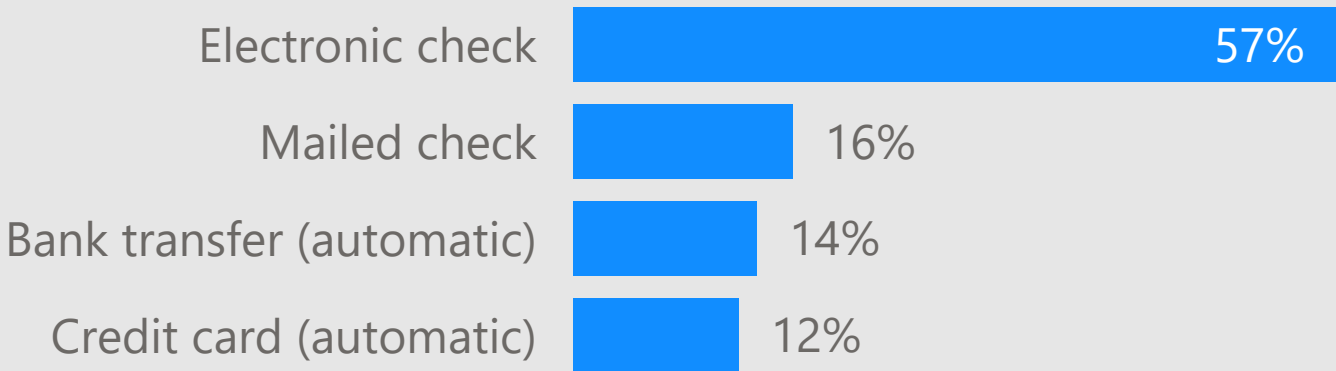
17%
Dependents

Subscription time

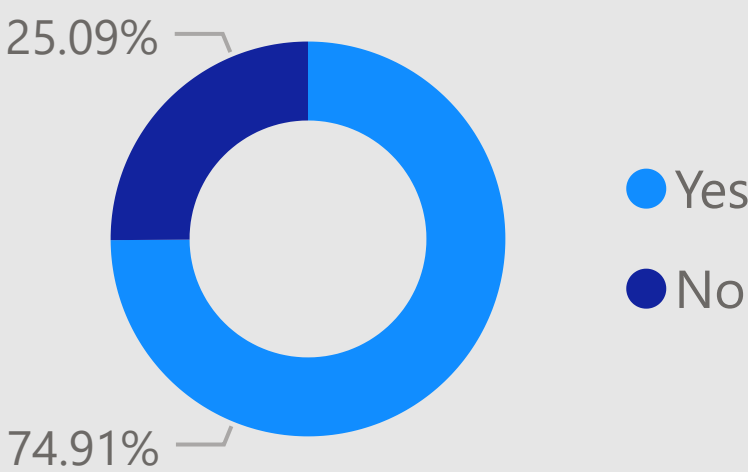


Customer account information

Payment method



Paperless billing

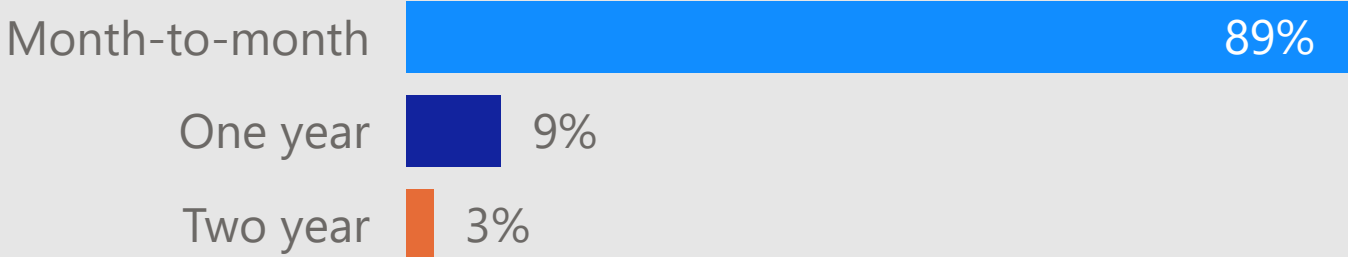


Average charges

\$74.44
Monthly

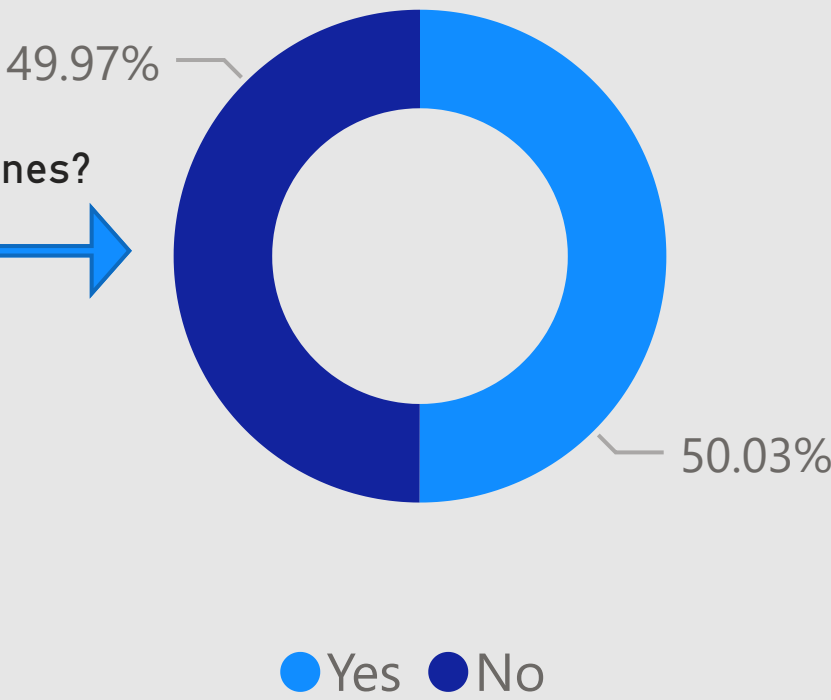
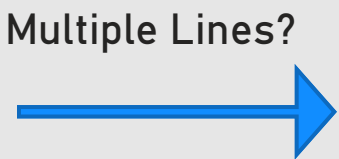
\$1,531.80
Total

Type of contract



Services customer signed up for

91%
Phone Service



44%

Streaming TV

44%

Streaming Movies

29%

Device Protection

28%

Online Backup

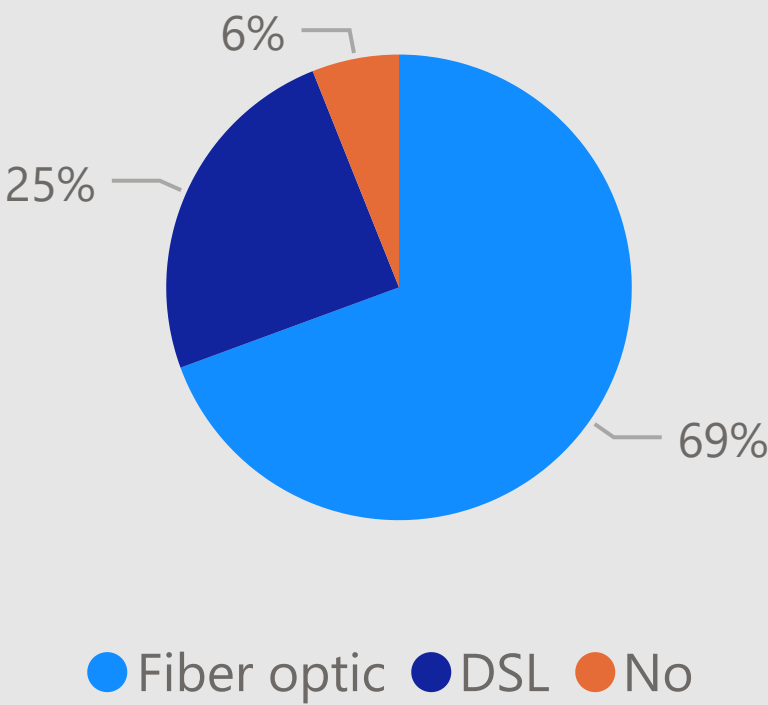
17%

Tech Support

16%

Online Security

Internet Service



Customer Risk Analysis

Risk of churn

☐ No

☐ Yes

Internet Service

☐ DSL

☐ Fiber optic

☐ No

Months subscribed

0

72



Contract type

☐ Month-to-month

☐ One year

☐ Two year

Clear all slicers

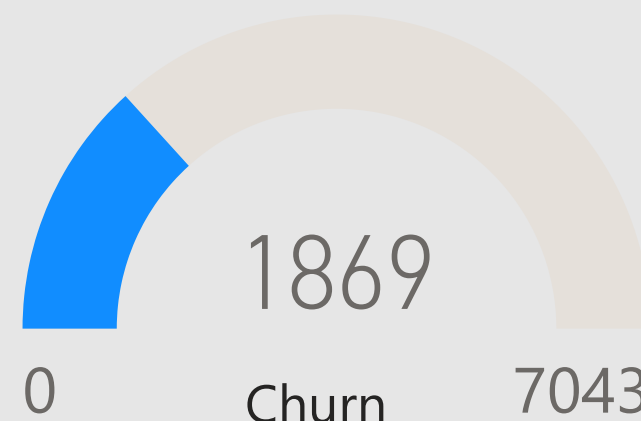


7043

Total customers

26.54%

Churn rate



\$16.06M

Yearly Charges

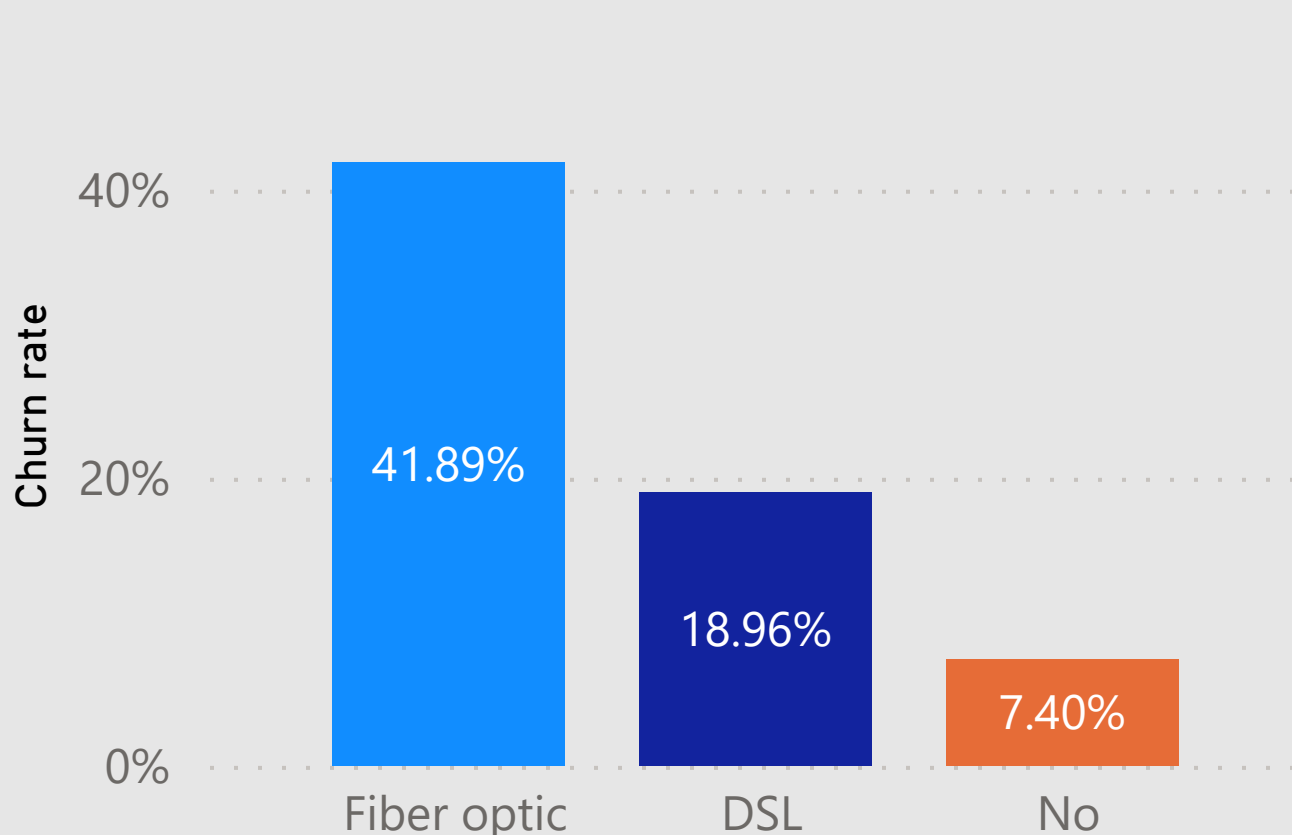
2955

Tech Tickets

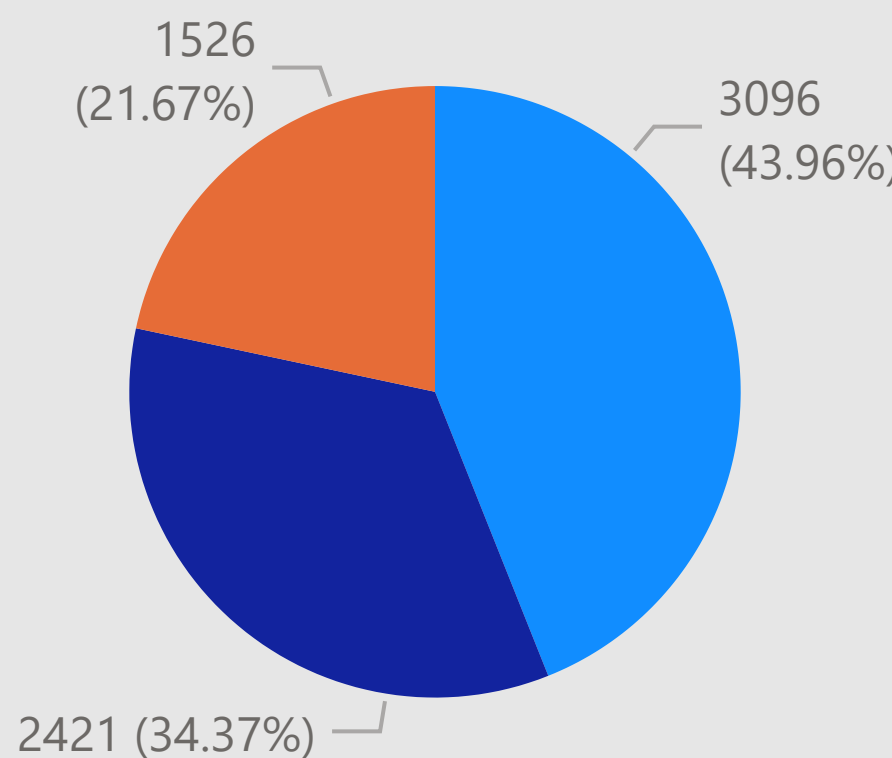
3632

Admin Tickets

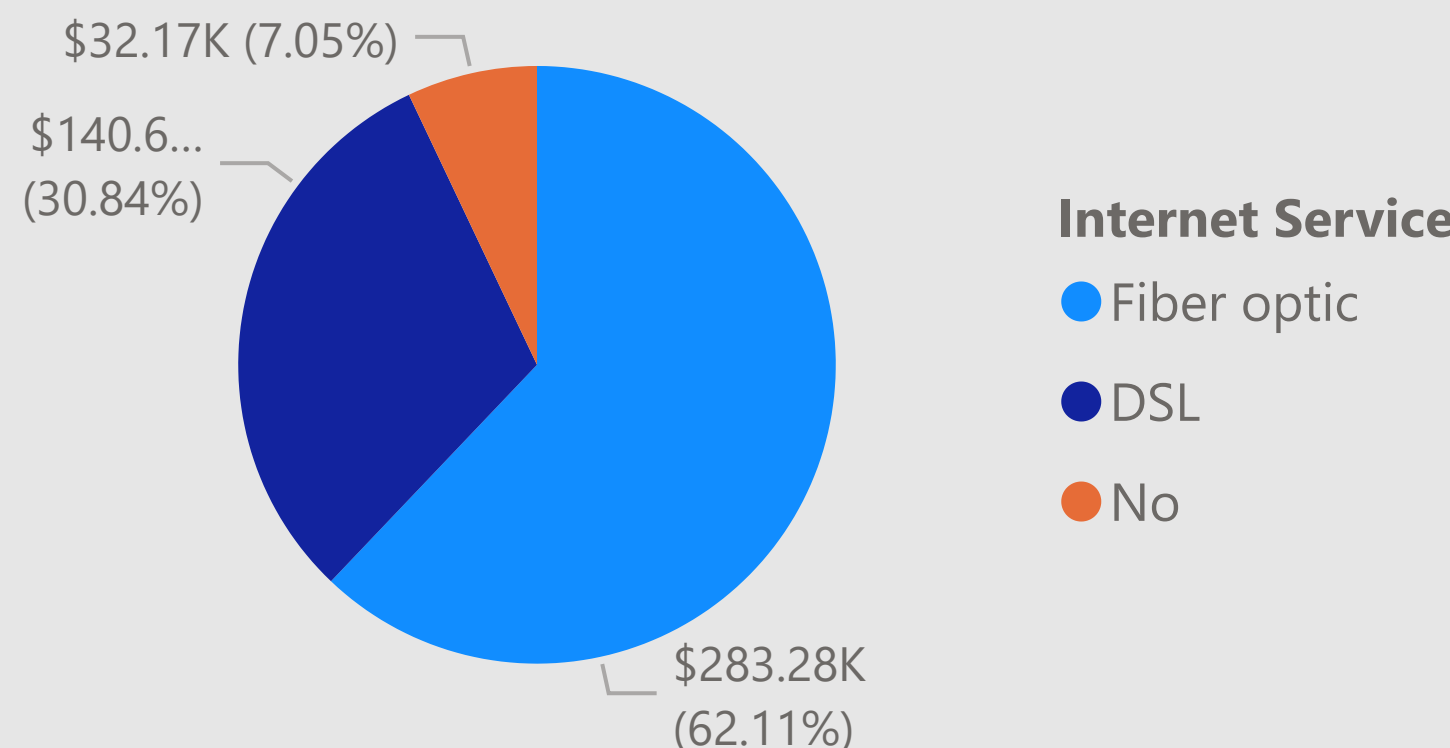
Churn rate by type of internet service



customers by internet service

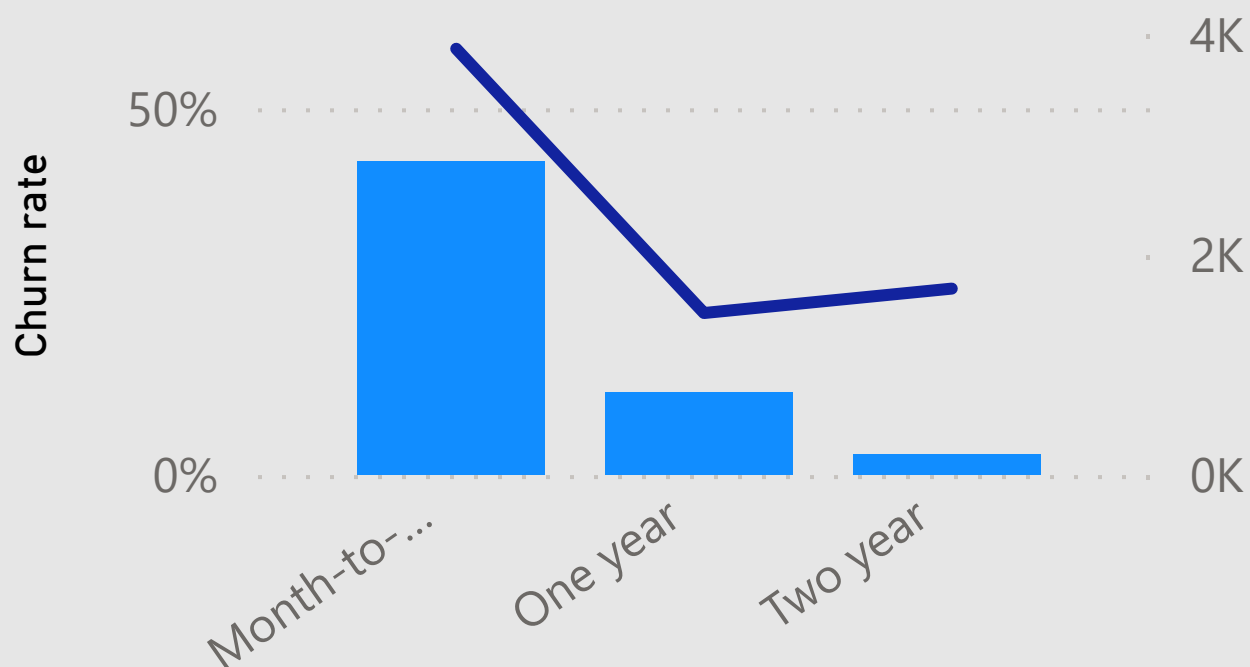


Total monthly charges



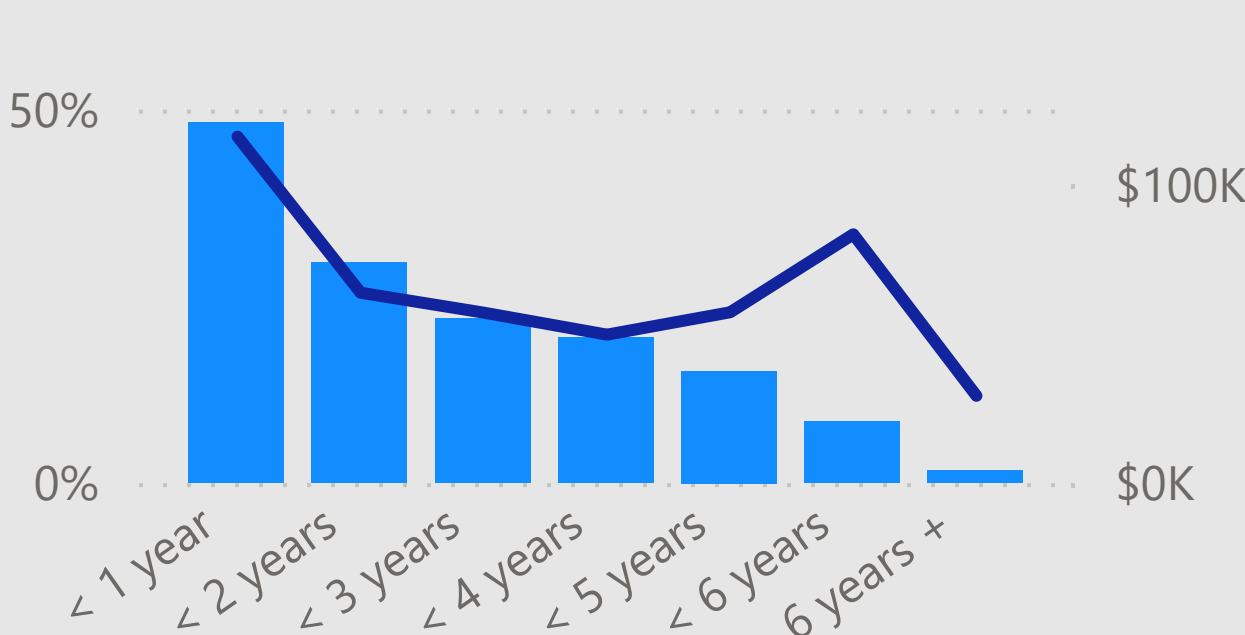
Type of contract

Churn rate Total customers



Years of contract

Churn rate Total monthly charges



Churn by Payment method

Churn rate Total monthly charges

