

# Call Center Report

Agent

All

Topic

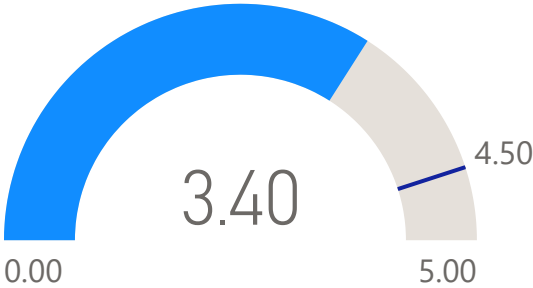
All

Time

1/1/2021 3/31/2021

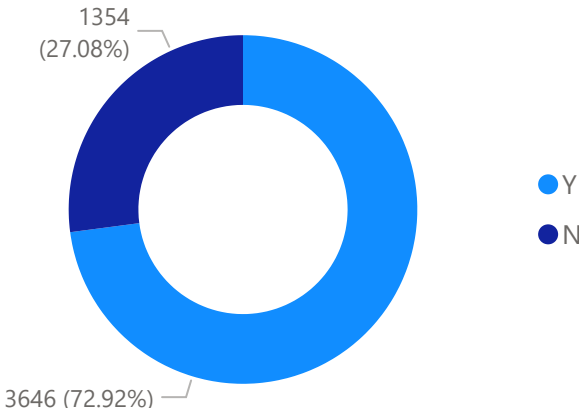
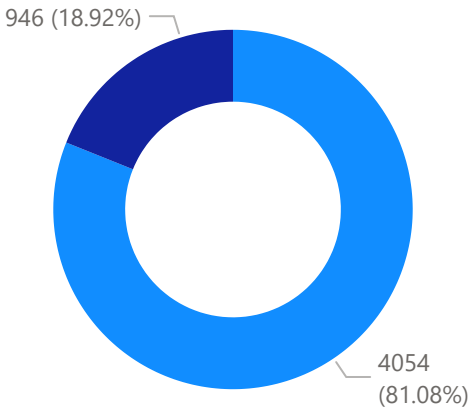


Average Satisfaction rating



Answered Resolved

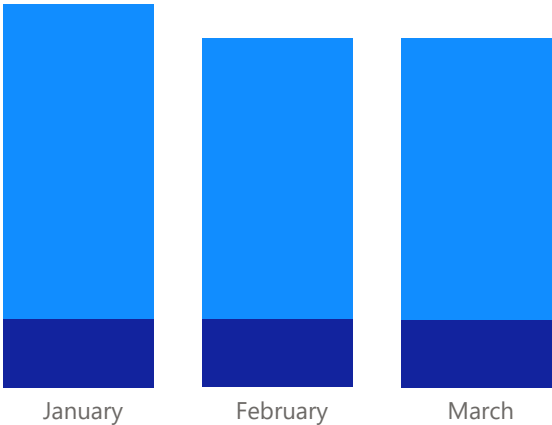
Average Speed of answer (seconds)



67.52

Number of calls per month

Answered N Y



Agent statistics

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

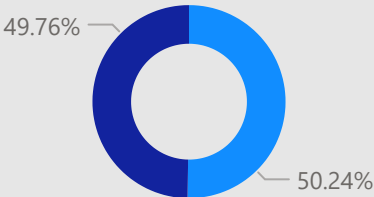
Yearly Charges

\$139.13K

Monthly Charges

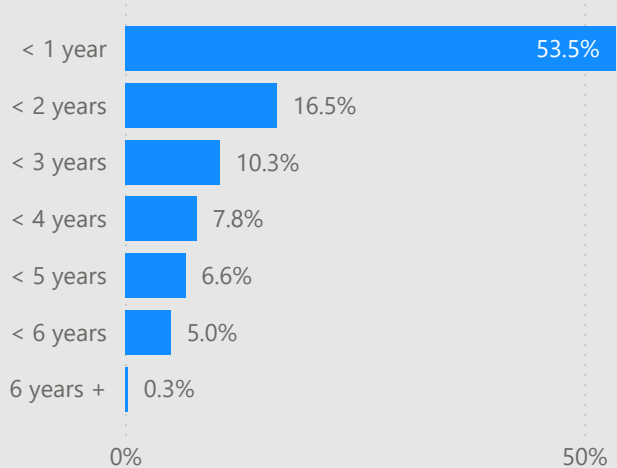
## Demographics

Female Male



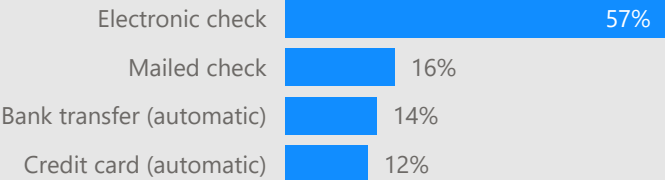
25% Senior Citizen  
36% Partner  
17% Dependents

## Subscription time

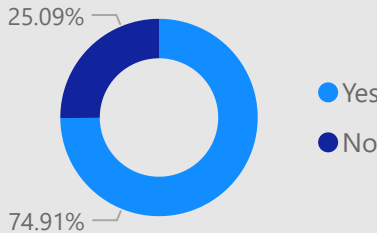


## Customer account information

### Payment method



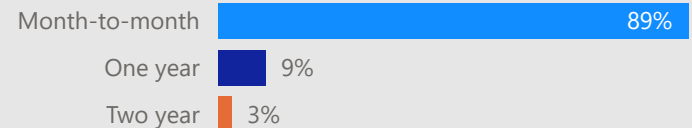
### Paperless billing



### Average charges

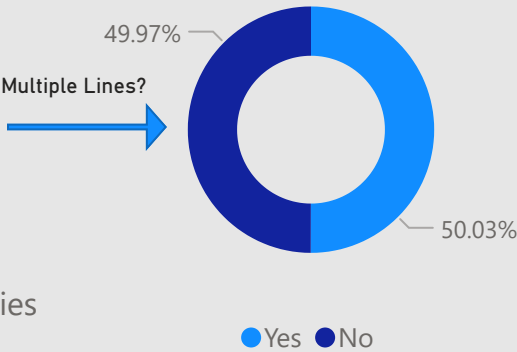
\$74.44 Monthly  
\$1,531.80 Total

### Type of contract

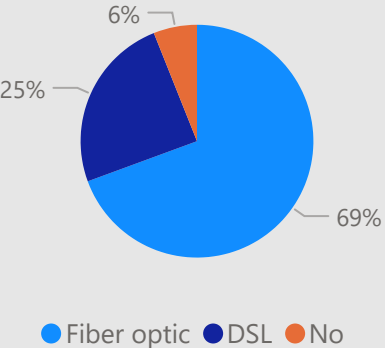


## Services customer signed up for

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 subscri...

0

72

## Contract type

☐ Month-to-month

☐ One year

☐ Two year

Clear all slicers

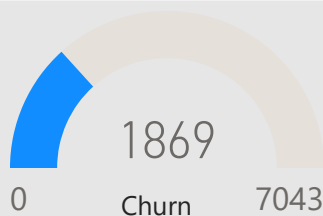


7043

Total customers

26.54%

Churn rate



\$16.06M

Yearly Charges

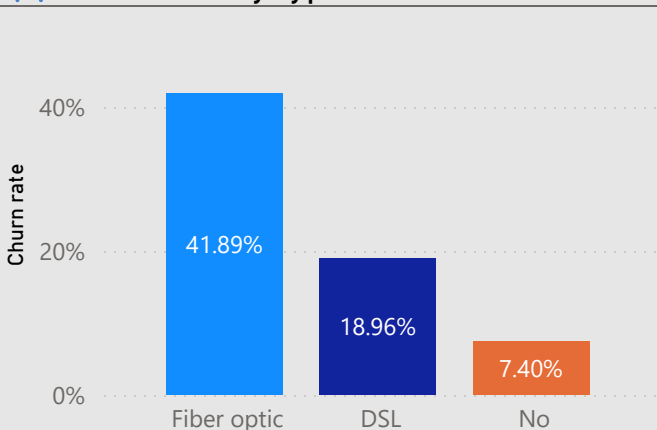
2955

Tech Tickets

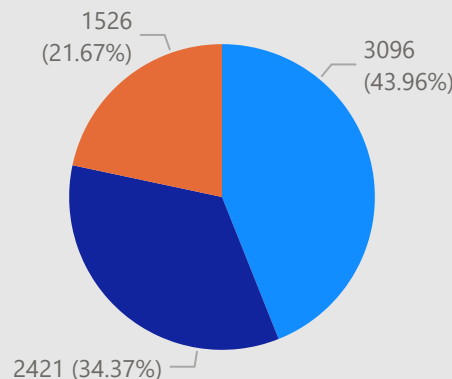
3632

Admin Tickets

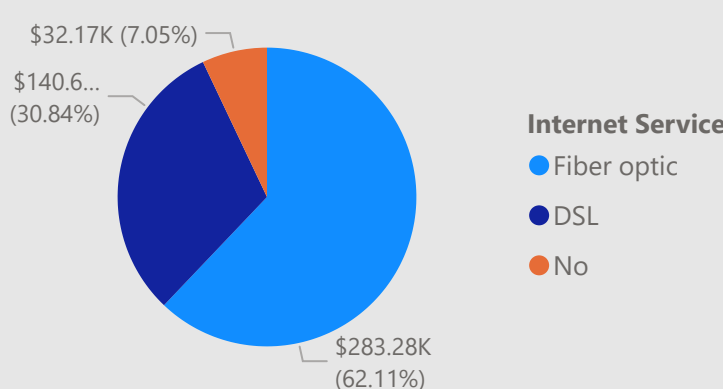
## Churn rate by type of internet service



## # customers by internet service

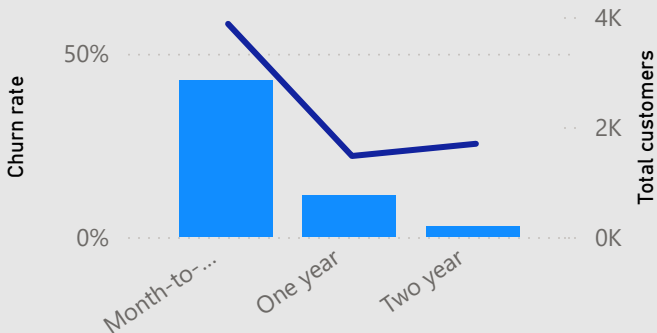


## Total monthly charges



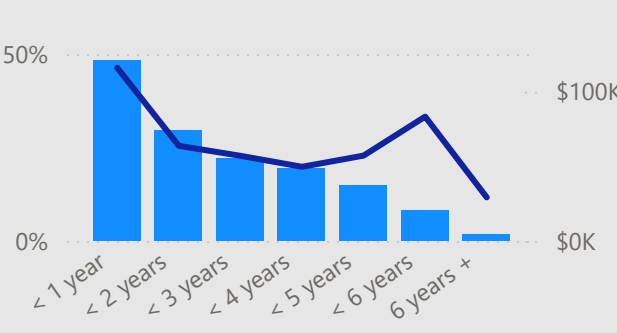
## Type of contract

Churn rate Total customers



## Years of contract

Churn rate Total monthly charges



## Churn by Payment method

Churn rate Total monthly charges

