Data Prod – Key insights

Number of calls by week

Call By weekday

|  |  |
| --- | --- |
| Monday | 26 |
| Tuesday | 76 |
| Wednesday | 4 |
| Thursday | 26 |

Call by months

|  |  |
| --- | --- |
| September 2023 | 92 (caller 52, receiver =92) |
| October 2023 | 10 |
| November 2023 | 24 |
| December 2023 | 22 |
| Feburary 2024 | 2 |
| March 2024 | 22 |

Numbers of calls by Receiver - 132

Calls by Morning, Afternoon, Evening

Total calls in morning: 56

Total calls in afternoon: 64

Total calls in evening 56

Number and % of calls by sentiment

|  |  |  |
| --- | --- | --- |
|  | Caller\_Sentiment\_Score | Caller\_emotional\_score |
| Total count | 186 | 186 |
| Mean | 0.920929 | 0.8554 |
| 25% | 0.881482 | 0.771225 |
| 50% | 0.987786 | 0.966469 |
| 75% | 0.996921 | 0.995148 |
| Min & Max | 0.513014, 0.999823 | 0.327407, 0.998739 |

Length of calls (based on word count) Average, Max and Min

For caller:

Average 111.0

Minimum 0.0

Maximum 341.0

For Receiver: (Word count)

Average 160.607843

Minimum 0.00

Maximum 816.000

Length of call by call receiver

Length of call by sentiment

Call receiver by sentiment

|  |  |  |
| --- | --- | --- |
|  | Receiver\_Sentiment\_Score | receiver\_emotional\_score |
| Total count | 186 | 186 |
| Mean | 0.953 | 0.935 |
| 25% | 0.964 | 0.957 |
| 50% | 0.995 | 0.988 |
| 75% | 0.999 | 0.996 |
| Min & Max | 0.592, 1.00 | 0.594, 0.999 |

Calls by person making the call

* Anonymous 8
* No name 6
* Marilyn Hardy 6
* Judith 6
* Robert 4
* Unnamed 4
* Cheryl Naiman 4
* No Name 4
* Brandy 2
* Faith Van Lange 2
* John K. Miller 2
* Camelia Watson 2
* Dr. Williams 2
* Mary Shealy 2
* Madonna Simon 2
* Nathaniel James 2
* Alan Smith 2
* Mr. Leatherman 2
* McKay Godwin 2
* Lisa Cunningham 2
* Anthony Figlio 2
* Sandra Arrington 2
* William Taylor 2
* Rhoda 2
* William 2
* no\_name 2
* Wanda 2
* Ken Brown 2
* Patrick Ferguson 2
* Mary Keller 2
* Arundel Michael 2
* Alan 2
* Ms. Watson 2
* Roberta Nelson 2
* Hartwell Alderson 2
* Kim 2
* Dale Carnett 2
* Ellen 2
* Latoya 2
* Randy 2
* Unknown 2
* Allison 2
* Ashley 2
* Joe 2
* Marlene Delaney 2
* Elizabeth 2
* Ed Jones 2
* Emily 2
* Chris 2
* No Name (Beverly Cantor) 2
* Stephen Chapman 2
* Aquanetta Delaney 2
* John Hopkins Imaging 2
* Brian Fryer 2
* Michael 2

Calls By person receiving

* Dominic 62
* Kumar 24
* Dominic (Crofton Family Practice) 10
* Kathy 8
* Dominic from Crofton Family Practice 8
* Dominique 6
* Kumaran (Crofton Family Practice) 6
* Kathy from Crofton Family Practice 4
* Kathy from Crosswind Family Practice 4
* Brandy 4
* Brandi 4
* Kumar from Crofton Family Practice 4
* Dominic from Grafton Family Practice 2
* Kathy from Proud and Family Practice 2
* David (Crossroads Family Practice) 2
* Dominic (Crossroads Family Practice) 2
* Kumar from Crawford Family Practice 2
* Carole 2
* Dominic from Coffin Family Practice 2
* Kumaran (Robson Family Practice) 2
* Kumaran (Carlston Family Practice) 2
* Kumaran (Grafton Family Practice) 2
* Crafton Family Practice (Kumaran) 2
* No Name 2
* Dominic from Grobson Family Practice 2
* Dominic from Robson Family Practice 2
* Dominic from CrossFit Family Practice 2
* Crafton Family Practice (dominic) 2

Sentiment by person making the call