# **Title Slide**

* **Content**:

## Title: "AstroSage Analysis

## Your Name

## Presentation Date

* **Guidelines**:
  + Use a large, bold font for the title.
  + Keep the design clean and professional.
  + Optionally, include AstroSage's logo for visual appeal.

# **Introduction and Objectives**

## **Content**:

## Brief overview of AstroSage Call Centre.

## Objectives: Enhance operational efficiency, improve customer satisfaction, and boost profitability.

* **Guidelines**:
  + Start with a hook about the importance of effective call center management.
  + Clearly state the project's goals and expected outcomes.

# **Data Overview**

## **Content**:

## Summary of data collected: call volume, agent performance, customer feedback, etc.

## Data cleaning and preprocessing steps.

* **Guidelines**:
  + Use bullet points or a small infographic.
  + Explain why this data is critical for analysis.

# **Methodology**

## **Content**:

## Steps: Data cleaning, analysis methods (statistical, trend analysis), tools used (e.g., Excel functions, WFM tools).

* **Guidelines**:
  + Outline steps taken in analysis.
  + Mention specific tools and functions used in a clear manner.

# **Call Volume Analysis**

## **Content**:

## Detailed findings on call volume trends.

* **Guidelines**:
  + Use a line chart or bar graph.
  + Highlight key trends and peak times.

# **Agent Performance Analysis**

## **Content**:

## Metrics: Average Handle Time (AHT), First Call Resolution (FCR), Agent Utilization.

* **Guidelines**:
  + Use a bar chart or table.
  + Highlight performance variations among agents.

# **Customer Satisfaction Analysis**

## **Content**:

## Metrics: Customer Satisfaction Score (CSAT), Net Promoter Score (NPS).

* **Guidelines**:
  + Use pie charts or gauge charts.
  + Emphasize key satisfaction drivers and areas for improvement.

# **Insights from Data Trends**

## **Content**:

## Key insights from call volume, agent performance, and customer satisfaction data.

* **Guidelines**:
  + Explain what the data reveals and its implications.
  + Use visualizations to support insights.

# **Subjective Feedback Analysis**

## **Content**:

## Analysis of qualitative feedback from customers and agents.

* **Guidelines**:
  + Use heatmaps or word clouds.
  + Discuss trends and key themes in feedback.

# **Strategic Opportunities**

## **Content**:

## Potential areas for improvement: Technology upgrades, training, infrastructure.

* **Guidelines**:
  + Use bullet points and visuals to outline opportunities.

# **Recommended Technology Investments**

## **Content**:

## Suggested technologies: AI chatbots, advanced CRM systems, cloud solutions.

* **Guidelines**:
  + Use icons or infographics.
  + Explain the expected benefits and ROI.

# **Training and Development Initiatives**

## **Content**:

## Recommended training programs and their impact on performance.

* **Guidelines**:
  + Use a flowchart or training program image.
  + Highlight the expected improvements in agent skills and customer service.

# **Infrastructure Enhancements**

## **Content**:

## Proposed upgrades to call center hardware and communication systems.

* **Guidelines**:
  + Before-and-after images or diagrams.
  + Discuss the benefits of improved infrastructure.

# **Dashboard and Visualizations**

## **Content**:

## Showcase key dashboards and visualizations.

* **Guidelines**:
  + Use screenshots of dashboards.
  + Briefly explain their relevance and features like filters.

# **Conclusion**

## **Content**:

## Recap of key findings and recommendations.

## Final thoughts on the potential impact of the proposed changes.

* **Guidelines**:
  + Summarize the main points.
  + End with a strong closing statement.

# **Acknowledgements and References**

## **Content**:

## Credits for any external assistance or data sources.

* **Guidelines**:
  + List sources in a small font.
  + Acknowledge contributions from team members or mentors.