# Minitab®

Customer Contact Center Module

Data Analysis for Customer Contact Centers

The Minitab® Customer Contact Center Module provides organizations with purpose-built data analyses to help them measure, understand, and improve their customer contact centers. Guided problem solving with commonly used terminology saves time and simplifies uncovering the most frequently used customer contact center key performance indicators (KPIs).

Familiar KPIs and Terminology

The Minitab® Customer Contact Center Module makes it easy to find the data insights you need. Pre-built analyses for KPIs like utilization and cost, ticket volume, response and handling time, ticket resolution and customer service save time previously spent deciphering what type of data analysis to use for the desired results.

Guided problem solving written in commonly understood customer care language means you don't have to be a statistician to understand your data.
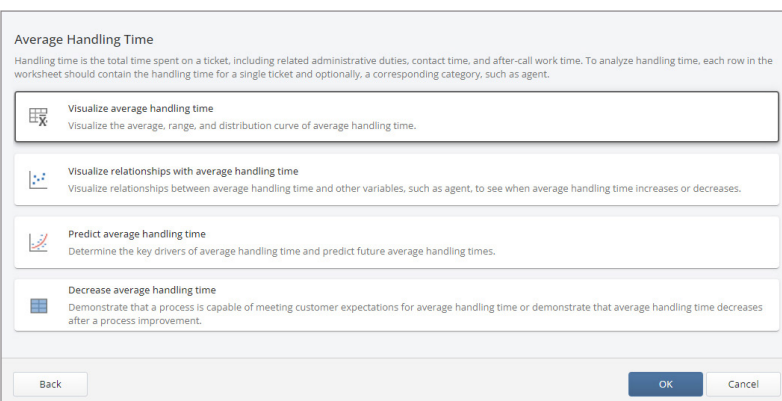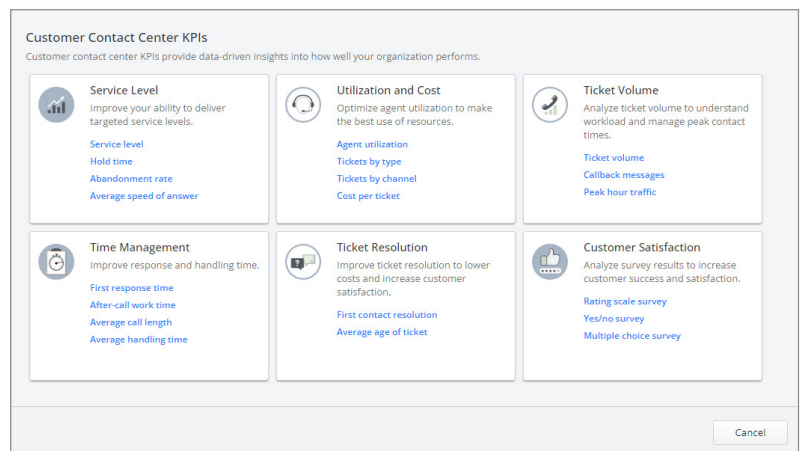

Expert Guidance

Information icons connect to support pages written in your terminology with specific customer contact center examples, while our industry-leading technical support team is available via phone or email to help as needed.

The Power of Minitab®

Minitab®'s trusted statistical tools help organizations around the world get the most out of their data. Discover trends, identify and predict patterns, uncover hidden relationships between variables, and create precise visualizations to tackle even the most daunting challenges and opportunities on your desktop or in the cloud.
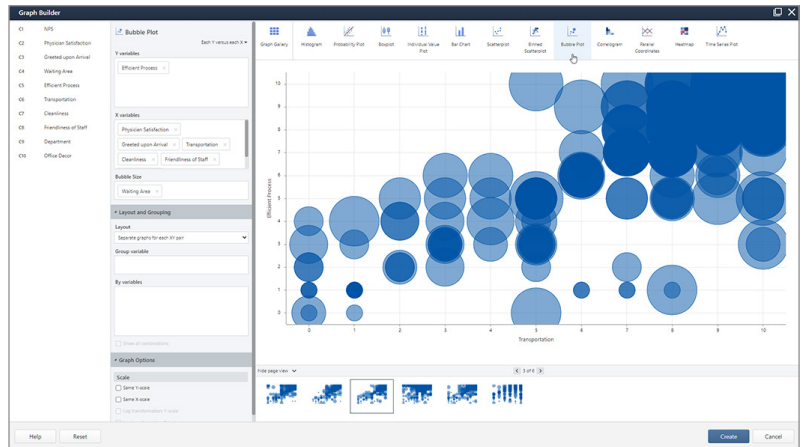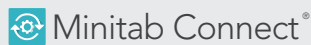
Minitab ▶®

Accelerate your digital transformation

Talk to Minitab today
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Data Analysis

ılıl Minitab®

Powerful statistical software everyone can use

Data Transformation

⊕ Minitab Connect®

Data access, automation, and governance for comprehensive insights

Predictive Modeling

◎ SPM®

Machine learning and Predictive analytics software

Online Stat Training

◉ Quality Trainer®

Master statistics and Minitab anywhere with online training

Visual Business Tools

◈ Minitab Workspace®
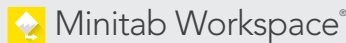
Visual tools to ensure process and product excellence

Project Ideation & Execution

💡 Minitab Engage™

Start, track, manage, and execute innovation and improvement initiatives