

Call Centre Performance Overview

1st Oct 2020 - 31st Dec 2020

33K

Total Number of Calls

14K

Total Call Duration Hours

25.02

Average call duration in minutes

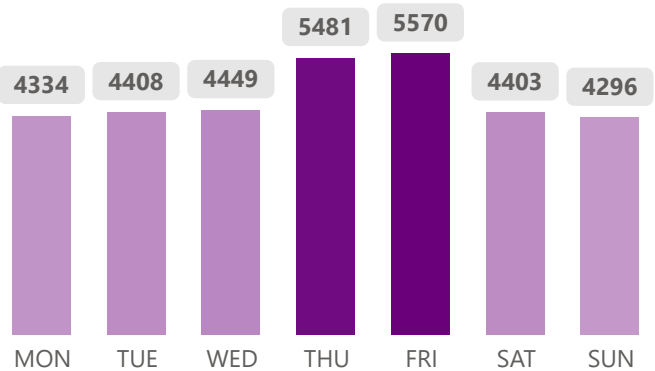
824K

Total call duration in minutes

75%

Response Time Percentage

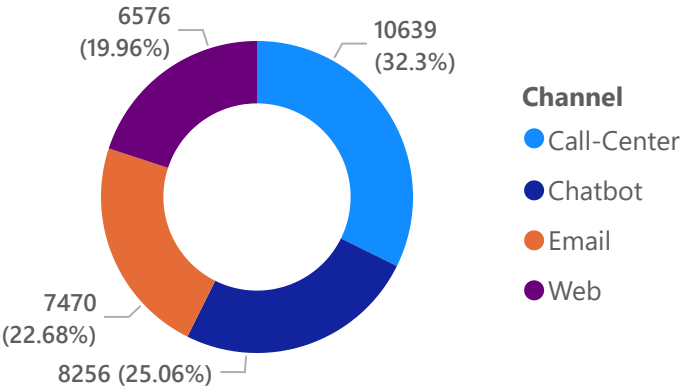
Total Calls By Day



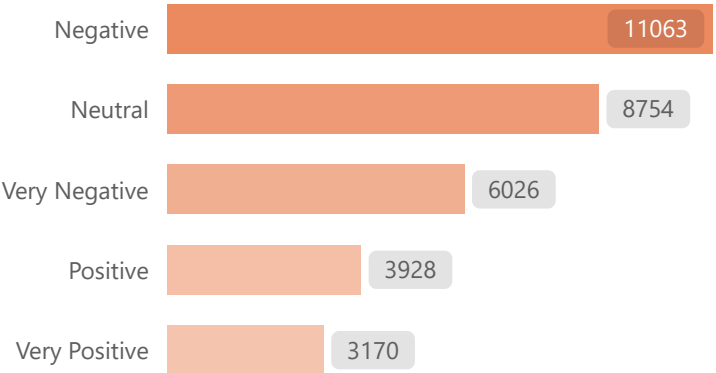
Top Reason For Calls



Queries By Channel



Total Calls By Sentiment



Total Calls By Call Centre City

