Customer Satisfaction Dashboard

Inbound	Manual	Progressive

Total Calls
8047

Agents
43

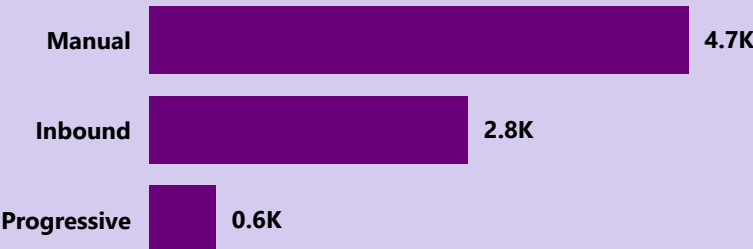**Total Calls Answered**
5519

Total Calls Rejected
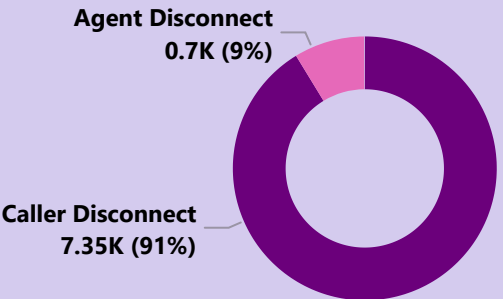2528

Percentage Calls Rejected
31.4%
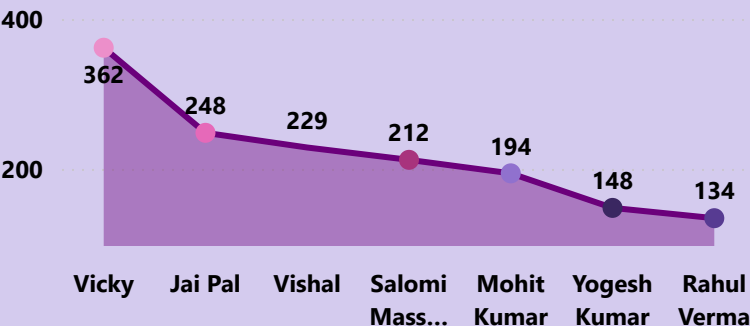
Most Calls Answered
Mohit Kumar

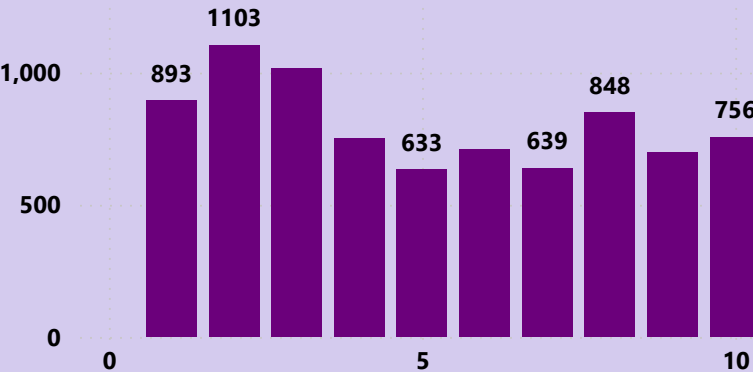**Least Calls Answered**
Zubiya Rehmani

Call Type by Total Calls

- Manual — 4.7K
- Inbound — 2.8K
- Progressive — 0.6K

Calls Hung Up by

- Agent Disconnect 0.7K (9%)
- Caller Disconnect 7.35K (91%)

Sum of Duration on calls by Agent

Agent	Value
Vicky	362
Jai Pal	248
Vishal	229
Salomi Mass...	212
Mohit Kumar	194
Yogesh Kumar	148
Rahul Verma	134

Total Calls by Days

Day	Calls
	893
	1103
	633
	639
	848
	756

Top 5 Campaign by Number →

- 0.29K (3.91%)
- 0.87K (11.58%)
- 1.65K (21.89%)
- 4.51K (59.99%)

Calls Answered by Agents →

100%

Agent	Calls
Yogesh Kumar	683
Rahul Verma	678
Mohit Kumar	595
Vishal	550
Salomi Mass...	531

77.7%
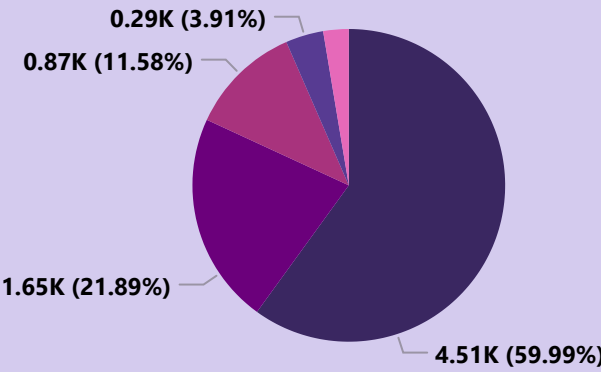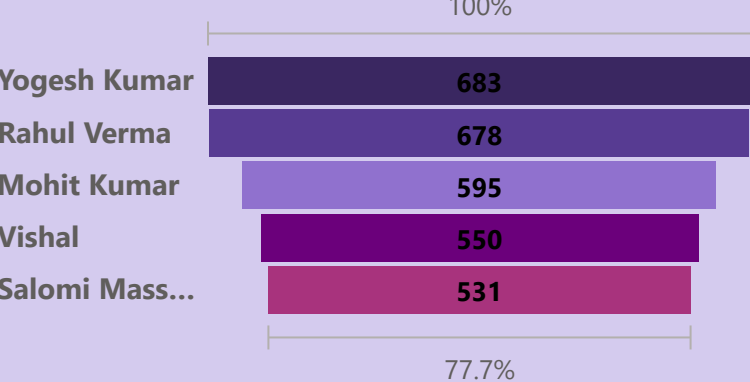
Calls Answered by Agents

Agent	Count of Call ID
Aashutosh Gupta	375
Aditya Kumar Dwivedi	1
Akansha Bhatia	4
Alice Sonker	36
Amisha Rawat	63
Arjun Khurana	84
Aryan Gupta	444
Bhavna Garg	2
Damandeep Kaur Bedi	354
Diksha Wadhwa	29
Divesh Bhutani	364
Garima Sharma	300
Guneet Tuteza	266
Jai Pal	469
Mansi Luthra	36
Meenakshi Kumari	13
Mohit Kumar	595
Murali Murgan	13
NA	215
Nausheen Fatima	117
Neha Rawat	1
Nidhi Rawat	39
Total	**8047**

Campaign by Call Type

Campaign	Call Type
Abandoned Calls GyFTR	Progressive
Abandoned Calls HDFC	Progressive
Abandoned Calls Store	Progressive
Abandoned Calls Wonder Cement	Progressive
Abandoned Calls Zillion	Progressive
AOH GyFTR	Progressive
AOH HDFC	Progressive
AOH Zillion	Progressive
Brand Support	Inbound
Brand Support	Manual
Client Support	Inbound
Client Support	Manual
GyFTR Auto Call	Progressive
GyFTR Inbound	Inbound
HDFC Auto Call	Progressive
HDFC Inbound	Inbound
HDFC PromoCode Outbound	Inbound
Outbound	Inbound
Outbound	Manual
Prism Johnson	Manual
SBI Progressive	Progressive
Social Media	Inbound
Social Media	Manual
Store Inbound	Inbound