

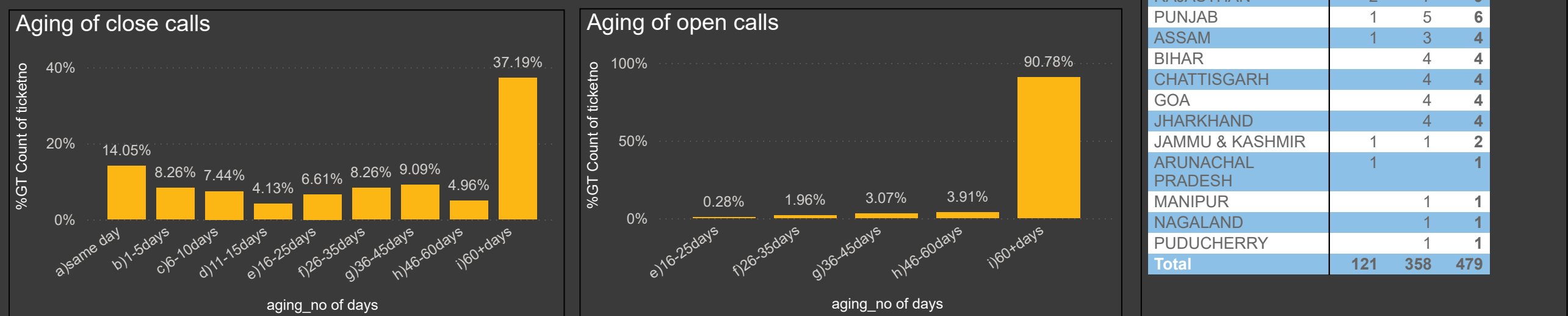
479	121	358	27.14	74.95	63.48	5	594
Total calls	Closed calls	Open calls	%calls closed	% calls open	Average of no of days	repeat calls	Calls(2023-24)

Month wise calls by status

call_status	January	February	March	April	May	June	July	August	September	October	November	December	Total
Close	21	13	8	11	11	9	7	4	12	11	6	8	121
Open	21	34	24	47	41	33	44	27	18	13	37	19	358
Total	42	47	32	58	52	42	51	31	30	24	43	27	479

Month wise calls by status(2023-24)

call_status	January	February	March	April	May	June	July	August	September	October	November	December	Total
Close	7	8	3	14	12	18	6	9	8	8	5	1	99
Open	31	32	37	35	38	64	48	40	33	46	56	32	492
WIP			1					1			1		3
Total	38	41	40	49	50	82	54	50	41	54	62	33	594



Open calls per product group

product_brand_group	e)16-25days	f)26-35days	g)36-45days	h)46-60days	i)60+days	Total
Santoor Soap		3	6	7	235	251
Glucovita		1	1	1	21	24
Santoor Extensions		2	1	3	18	24
Chandrika					19	19
Wipro Safewash			2	2	13	17
Wipro Softouch	1			1	5	7
Giffy					6	6
Enchanteur			1		1	2
Hygienix					2	2
Jo Soap					2	2
Sweet n Healthy			1		1	2
Granamma-Snacks					1	1
Total	1	7	11	14	325	358

Open calls per product

product	e)16-25days	f)26-35days	g)36-45days	h)46-60days	i)60+days	Total
Santoor Orange			3	6	6	219
Santoor Hand Wash			2	1	3	17
Chandrika Ayurveda						19
Glucovita Bolt			1	1	1	15
Liquid Detergent				2	2	13
Santoor Glycerine / PurGlow					1	9
Wipro Softouch					1	5
Glucovita Powder						6
Liquid Dishwash						6
Santoor Gold						3
Jo Soap						2
Santoor Aloe fresh						2
Santoor Royal Sandal						2
Sweet n Healthy				1	1	2
Enchanteur Body Lotion			1			1
Total	1	7	11	14	325	358

Month wise open calls per purchase medium

purchased_from	January	February	March	April	May	June	July	August	September	October	November
CSD Canteen	8		1							1	
General/Kirana	22	43	24	56	45	37	43	23	22	22	37
Moden Trade / Supermarket	12	4	7	2	7	5	8	8	8	1	6
Total	42	47	32	58	52	42	51	31	30	24	43

Calls logged per person

loggedby	Close	Open	Total
KA13386G	50	325	375
AM10031011	66	26	
KA13385G	3	4	7
		3	
WE13235G	2		2
Total	121	358	479

Repeat calls description

ticketno	Cust_Name	region	brand	portal	division	type	description	logged_date	no of days	mobilen
20240909593	Mukesh	HARYANA	L1 & L2		Consumer Care	SALES	Caller has a bulk requirement of Consumer Care Products	30-09-2024 16:51:11	207	9467429222
20240403766	Mukesh	HARYANA	L1 & L2		Consumer Care	SALES	Caller has a bulk requirement of Consumer Care Products	19-04-2024 15:08:54	371	9467429222
20250100791	Muthu	ANDAMAN & NICOBAR	ALL		Consumer Care	Marketing	testing	22-01-2025 15:42:23	70	0987654321
20250100298	Muthu	ANDAMAN & NICOBAR	ALL		Consumer Care	Marketing	testing	08-01-2025 16:56:20	84	0987654321
20250100299	Muthu	ANDAMAN & NICOBAR	ALL		Consumer Care	Marketing	testing	08-01-2025 17:01:02	84	0987654321

Calls per product group

product group	Close	Open	Total
Aramusk	8.26%		2.09%
Chandrika	3.31%	5.31%	4.80%
Enchanteur	3.31%	0.56%	1.25%
Giffy	3.31%	1.68%	2.09%
Glucovita	4.96%	6.70%	6.26%
Granamma-Snacks	7.44%	0.28%	2.09%
Hygienix		0.56%	0.42%
Jo Soap	0.83%	0.56%	0.63%
Maxkleen		0.28%	0.21%
Santoor Extensions	14.88%	6.70%	8.77%
Santoor Soap	33.88%	70.11%	60.96%
Sweet n Healthy		0.56%	0.42%
Wipro Safewash	2.48%	4.75%	4.18%
Total	100.00%	100.00%	100.00%

Month wise average calls per day

Month	Total calls	avg call per day
January	42	1.62
February	47	1.81
March	32	1.23
April	58	2.23
May	52	2.00
June	42	1.62
July	51	1.96
August	31	1.19
September	30	1.15
October	24	0.92
November	43	1.65
December	27	1.04
Total	479	18.42

Calls per purchase from

purchased_from	Close	Open	Total
General/Kirana	66	329	395
Moden Trade / Supermarket	46	28	74
CSD Canteen	9	1	10
Total	121	358	479

Open calls description

ticketno	region	brand	portal	division	type	description	logged_date	no of days	status
20250303661	MADHYA PRADESH	ALL		Consumer Care	Marketing	Purchased Wipro Souftouch fabric conditioner and Putting Stain on my cloth use of Souftouch fabric conditioner, pls do the needful	31-03-2025 14:58:24	25	Open
20250303654	MAHARASHTRA	L1 & L2		Consumer Care	SALES	Caller complained that, sales person is not visiting to his shop for the supply of Santoor Products	29-03-2025 13:10:44	27	Open
20250303438	TELANGANA	L1		Consumer Care	SALES	Caller wants to purchase Santoor Handwash 300Units	25-03-2025 11:27:52	31	Open
20250303426	TELANGANA	ALL		Consumer Care	Marketing	Purchased Enchanteur deodorant and the spray was not working , pls do the needful	24-03-2025 18:36:14	32	Open
20250303413	TELANGANA	L1		Consumer Care	SALES	Caller wants to purchase Santoor Products in a bulk	24-03-2025 14:08:00	32	Open
20250303389	GUJARAT	L1 & L2		Consumer Care	SALES	Caller wants to purchase Glucovita Bolts in a bulk	22-03-2025 17:29:47	34	Open
20250303318	CHATTISGARH	L1 & L2		Consumer Care	Marketing	Purchased Santoor Gentle Handwash 675ML Through store on Mar 25, and its liquid very thin. (Mfg- 25 Oct 24/ Batch- BC649)	22-03-2025 11:22:59	34	Open
20250303291	KARNATAKA	L1 & L2		Consumer Care	SALES	Caller wants to purchase Santoor Soap in a bulk	21-03-2025 14:10:46	35	Open
20250303231	KARNATAKA	L1 & L2		Consumer Care	SALES	Caller wants to purchase Santoor Products in a bulk	20-03-2025 12:20:51	36	Open
20250303181	MAHARASHTRA	L1		Consumer Care	SALES	Distributor wants to return his expiry product of Consumer Care Products	18-03-2025 16:15:15	38	Open
20250303136	TAMIL NADU	L1 & L2		Consumer Care	SALES	Caller wants to purchase Glucovita Bolt in a bulk	18-03-2025 12:03:03	38	Open
20250303098	MAHARASHTRA	L1		Consumer Care	Marketing	Purchased Wipro sweet n healthy sucralose 300tablet through Store on 9 Mar 25, but its not taste sweet. (Mfg- May-24)	17-03-2025 12:30:41	39	Open
20250303090	ANDHRA PRADESH	L1		Consumer Care	SALES	Caller wants to purchase Santoor Products in a bulk	17-03-2025 11:23:57	39	Open
20250303081	MAHARASHTRA	L1		Consumer Care	SALES	Caller wants to purchase Santoor Handwash in a bulk	17-03-2025 10:27:33	39	Open
20250303061	JAMMU & KASHMIR	ALL		Consumer Care	Marketing	Purchased Santoor Sandal and turmeric soap through Army Canteen on Dec 24, and its quality is not good. (MFG- 1-24/ Batch- 8-901399-00591	15-03-2025 16:46:12	41	Open
20250303016	MAHARASHTRA	L1 & L2		Consumer Care	Marketing	Purchased Wipro Safewash Matic Liquid Detergent and packet contains jelly lumps instead of liquid soap. pls do the needful	13-03-2025 11:13:34	43	Open
20250303011	DELHI	L1 & L2		Consumer Care	Marketing	Purchased Safewash front load matic liquid 2l through Store on 8 Mar 25, but its not cleaning cloths and liquid is too thin. (MFG- 1 Jan 25/ Batch- C418)	12-03-2025 16:43:31	44	Open
20250303005	ANDHRA PRADESH	L1		Consumer Care	SALES	Caller wants to purchase Santoor Products in a bulk	10-03-2025 14:08:50	44	Open