

Customer Satisfaction Analytics Dashboard

Total Customers

32,941

Call Duration in Hrs

13,737

Avg Satisfaction Score

5.55

Satisfied Customers

7,098

Satisfaction Rate

21.55%

Date

10/1/2020



10/31/2020



Call Center

Baltimore/MD

Chicago/IL

Denver/CO

Los Angeles/CA

State

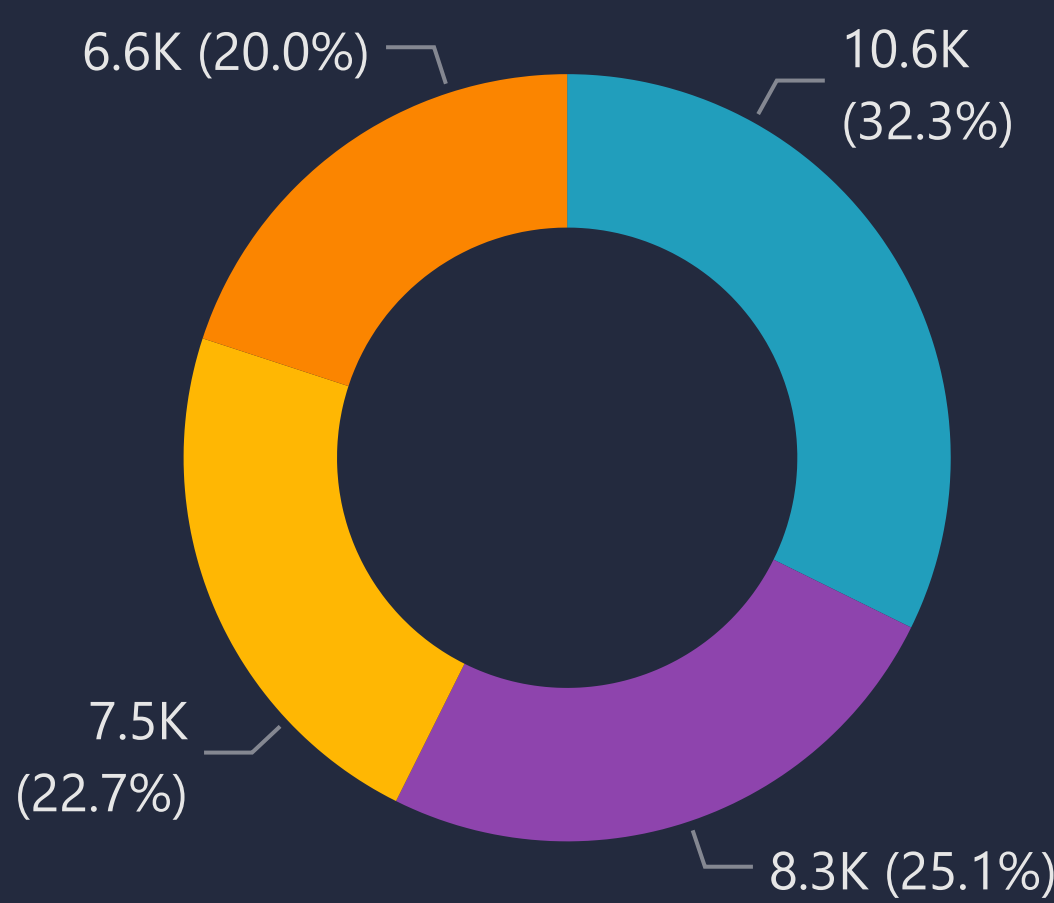
All

City

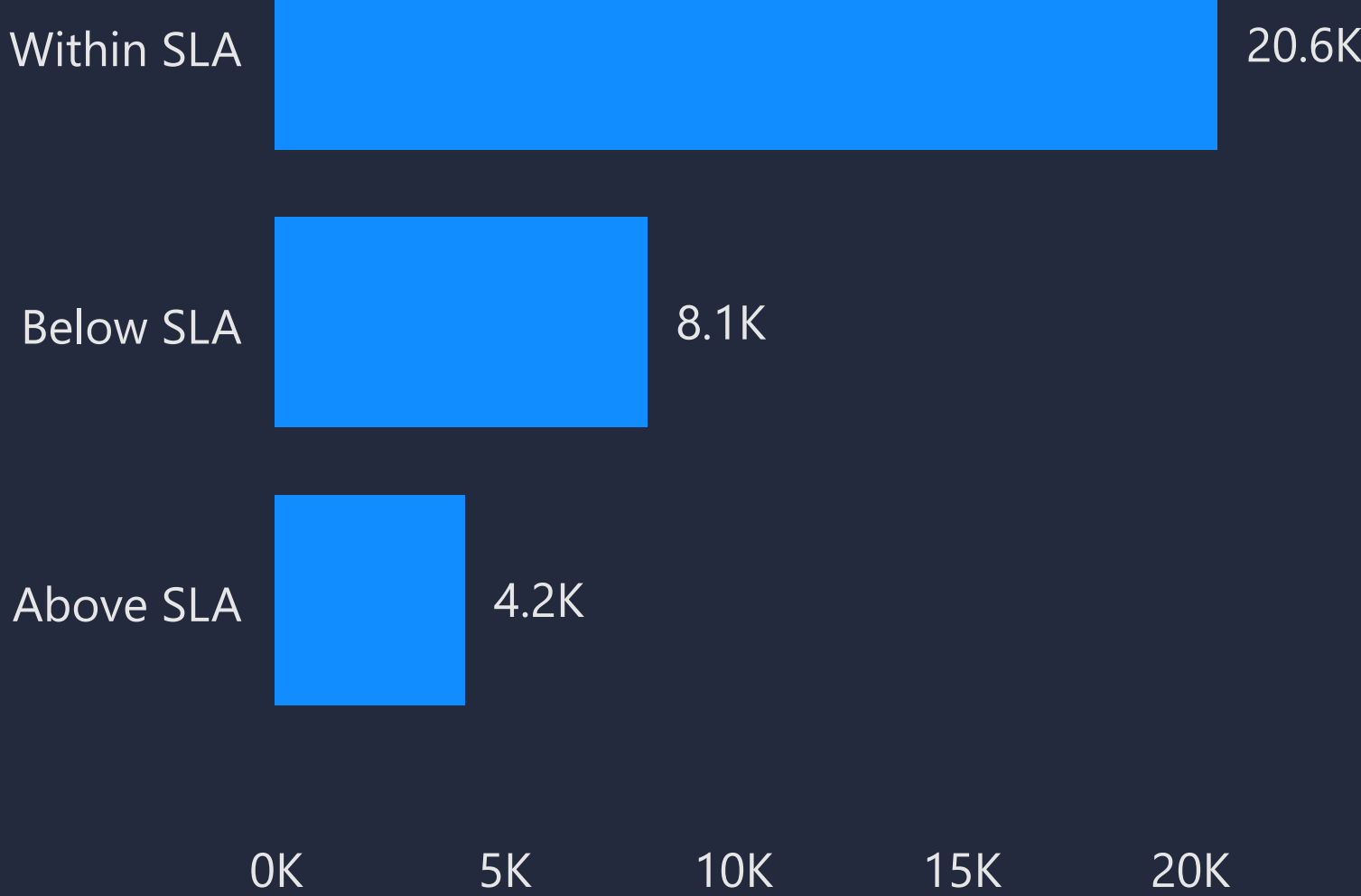
All

Distribution of Call Channels

channel Call-Center Chatbot Email Web

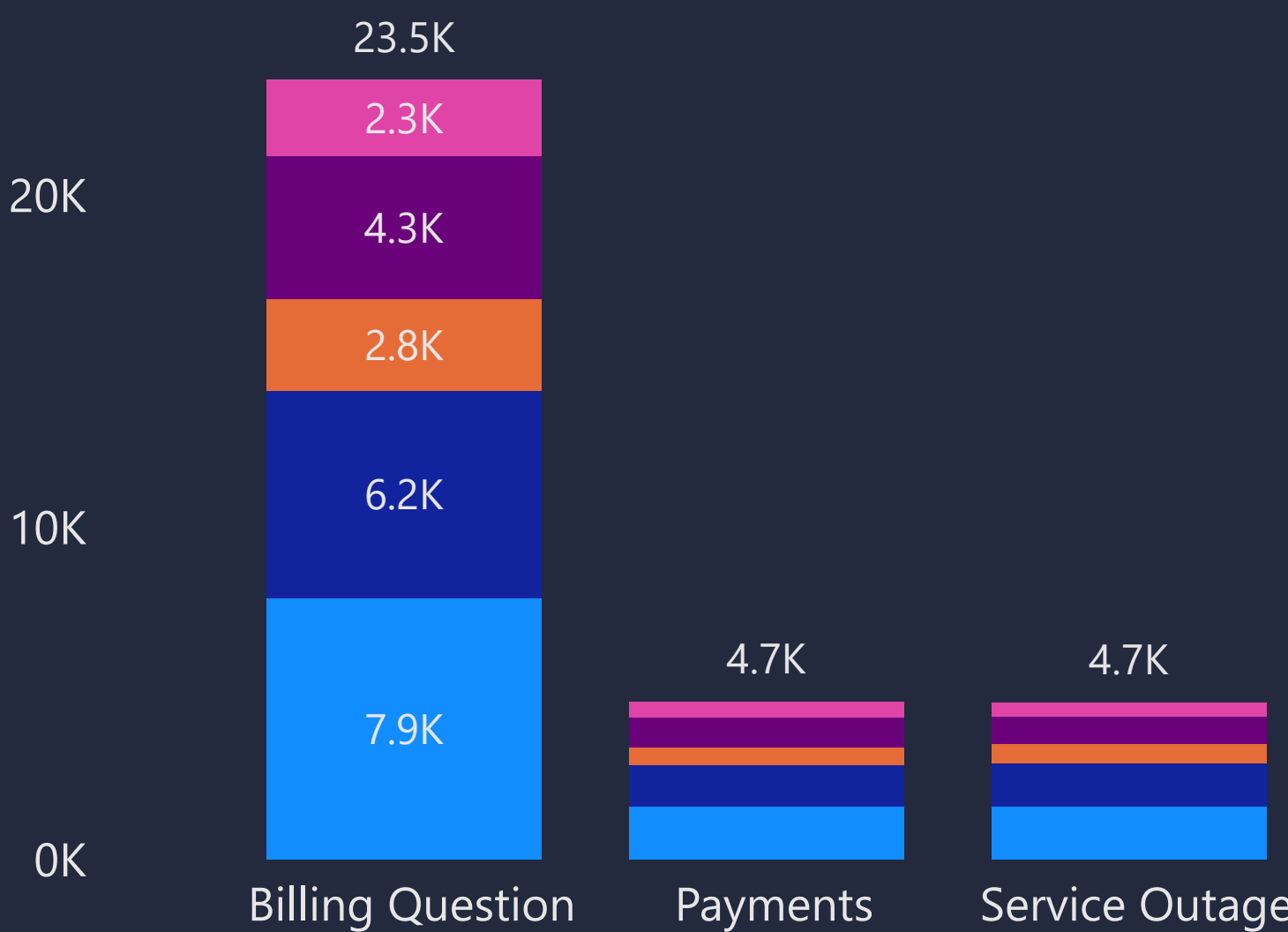


Customers by Response Time

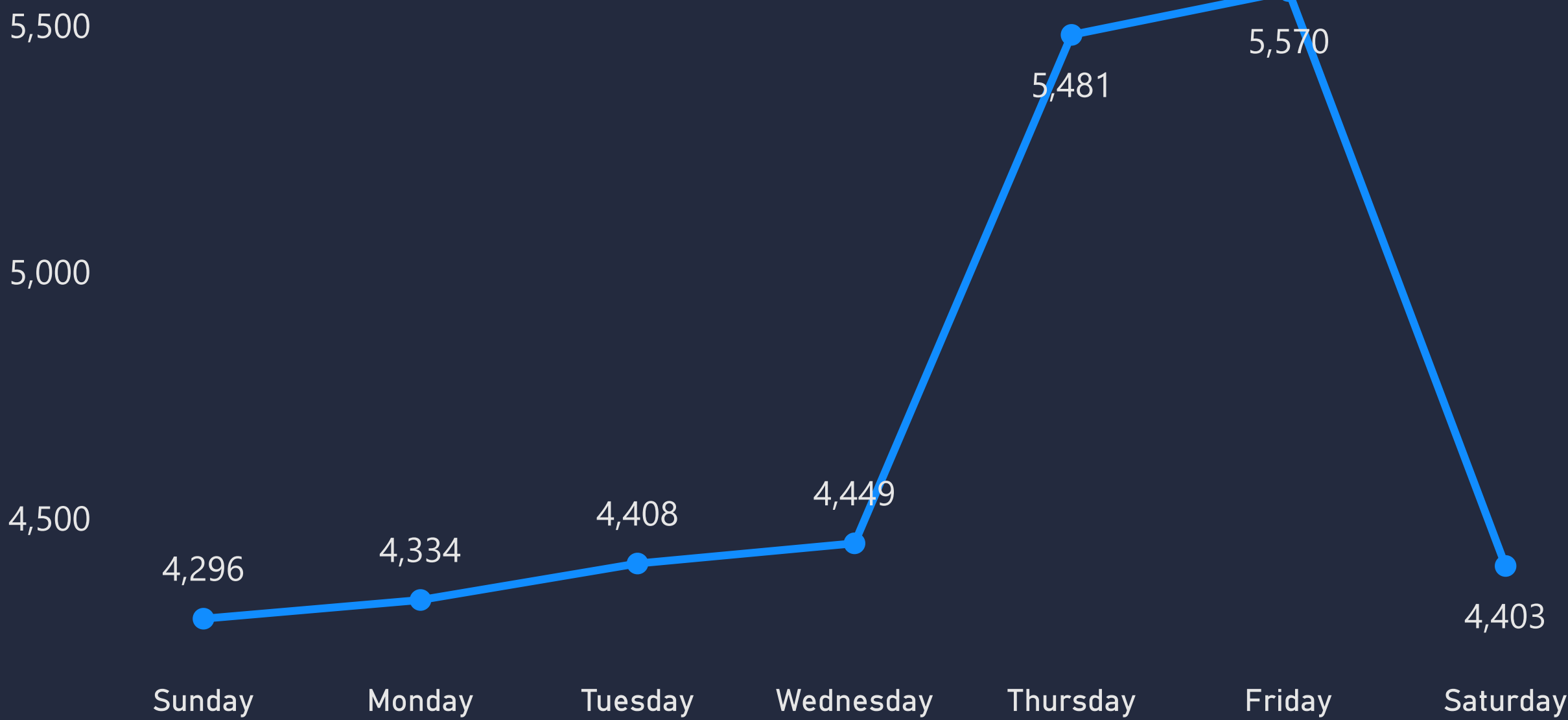


Customers by Reason and Sentiment

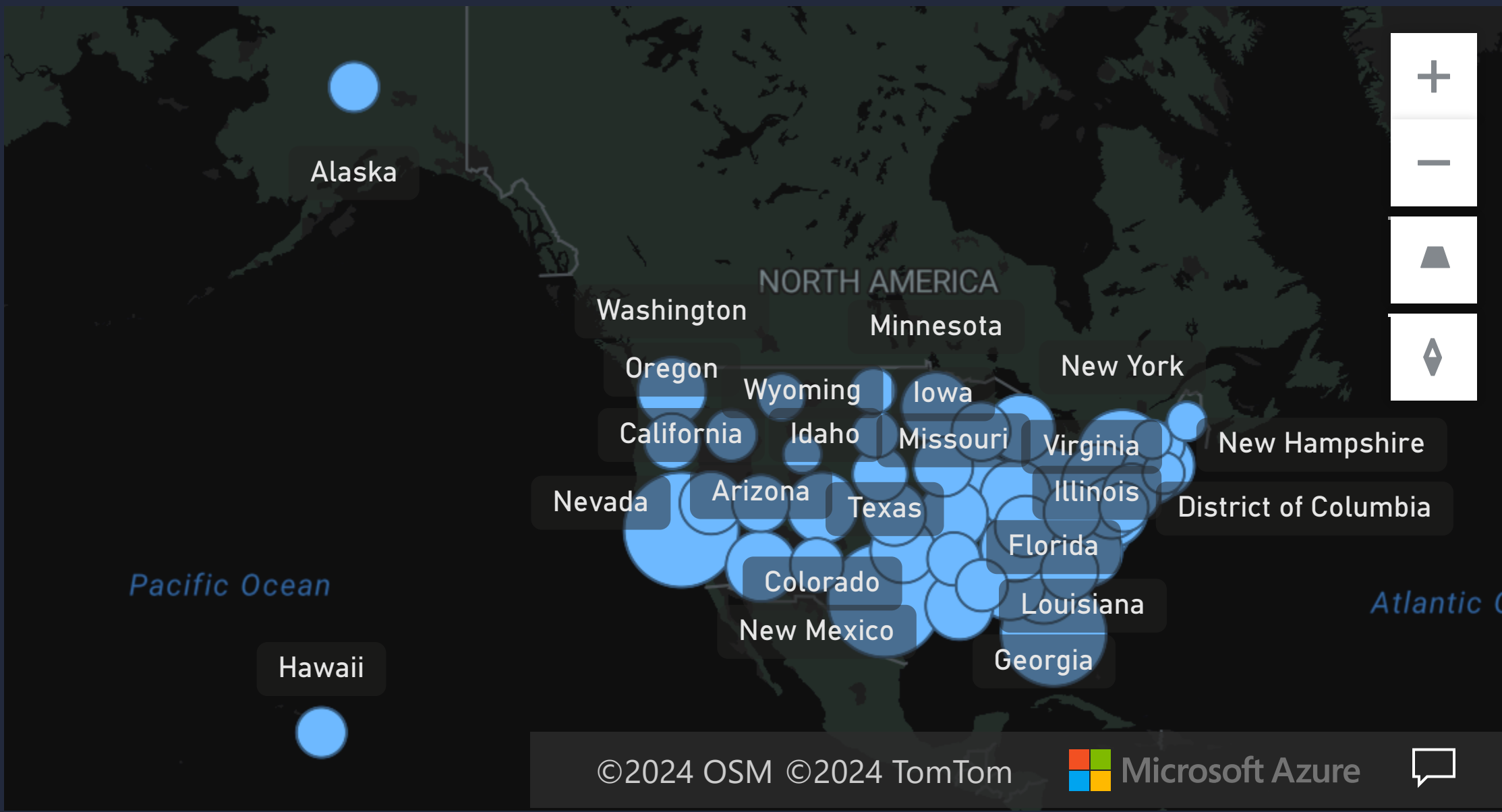
Negative Neutral Positive Very Negative Very Positive



Customer Call Trends by Day

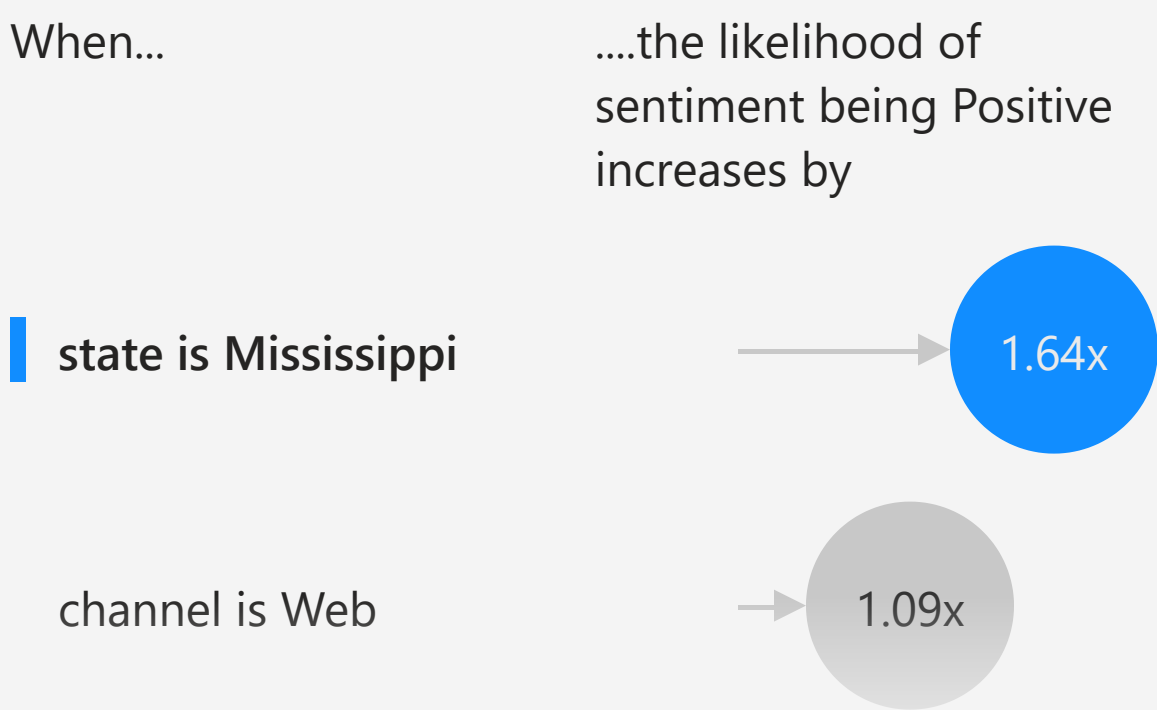


Geographical Distribution of Calls by State

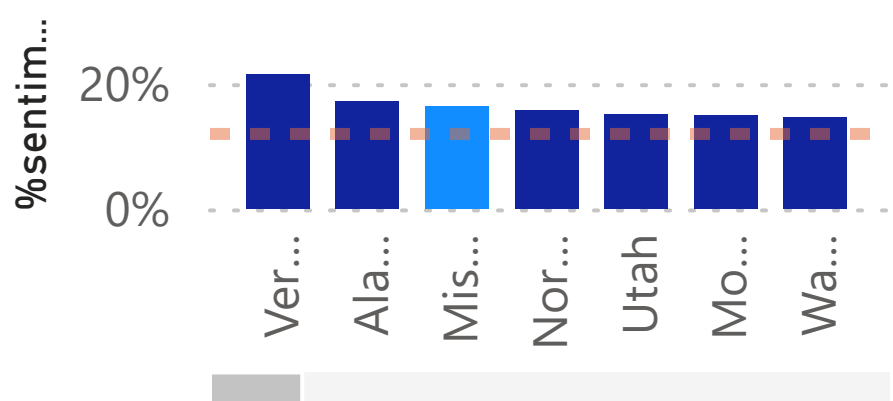


Key influencers Top segments

What influences sentiment to be Positive



← sentiment is more likely to be Positive when state is Mississippi than otherwise (on average).



Only show values that are influencers

Customers by Channel and

reason

sentiment

Billing Question Payments Service Outage

