



Home

Calls

Team

About



FRONT PAGE

KPI

TOTAL CALL BY DAY

TOTAL CALL BY STATE

TOP REASONS FOR  
CALLS

TOTAL CALLS  
CHANNELS

TOTAL CALL BY  
SENTIMENT AND CITY

CALL CENTER

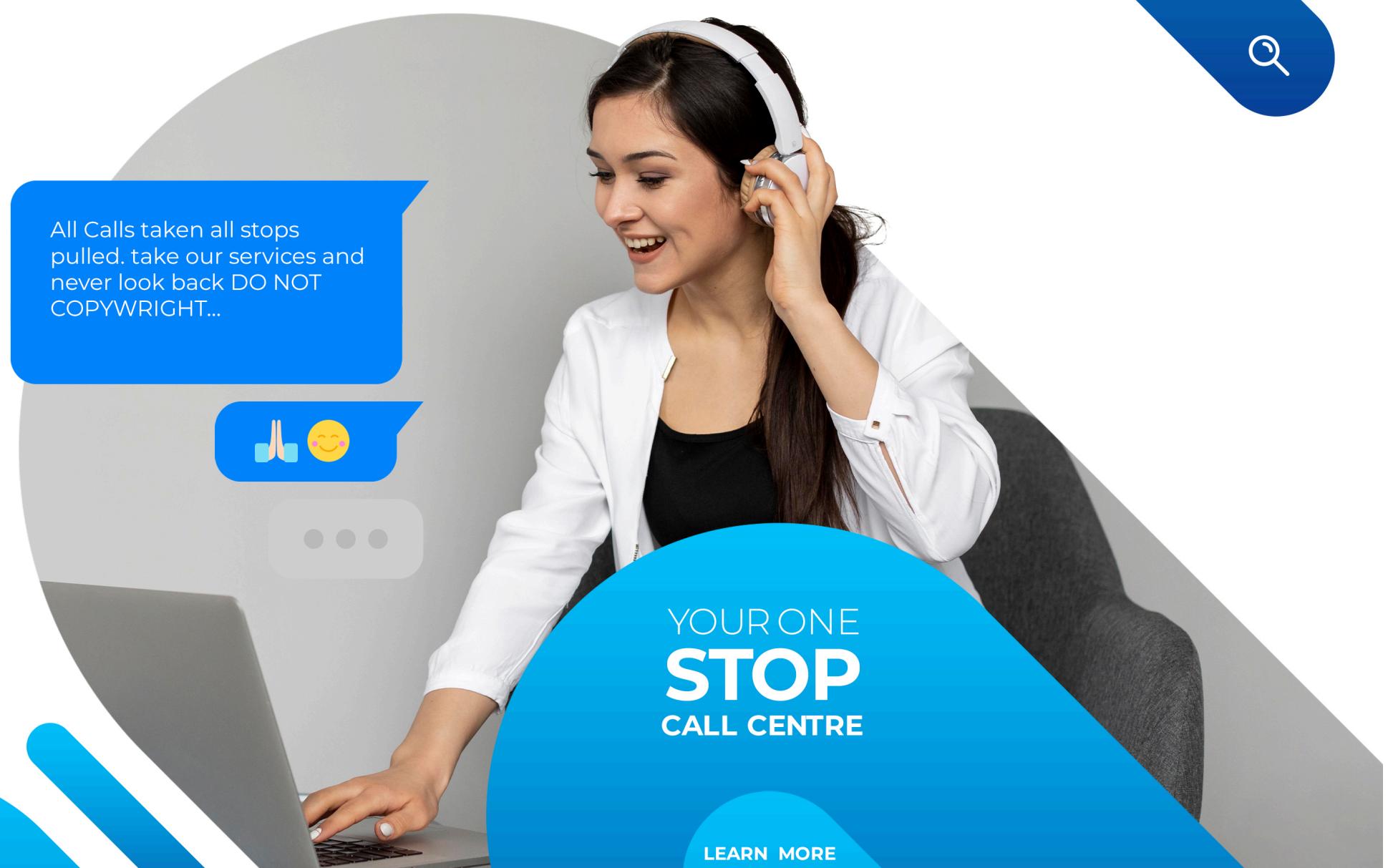
INSIGHTS

All Calls taken all stops  
pulled. take our services and  
never look back DO NOT  
COPYWRIGHT...



YOUR ONE  
**STOP**  
CALL CENTRE

LEARN MORE



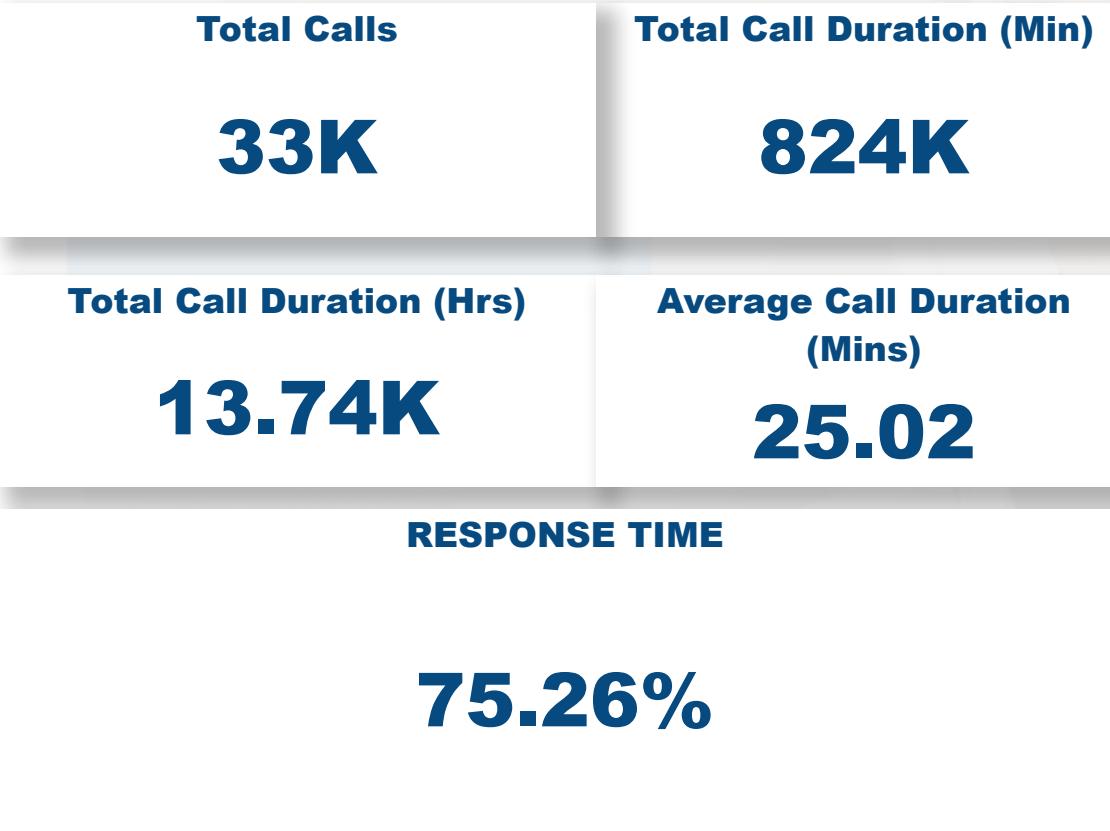
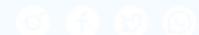


Home

Calls

Team

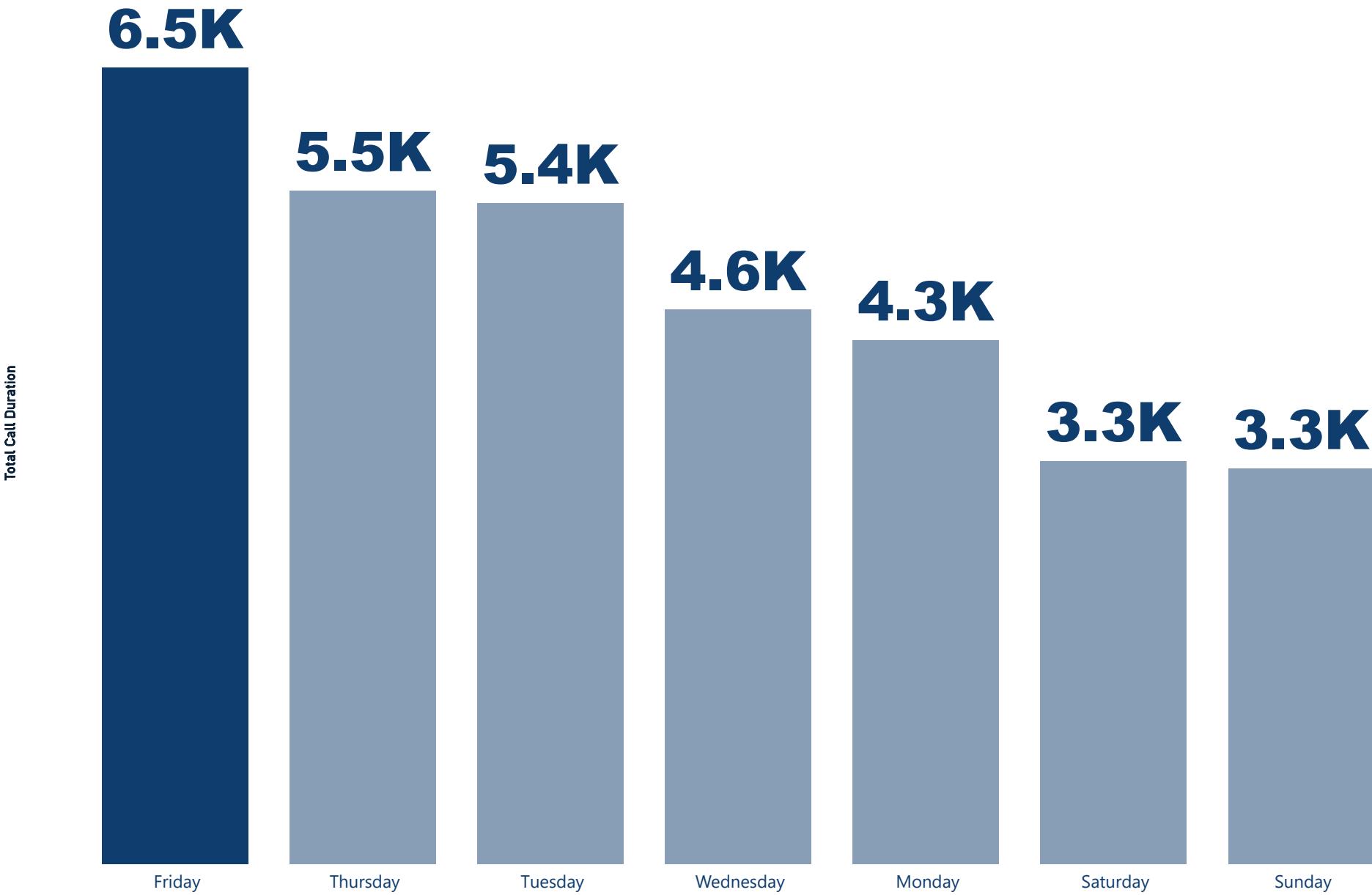
About



DRONE  
TOP  
CENTRE

LEARN MORE

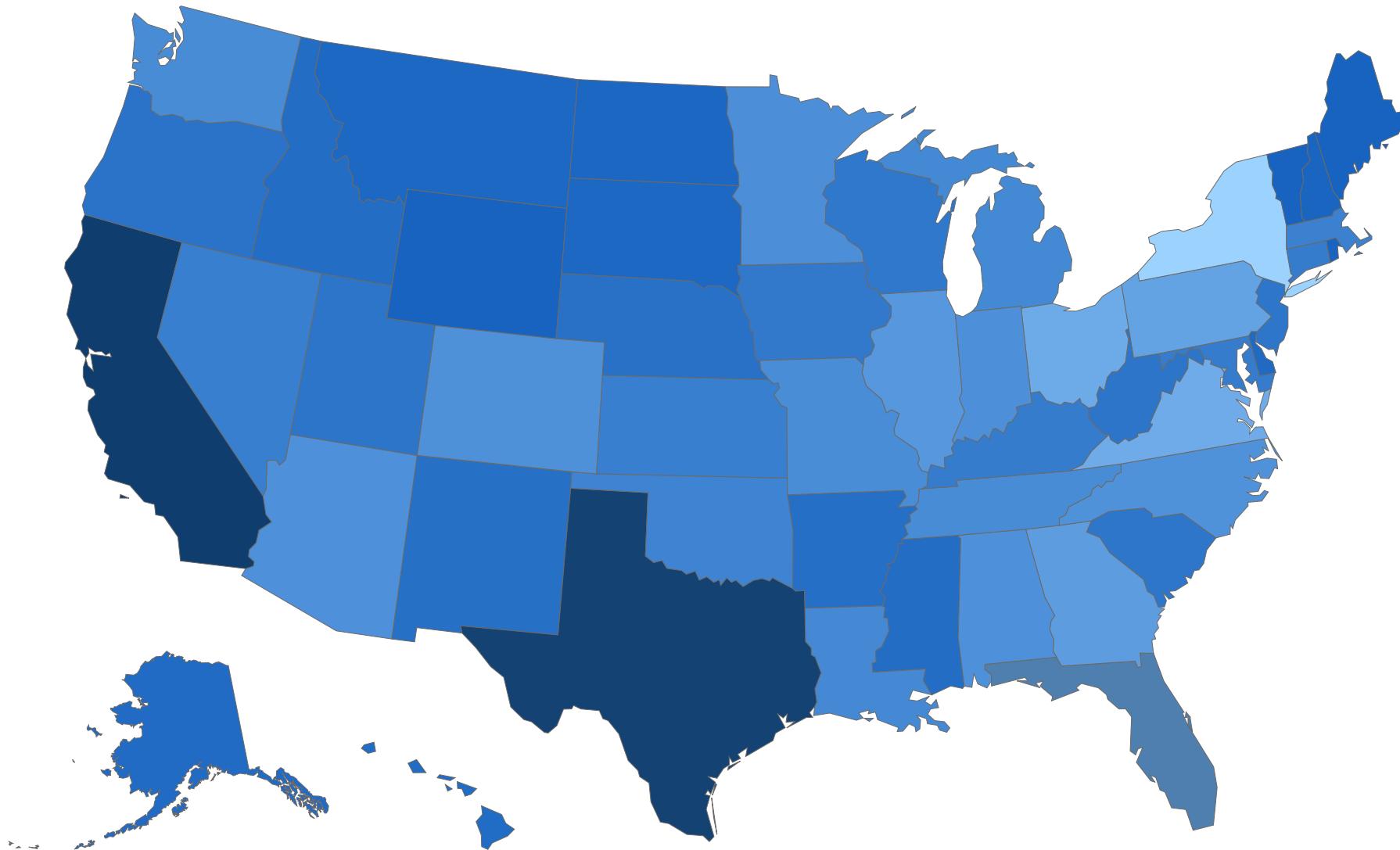
## Total Call By Day



. FRIDAY MADE  
CONSIDERATE  
HIGH CALL  
DURATION  
COMPARED TO  
SUNDAY.



## Total Call By State



**(1) THE STATE'S  
WITH THE MOST  
CALLS  
ARE TEXAS AND  
CALIFORNIA.**

**(2) THE STATE  
OFFERING LEAST  
CALLS FOR US IS  
NEW YORK.**

## Top Reason For Calls

Billing Question

Payments

5K

Service Outage

5K

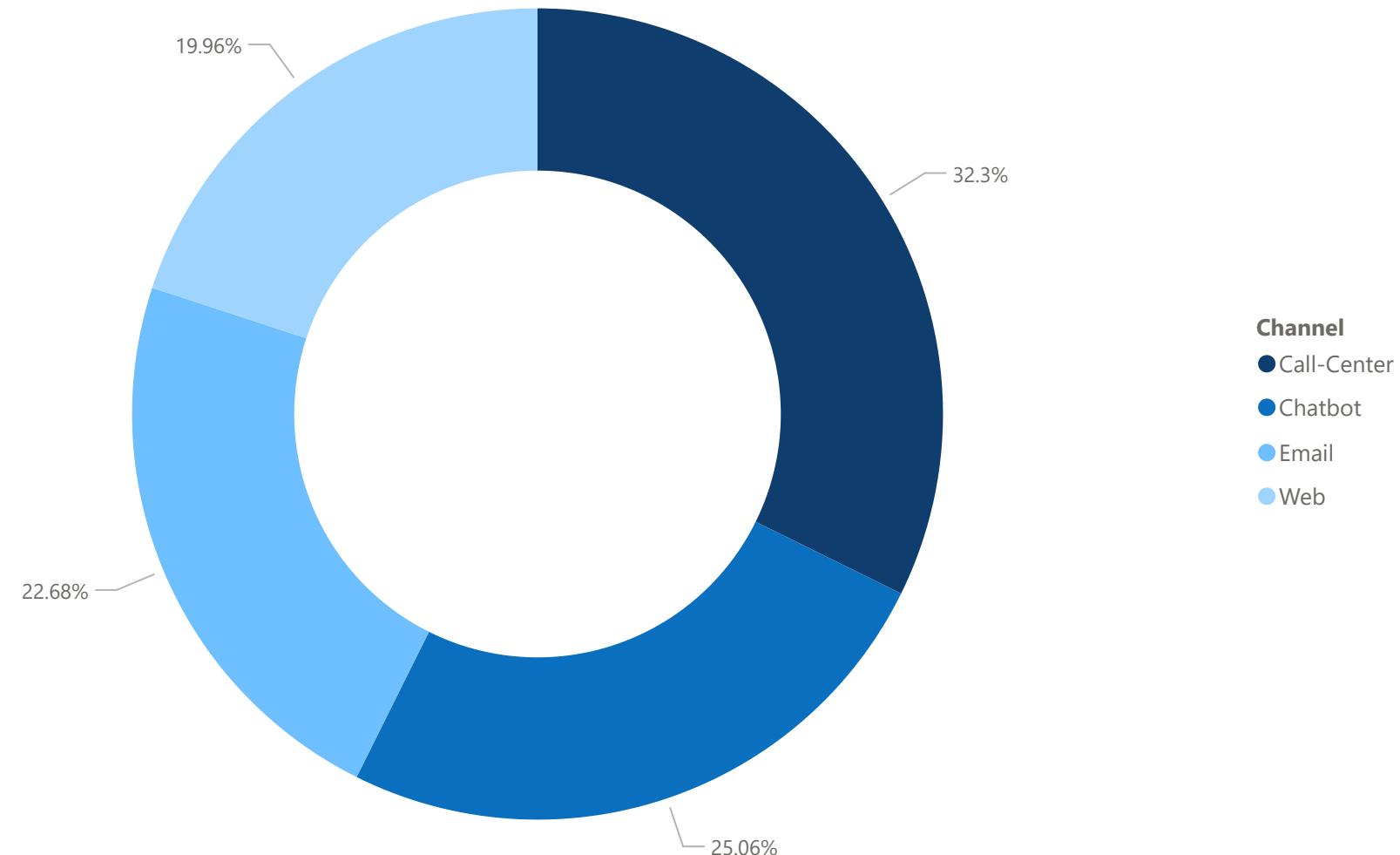
23K

**(1) MOST QUESTIONS SECURED FROM ALL THE CALLS RECEIVED HAVE CENTERED ON THE QUESTIONS ABOUT BILLINGS**



**(2) EQUAL REASONS FOR CALLS WERE MADE FOR PAYMENTS AND SERVICE OUTAGES.**

**Total Calls By Channel**

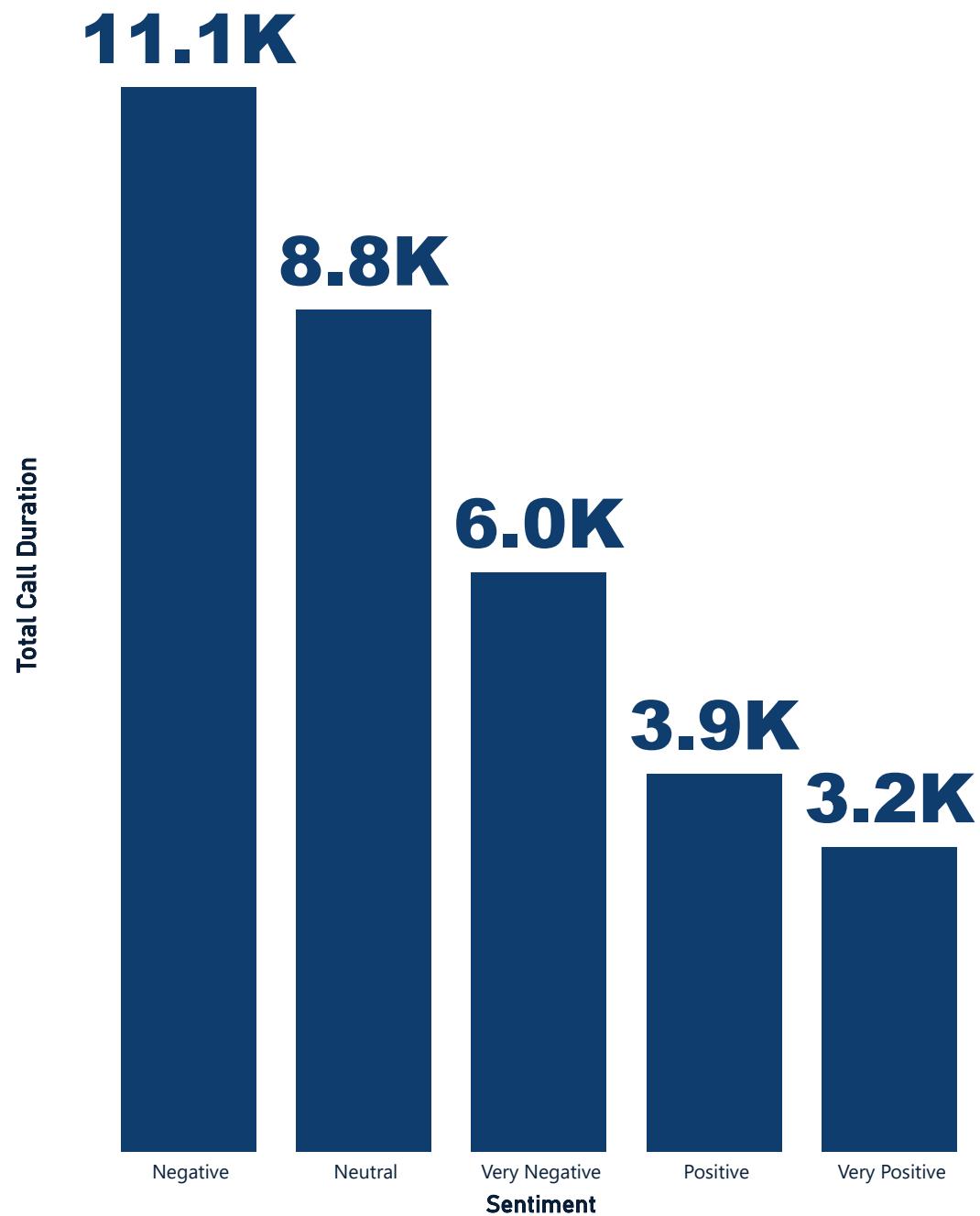


**(1) THE CALL CENTER CLEARLY OUTMATCHED THE OTHER CALL CHANNELS. IN TOTAL CALLS.**

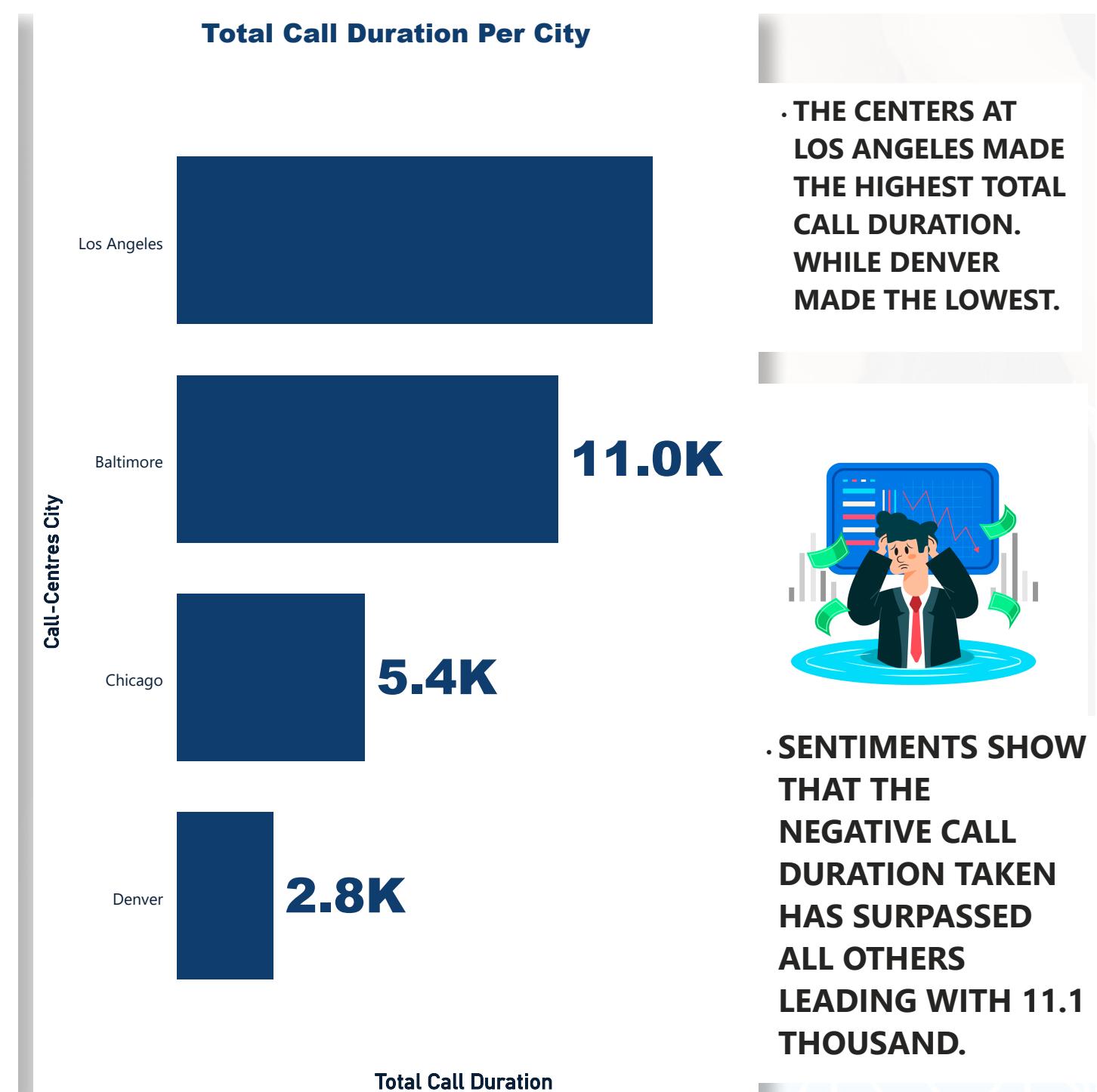


**(2) WHILE THE WEB CHANNEL PERFORMED POORLY COMPARED TO OTHER CHANNELS IN THE LIST.**

### Total Call By Sentiment



### Total Call Duration Per City



• SENTIMENTS SHOW THAT THE NEGATIVE CALL DURATION TAKEN HAS SURPASSED ALL OTHERS LEADING WITH 11.1 THOUSAND.



# CALL CENTER DASHBOARD

## GROUP H "WISDOM MAHA"



Total Calls  
**33K**



Total Call Duration (Hrs)  
**13.74K**



Total Call Duration (Min)  
**824K**



Average Call Duration (Mins)  
**25.02**



RESPONSE TIME  
**75.26%**

MENU

HOME

INSIGHTS

FILTERS

Date Range

1/10/2020

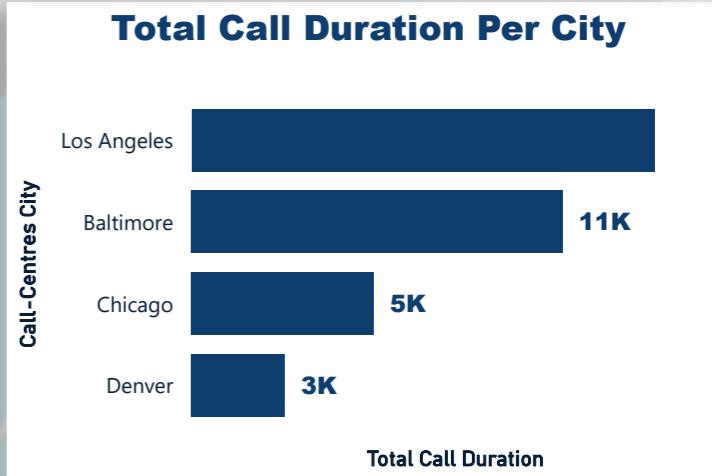
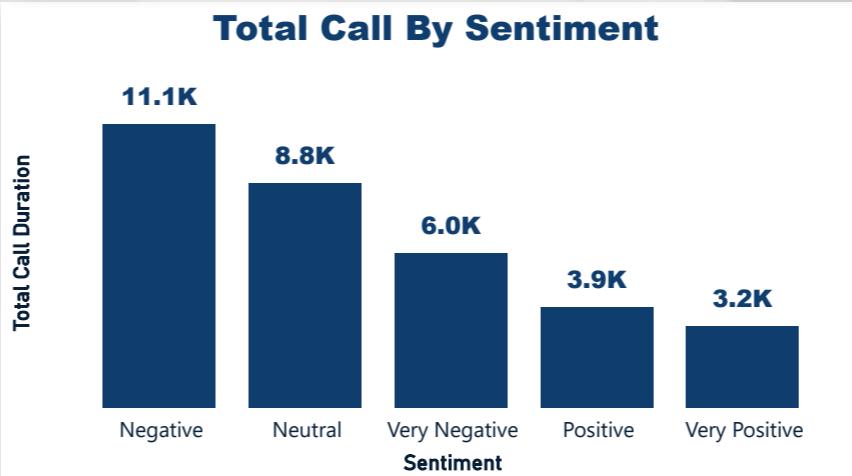
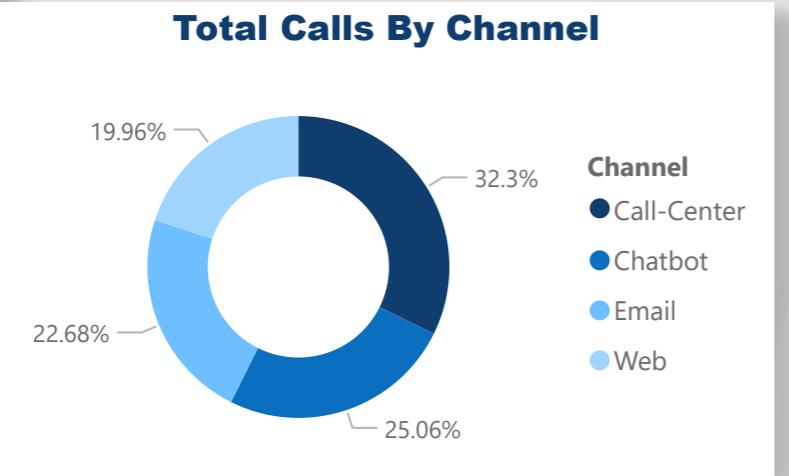
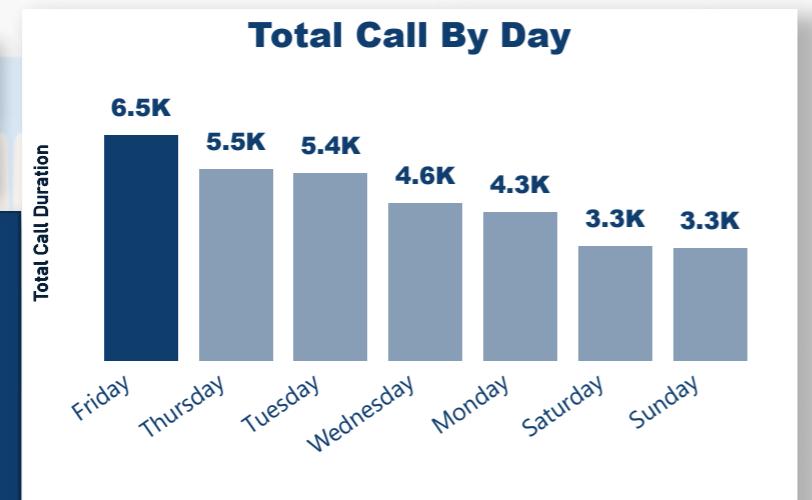
12/10/2020

State

All

City

All



### General Insights:

(1)

**Alarmingly high call rate of 6.5k happened more on Friday and  
- highest abandon rate on Sundays with 3.3k.**

(2)

**Consistent turnups from citizens who stay at Los Angeles and are contacted by the call city,  
having a stunning call duration of 14k which absolutely beats every other city**

(3)

**Based on statistics shown, I can clearly tell you that question asked on payment and service outages  
came to a stalemate while and our least services came from states like USA | INDIA | while most  
services touched came from TEXAS and CALIFORNIA.**

### Solutions:

- 1) We should not waste resources on Sundays and rather focus them towards reaching more people on Fridays
- 2) We should also focus towards cities like Los Angeles
- 3) Finally we need to push our influence on the lower performing cities like Usa and India while also keeping our output on Texas and California.