

Call Centre Dashboard | HOME



Home

Grid

Date

10/1/2020



10/31/2020



Channel

Call-Center

Chatbot



Email

City

All



Total Calls

32.9K



Total Call Duration (hrs)

13.74K



Total Call Duration (mins)

824.22K



Avg Call Duration (mins)

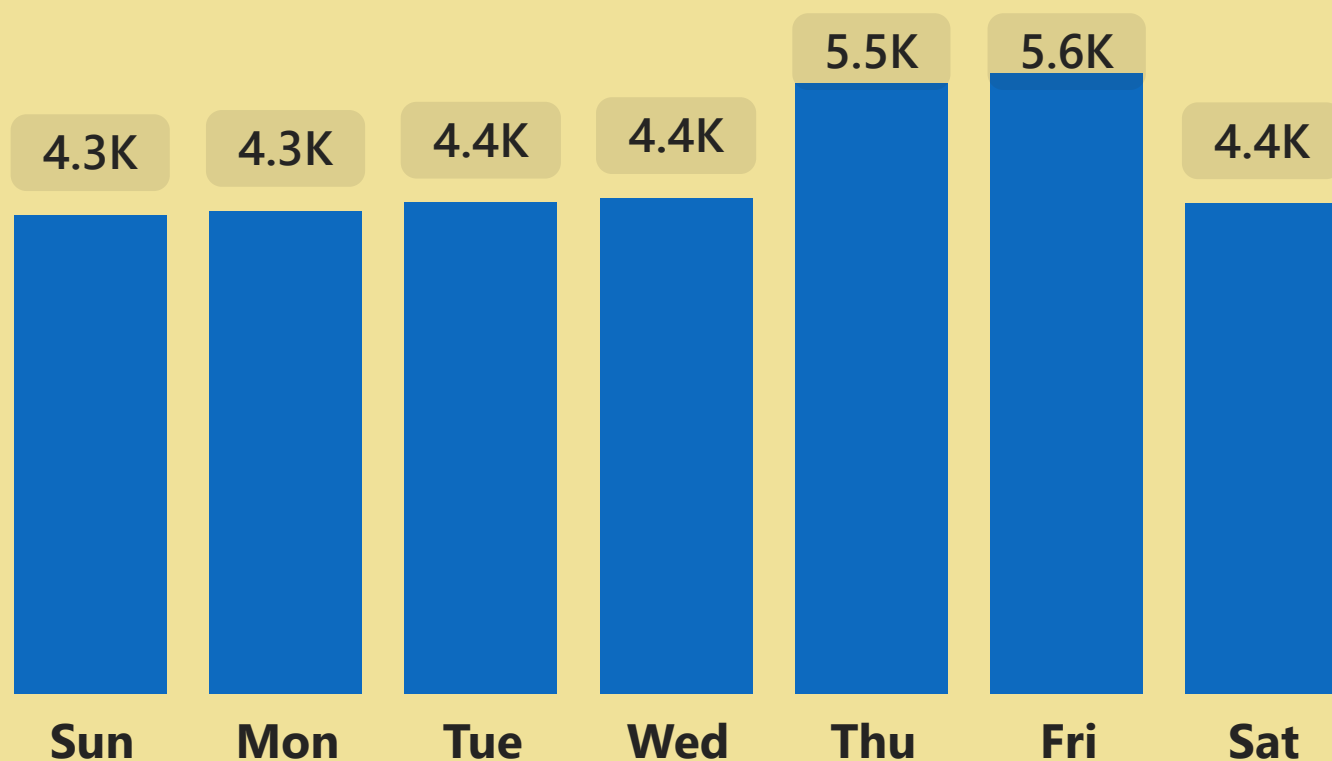
25.02



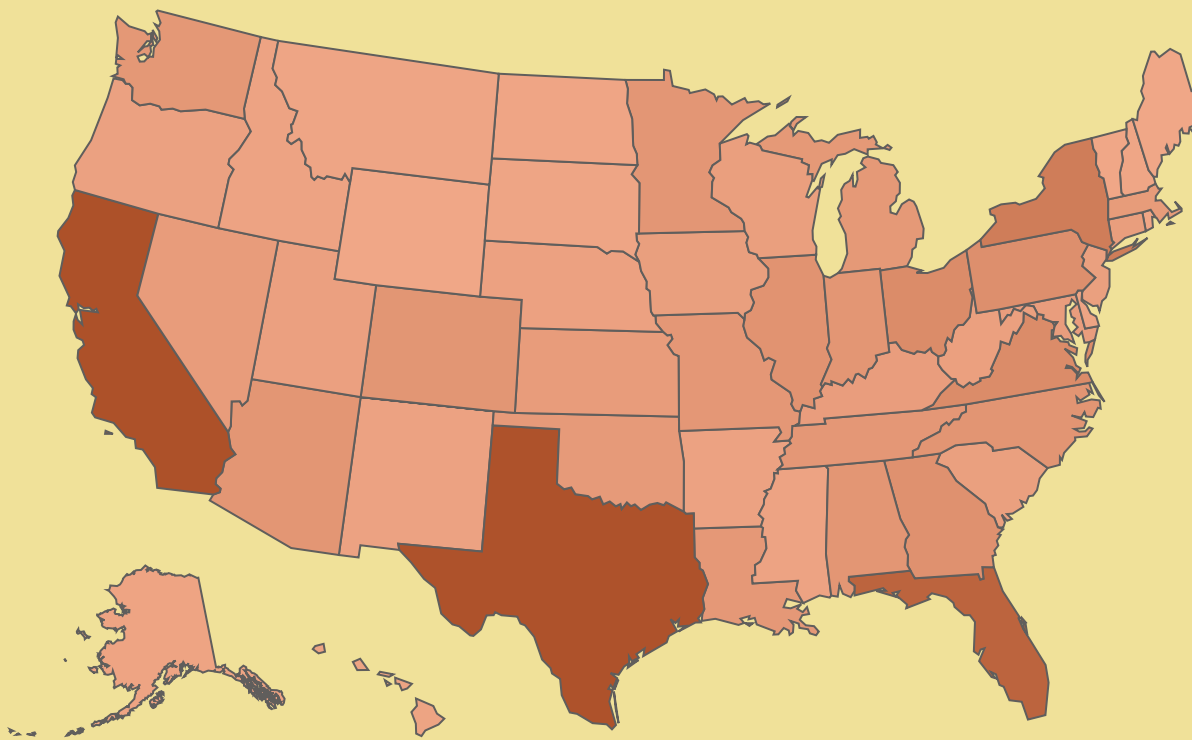
Response %

75.26%

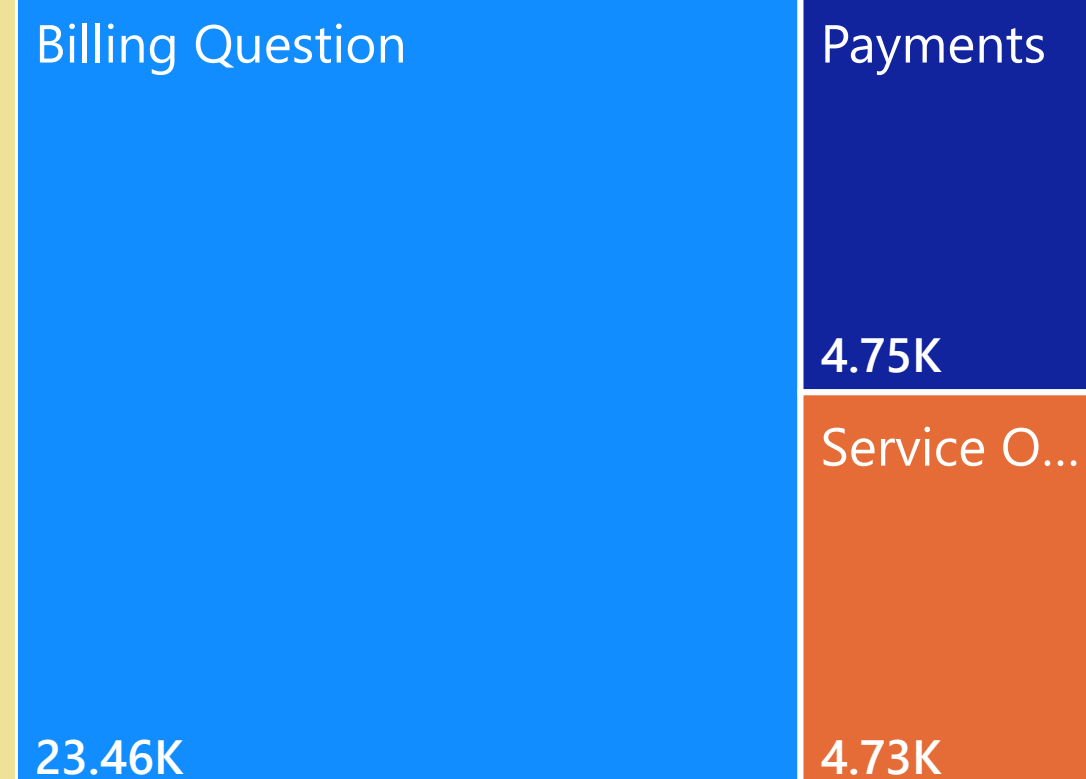
Total Calls by Day



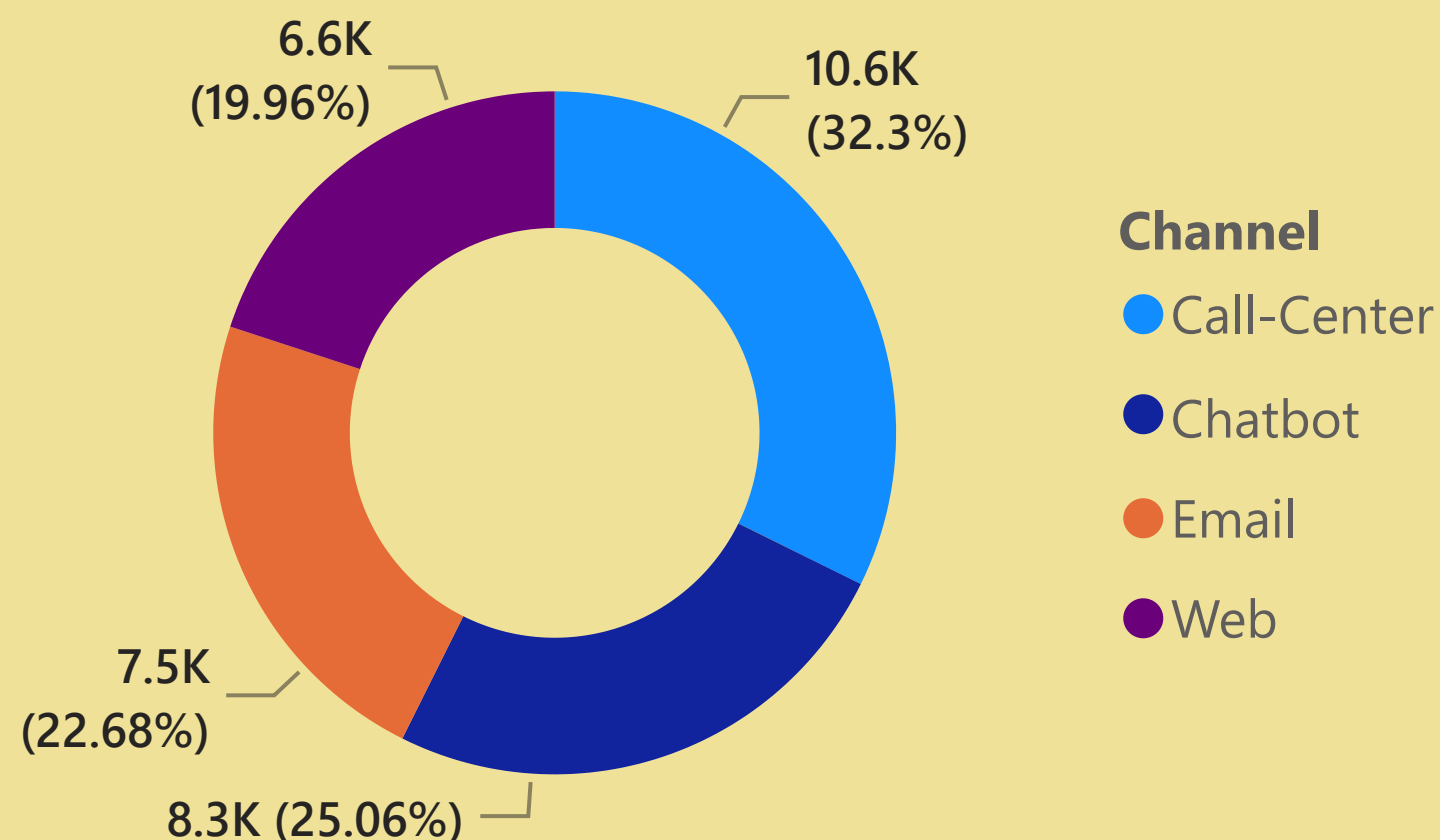
Total Calls by State



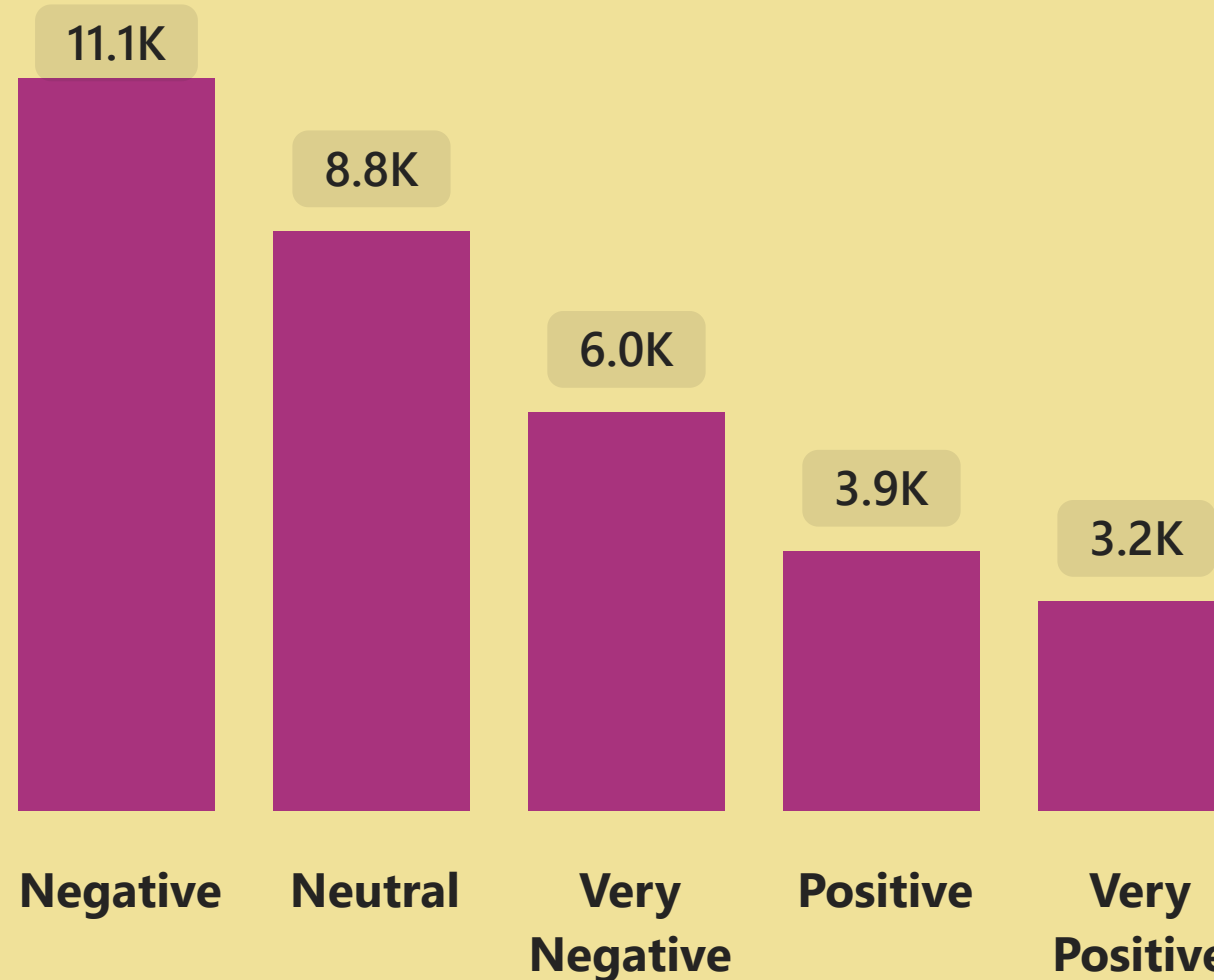
Total Calls by Reason



Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres

