

# Call Center Report

2020/10/01

Data As per:

31 October 2020

32941

Calls Received

6

Avg CSAT score

25

Avg Call Dur (in min)

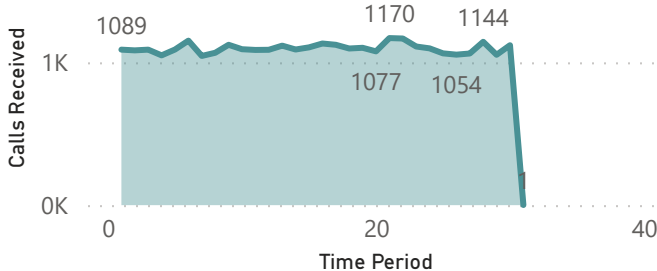
Response Time

All

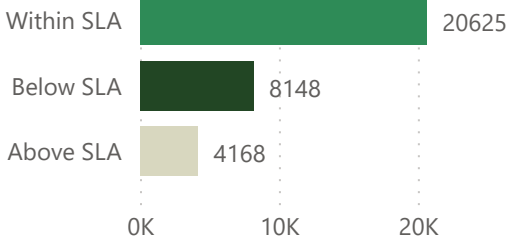
Sentiment

All

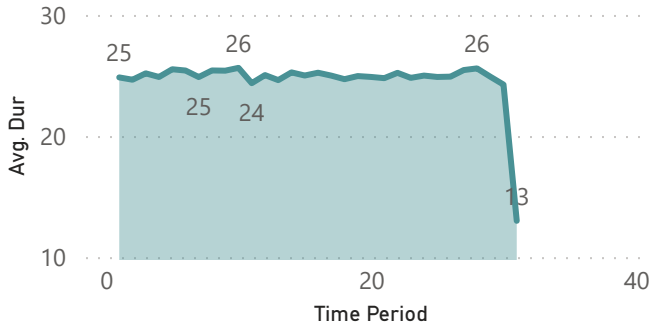
## Call Volumes per Day



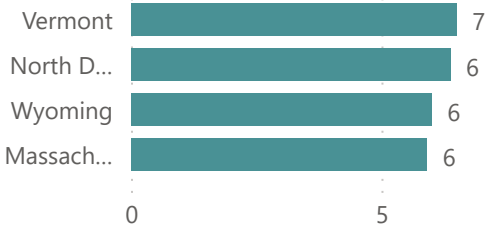
## Response Time



## Average Call Duration per Day



## Average CSAT Score by State



63%

Calls Within SLA

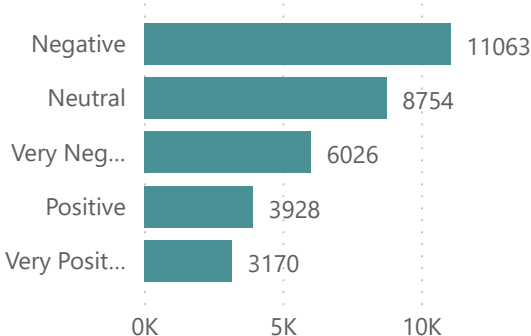
13%

Calls Above SLA

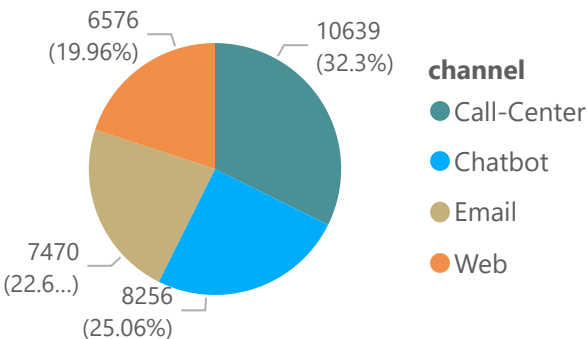
25%

Calls Below SLA

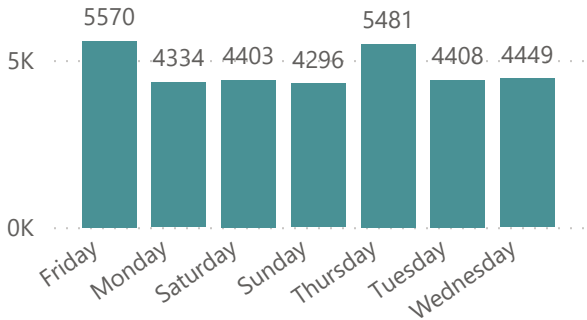
## Sentiment



## Channel



## Calls by Day of the Week



## Call Reasons

