

CHATBOT JOURNEY DASHBOARD

Date Filter

10/10/2024



1/31/2025



District Filter

All



Unique vs. Total Count Filter

Total Count



Issue Resolved
on chat

820792

Total Chat's

2346117

Total missed call
transferred to Chatbot

673332

Total Missed
Call's

985623

Total Missed
Call's transferred
to Call Center

312291

Total Missed
Call done by
Call Center

75448

Chats transferred to
Call center

986767



Our Call
Center

316204



National
Councilor
Office

222354



District
Office

Call done by National
Councilor Office Call
Center(semi critical)

151778

Call done by District
Office Call
Center(Critical)

124518

Call done by Our Call
Center (Chat bot data+
Missed call data)

234574

Call Resolution Status By
National Councilor Office
Call Center

59194



(Blank)

54640



Resolution
Provided

37944



Follow-up or
Escalation
Needed

Call Resolution Status By
District Office Call Center

48562



(Blank)

44826



resolution
provided

31130



Follow-up or
Escalation
Needed

Call Resolution Status by
Our Call Center

56187



follow-up
required

55792



resolution
provided

33457



Escalation
needed

CHATBOT DASHBOARD

Date Filter

10/10/2024



1/31/2025



Issue Resolved Filter

All



Total Chat Count With Respect To Dates



Scheme Filter

All



District Filter

All

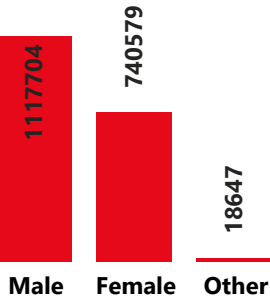


Unique vs. Total Count Filter

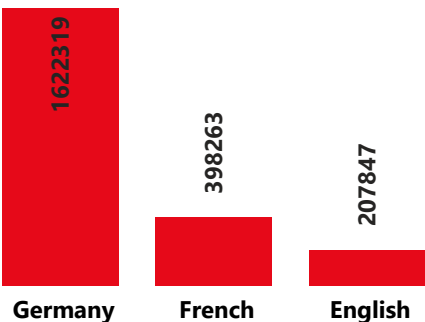
Total Count



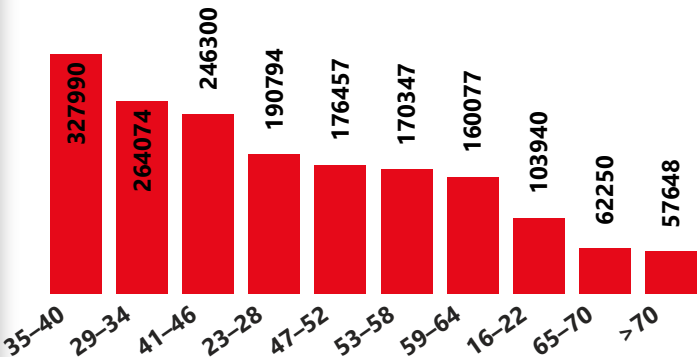
GENDER



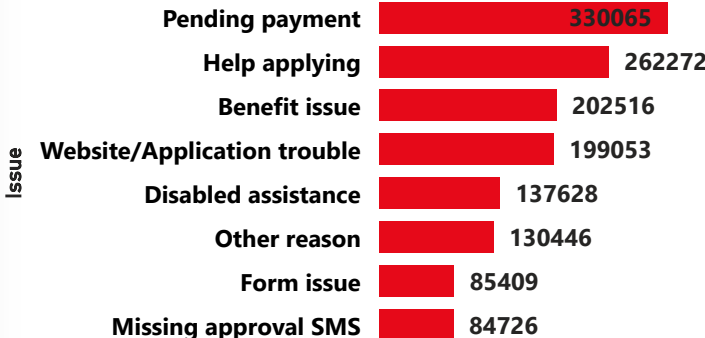
Total Chat Count With Respect To language



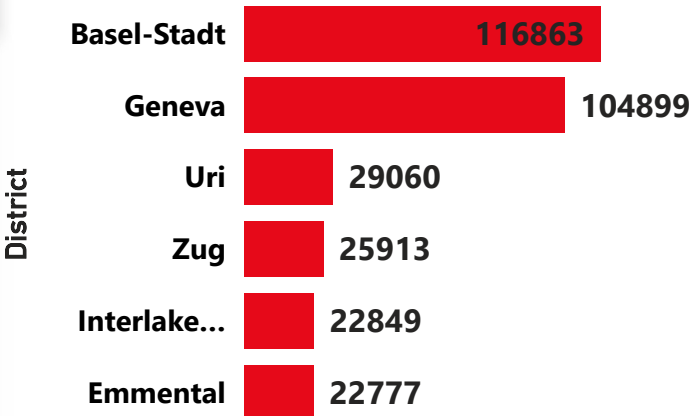
Total Chat Count With Respect To Age



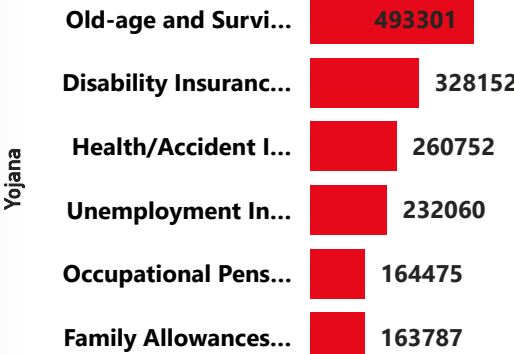
Total Chat Count With Respect To Scheme Assistance



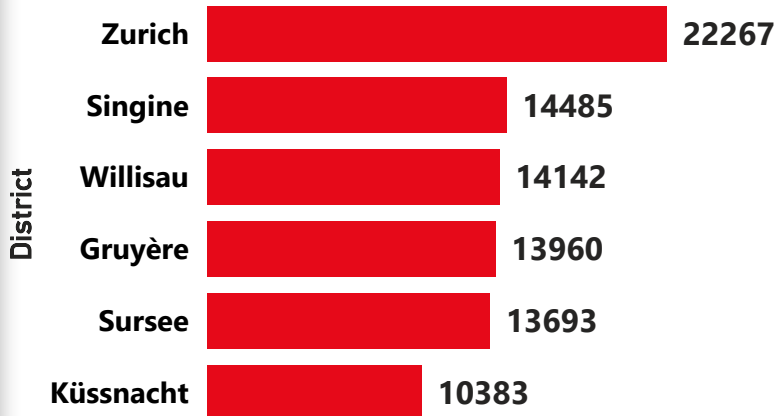
Top 6 District by Chat Count



Total Chat Count With Respect To Scheme



Bottom 6 District by Chat Count



Missed Call Dashboard dash board

Date Filter

10/10/2024

1/31/2025

Unique vs. Total
Count Filter

Total Count

Total Missed Call's

985623

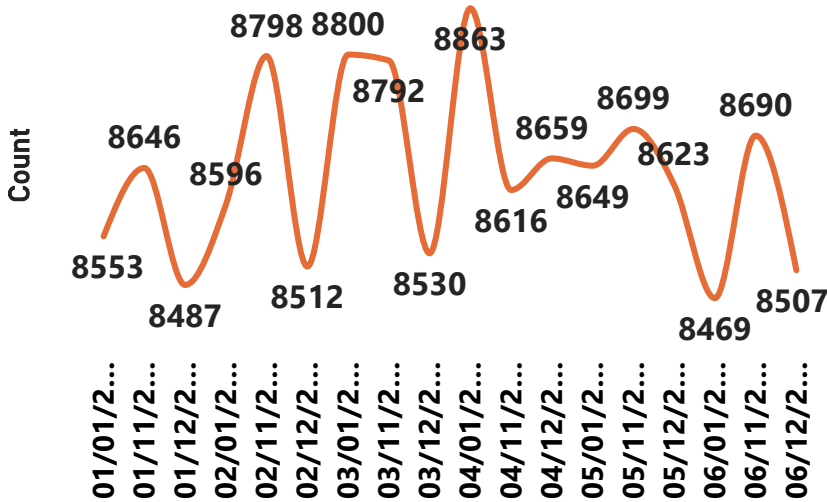
Total Call's transferred to
Call Center

673332

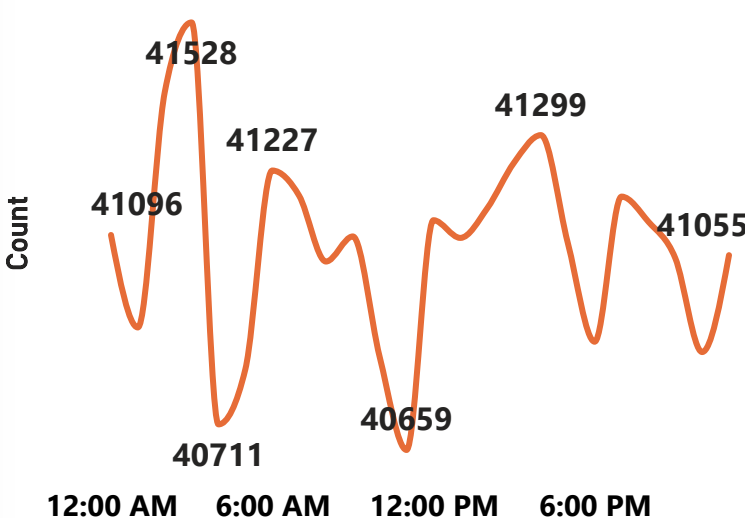
Total missed call
transferred to Chatbot

312291

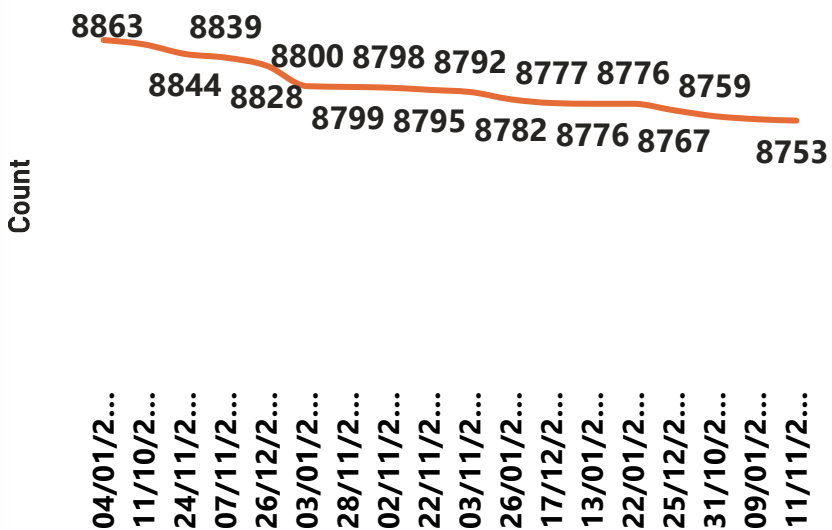
Total Missed Call Count With Respect
To Dates



Total Missed Call Count With
Respect To Time



Total Missed Call Count With Respect
To days



Our Call Center(Generic issue) Performance dash board -1

Date Filter

10/10/2024



1/31/2025



District Filter

All



Unique vs. Total Count Filter

Total Count



Scheme Filter

All



Issue Resolved Filter

All



Total Chat's transferred
986767



Total Chat Call's done
159126



Call done by Our Call Center (Chat bot data+ Missed call da...



Total Missed Call's transferred to Call Center
312291



Total Missed Call done by Call Center
75448



234574

Call Resolution Status by Our Call Center

56187



follow-up required

55792



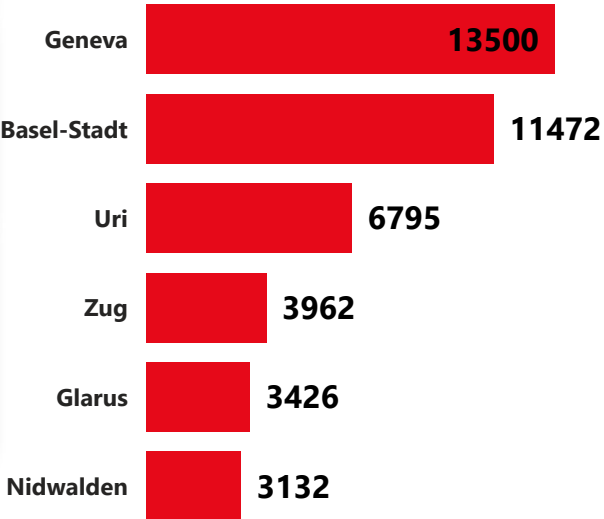
resolution provided

33457

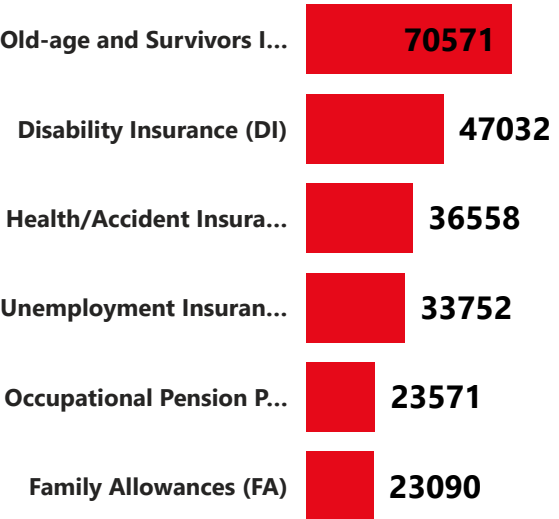


Escalation needed

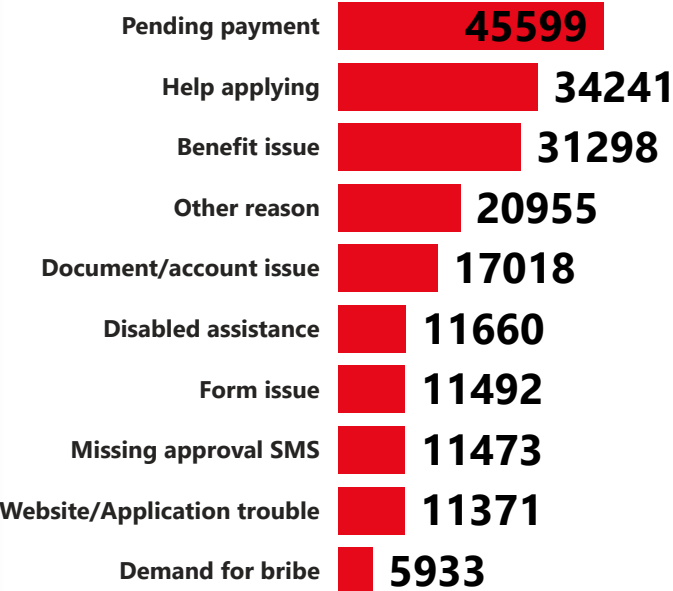
Top 06 District by Total Call Done



Total Call count by Scheme Wise



Top issues Scheme Wise



Our Call Center(Generic issue) Performance dash board -2

Date Filter

10/10/2024

1/31/2025

Constituency Filter

All

Unique vs. Total Count Filter

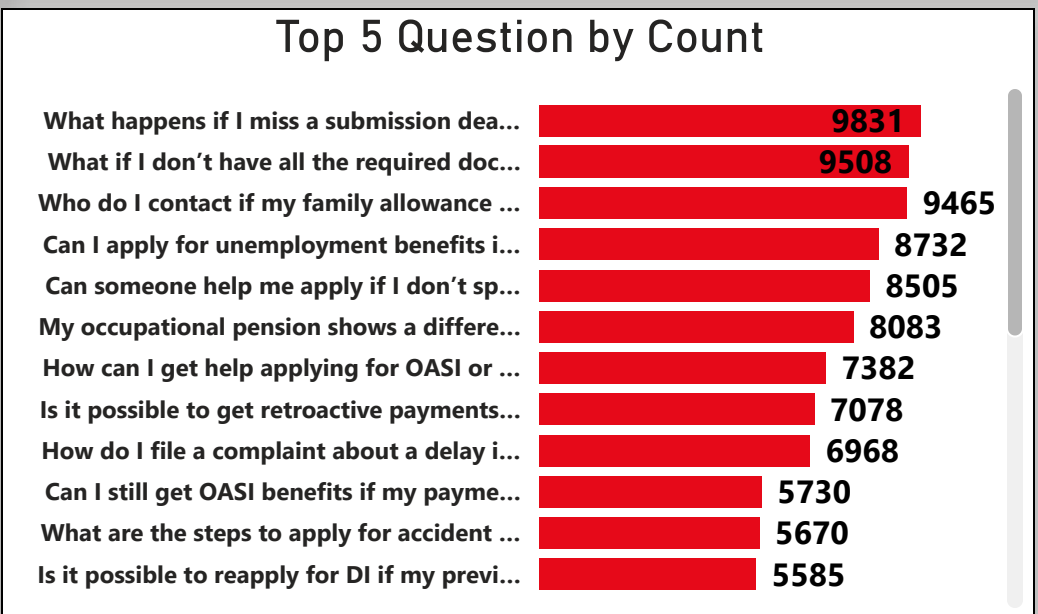
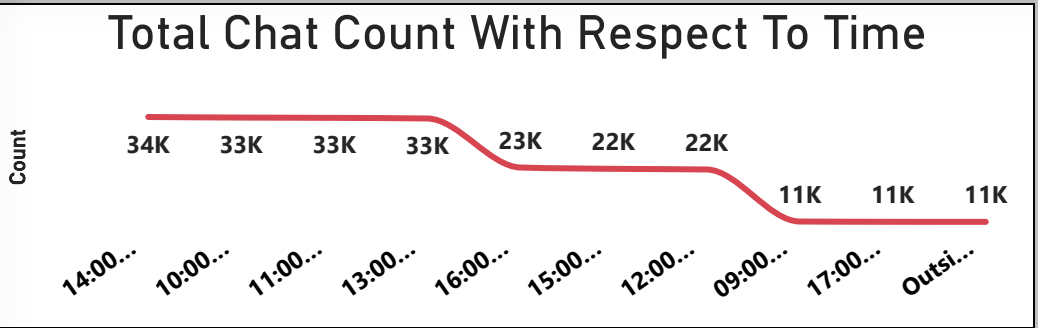
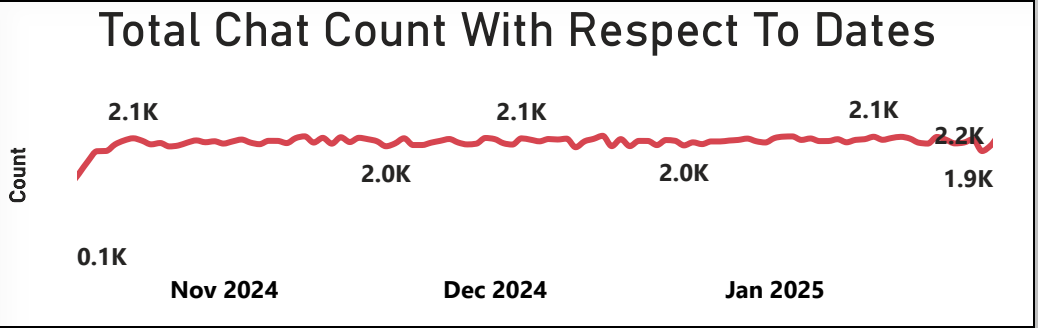
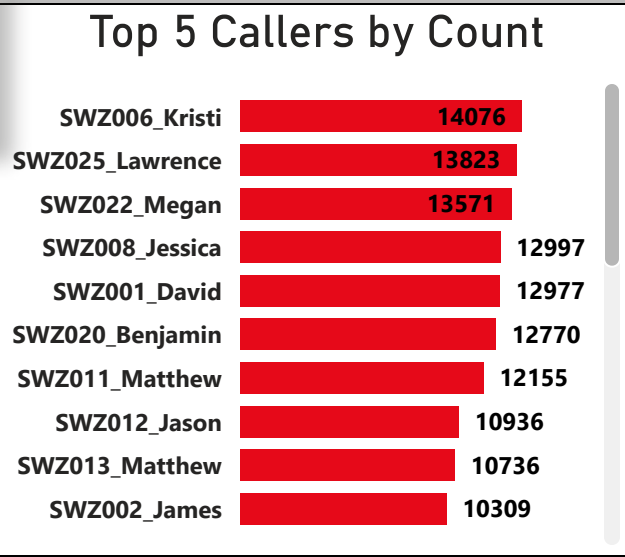
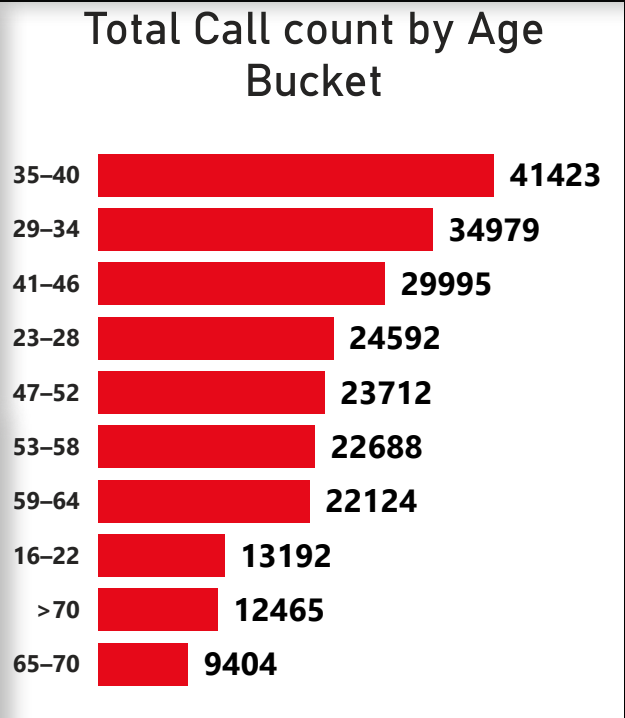
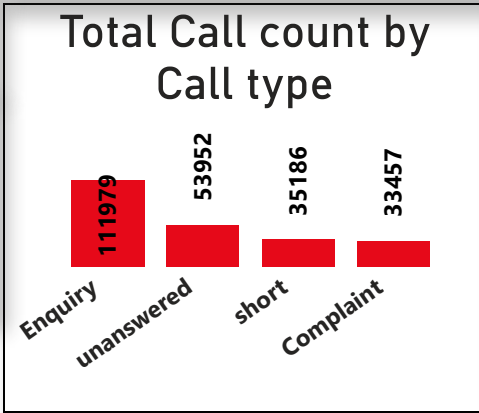
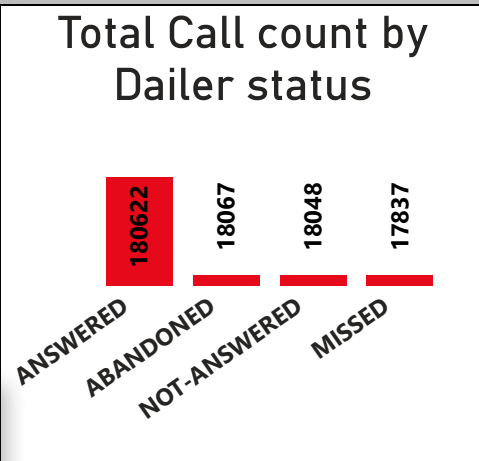
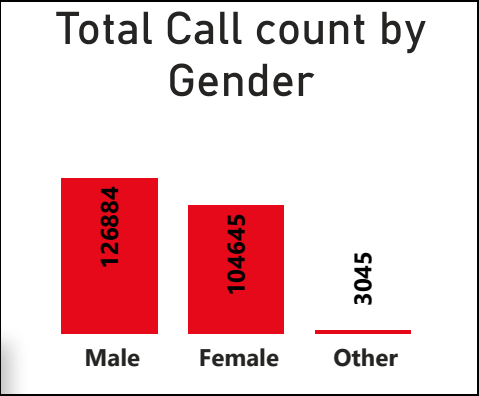
Total Count

Scheme Filter

All

Issue Resolved Filter

All



District Office Call Center -1

Date Filter

10/10/2024

1/31/2025

Unique vs. Total Count Filter

Total Count

Issue Resolved Filter

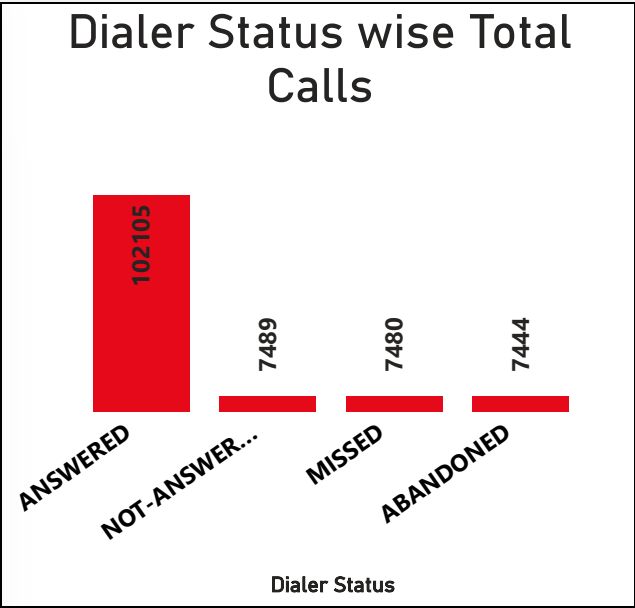
All

District Filter

All

Scheme Filter

All

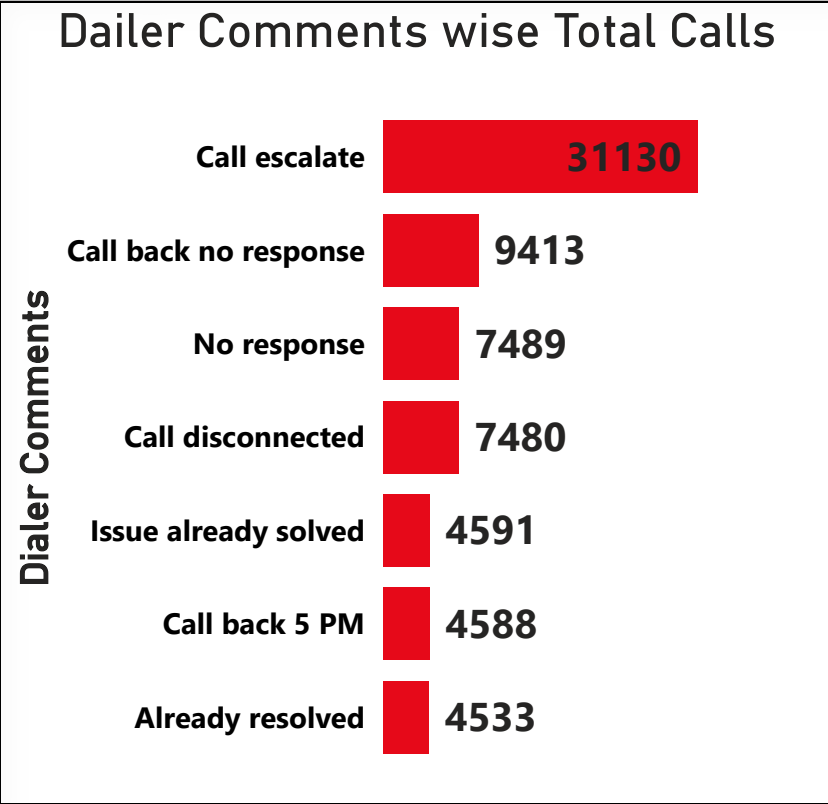
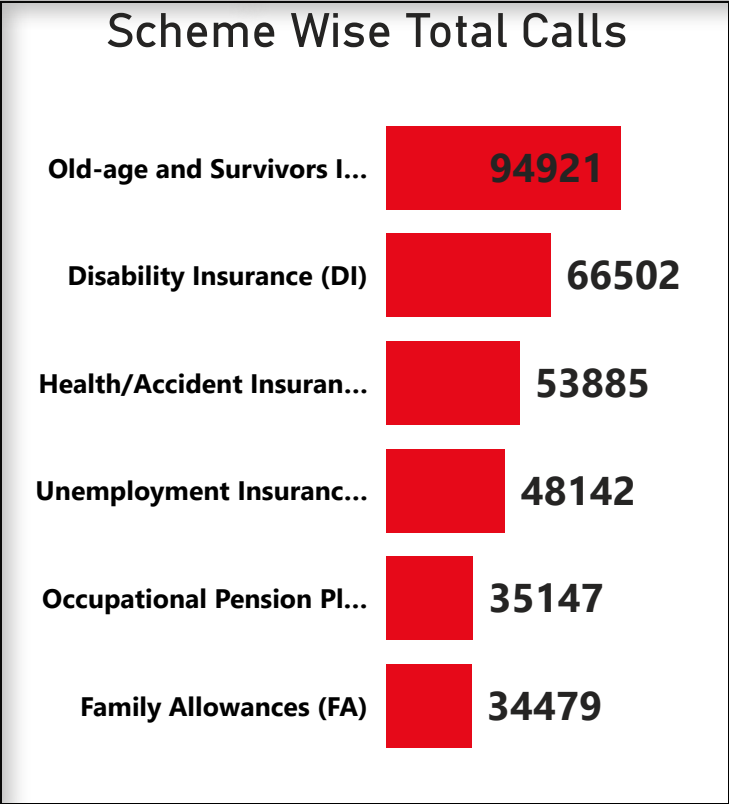
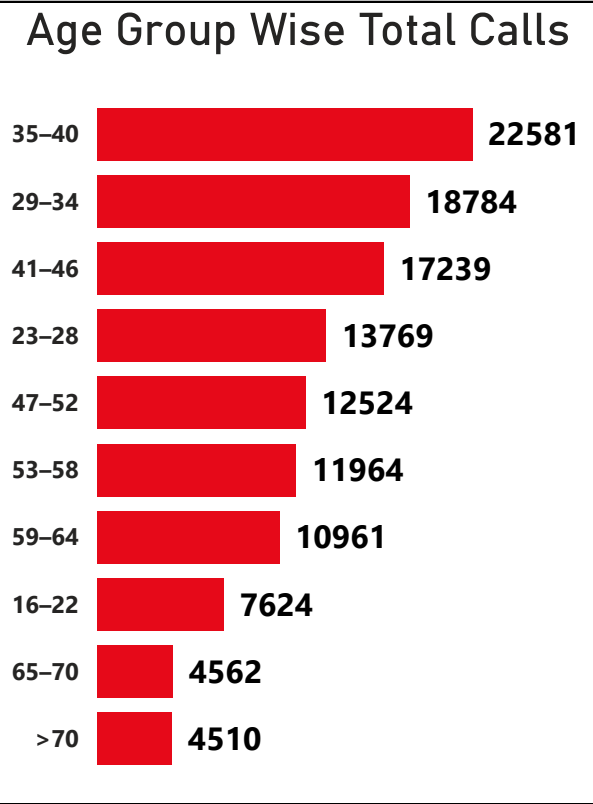


Total calls tranfered

222,354

Total Call done

124518



District Office Call Center Dash board -2

Date Filter

10/10/2024



1/31/2025



Unique vs. Total Count Filter

Total Count



Issue Resolved Filter

All



District Filter

All

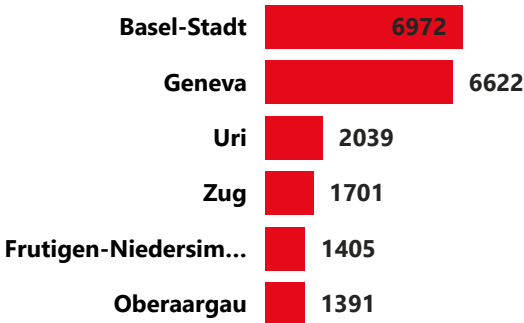


Scheme Filter

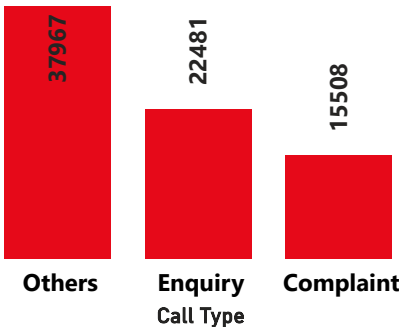
All



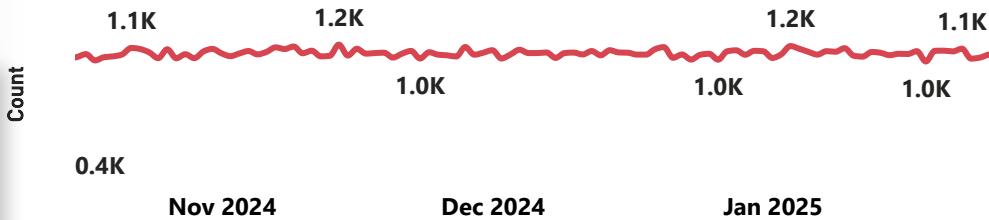
Top 5 District by Call Count



Call Type Wise Total Calls



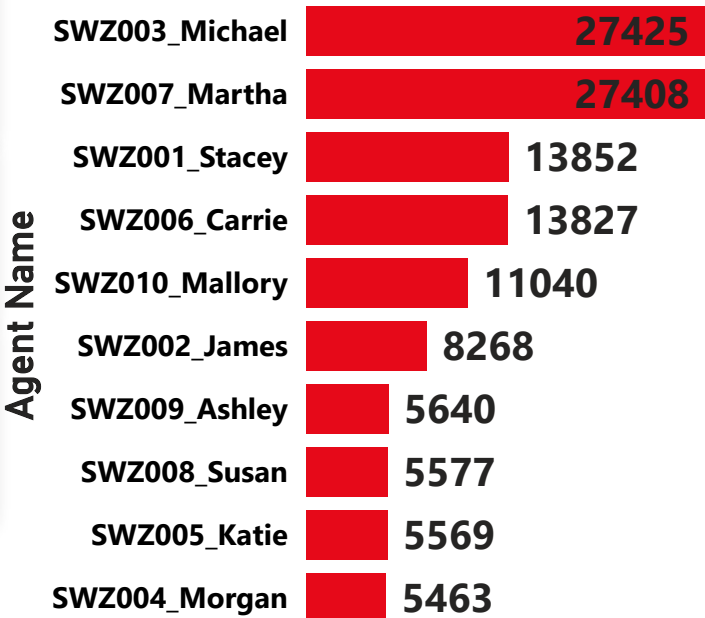
Total Chat Count With Respect To Dates



Total Chat Count With Respect To Time



Caller Wise Total Calls Count




Question wise Total Count



National Councillor Office Call Center- 1

Date Filter

10/10/2024 

1/31/2025 

Unique vs. Total Count Filter

Total Count 

Issue Resolved Filter

All 

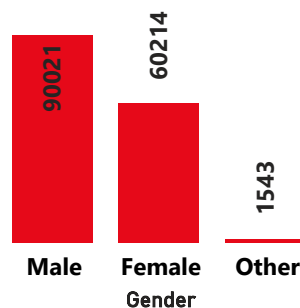
District Filter

All 

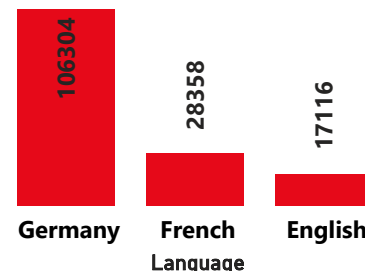
Scheme Filter

All 

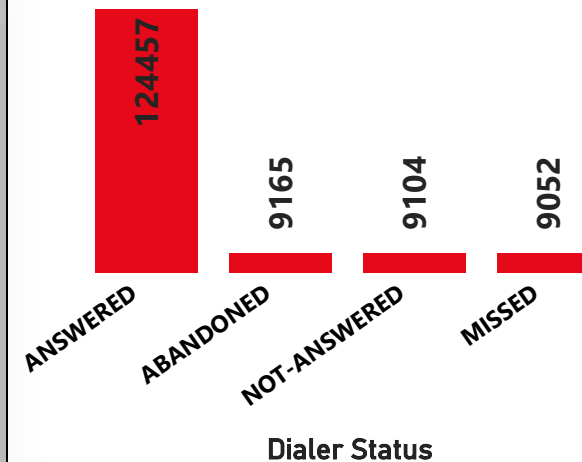
Gender Wise Total Calls



Language Wise Total Calls



Dialer Status wise Total Calls



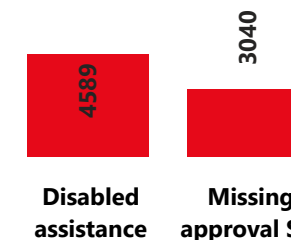
Total calls tranfered

312291

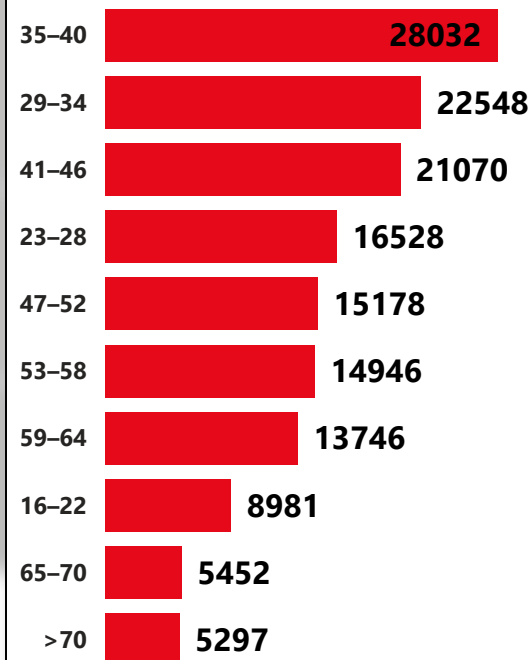
Total Call done

151778

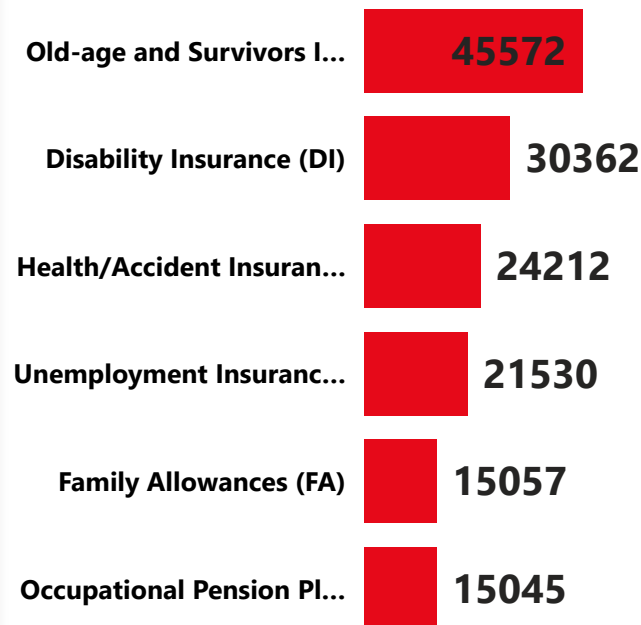
Scheme Assistance Wise Total Calls



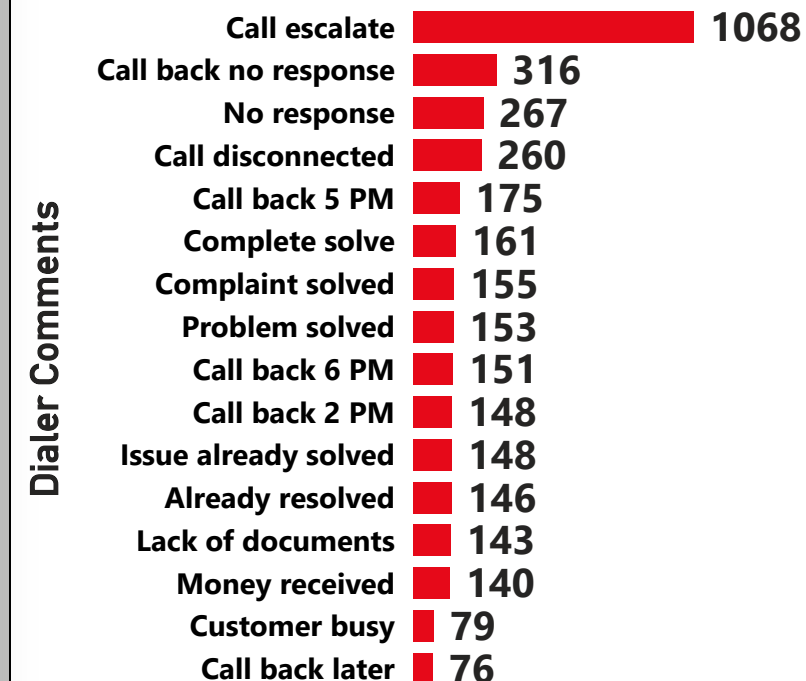
Age Group Wise Total Calls



Scheme Wise Total Calls



Dailer Comments wise Total Calls



National Councillor Office Call Center -2

Date Filter

10/10/2024

1/31/2025

Unique vs. Total Count Filter

Total Count

Issue Resolved Filter

All

District Filter

All

Scheme Filter

All

