

Call center dashboard

Clear all slicers

Total calls
111K

Total calls duration (min)
3M

Avg call duration (min)
26.01

Response time (%)
60.17%

Date

01/01/2018



31/12/2023



Channel

All

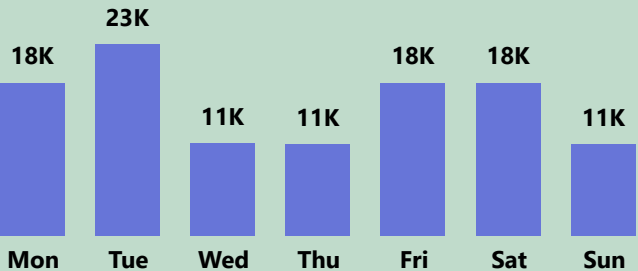


City

All



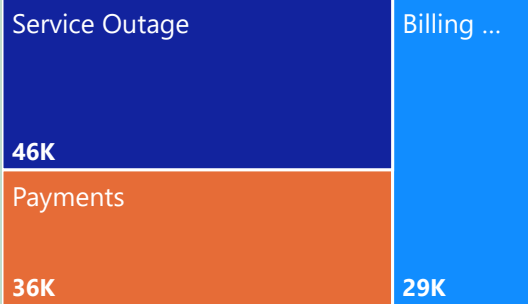
Total calls by week days



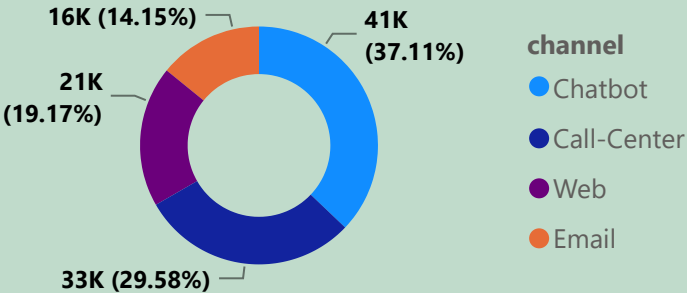
Total calls by province



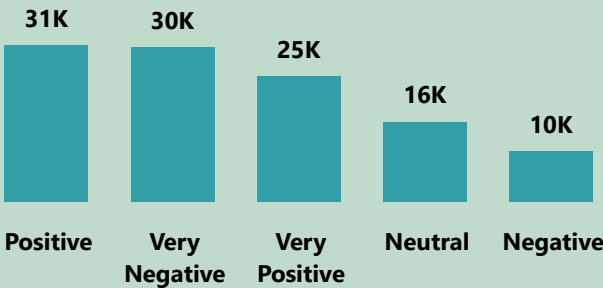
Total calls by reason



Total calls by channel



Total calls by sentiment



Total calls by call centre

