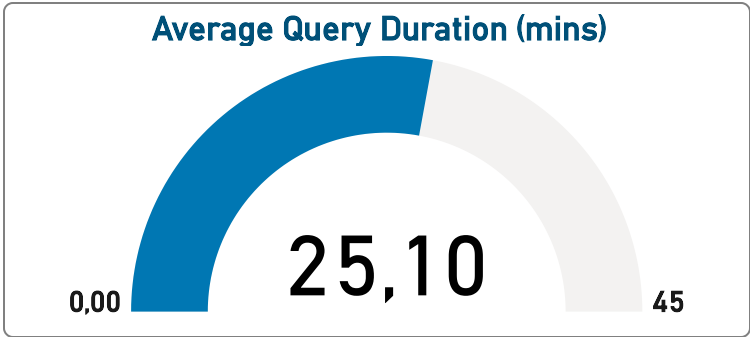
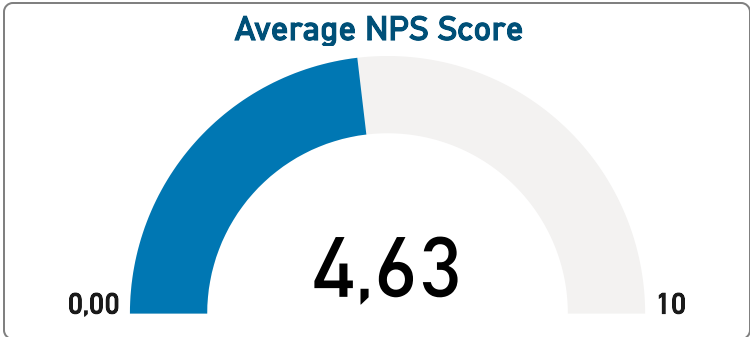
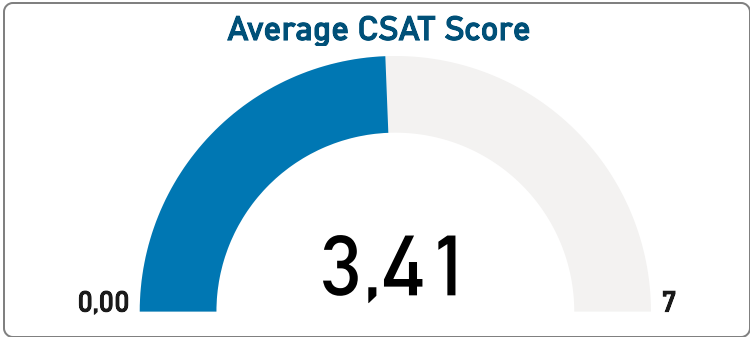


CALL CENTER STATISTICS | OVERVIEW

23/01/2025 12:45:41

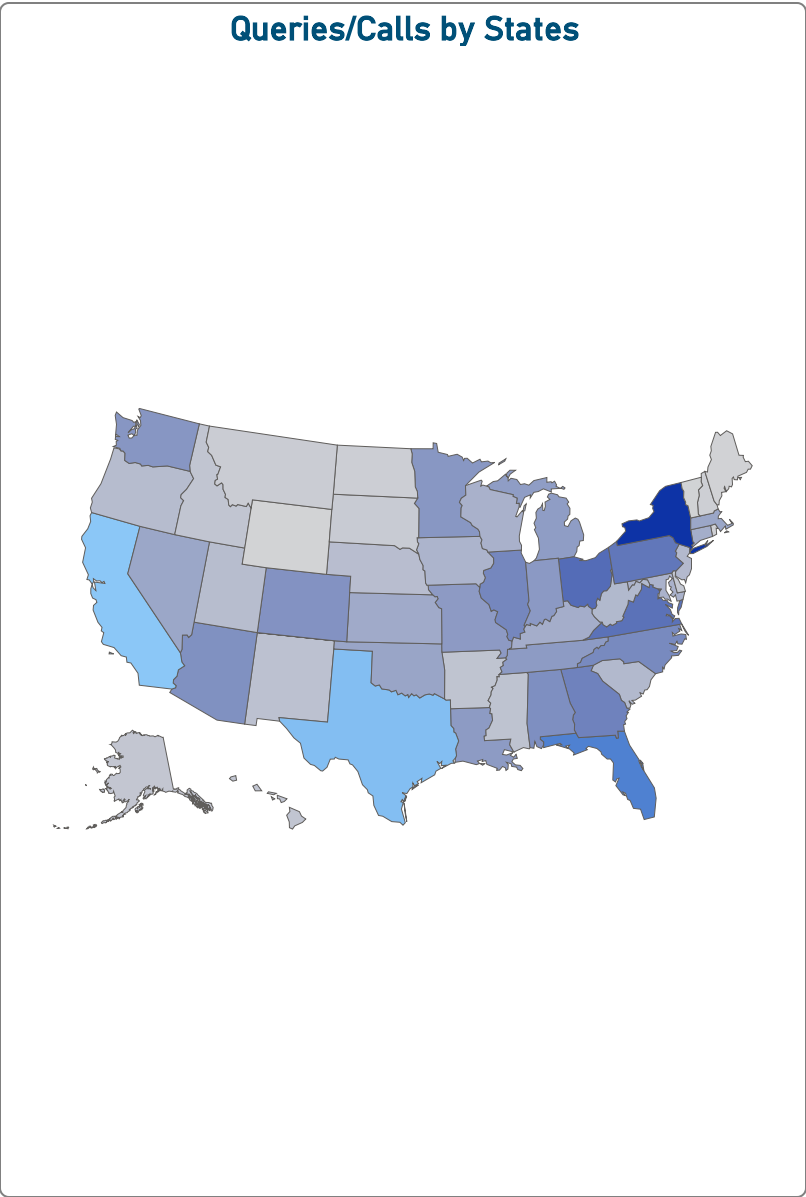
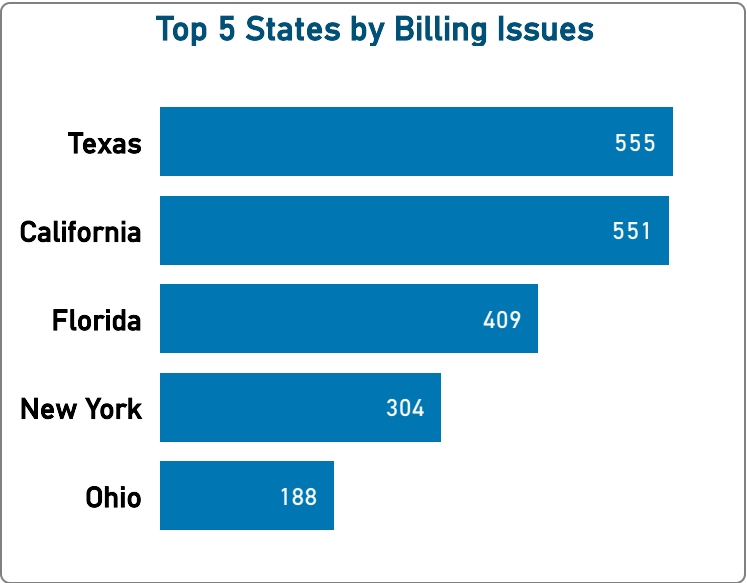
Last Data Update



Top 10 Cities

Given by Number of Queries and Avg. Duration (mins)

City	Queries	Avg. Duration (Mins)
Atlanta	26	21,65
Boston	18	22,44
Dallas	24	26,96
El Paso	31	26,52
Houston	29	24,24
Kansas City	18	22,50
Los Angeles	20	22,90
Minneapolis	20	22,85
New York City	19	25,11
San Diego	23	22,26
Washington	54	24,87



CALL CENTER STATISTICS | SEASONALITY

23/01/2025 12:45:41

Last Data Update

Channel

All

▼

Call Center

All

▼

Reason

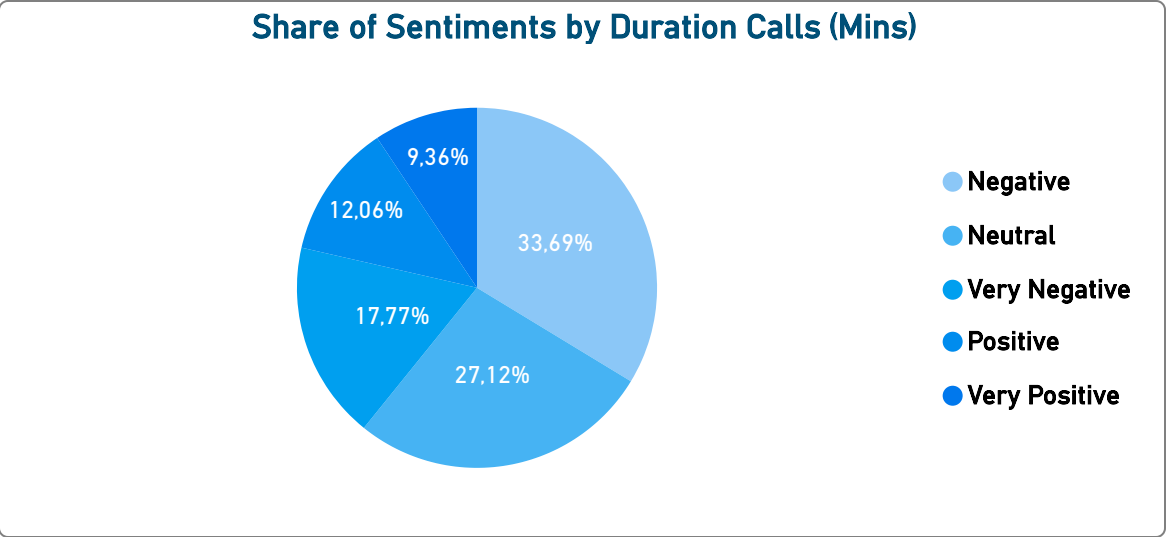
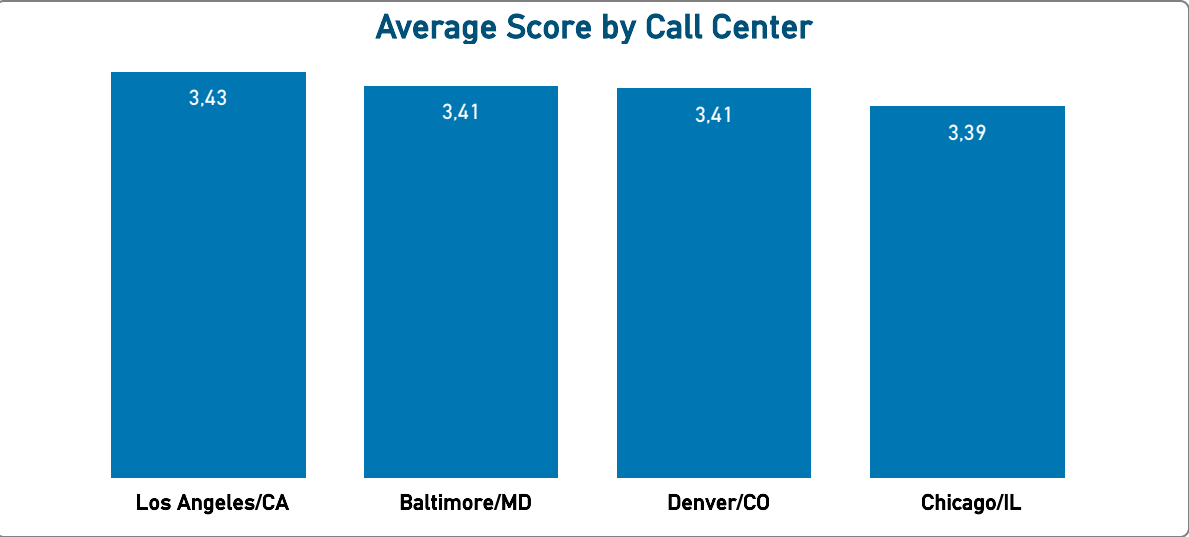
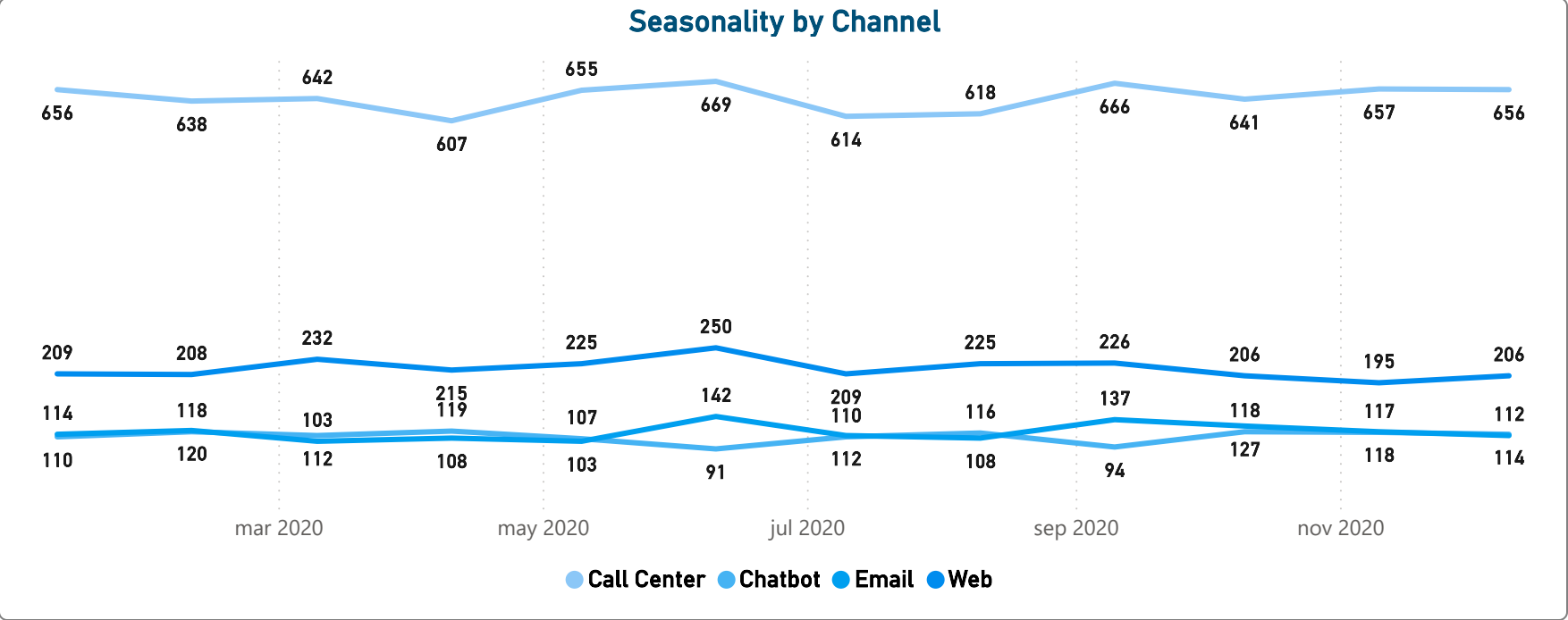
All

▼

Duration Call

All

▼



CALL CENTER STATISTICS | SCORES

23/01/2025 12:45:24

Last Data Update

Duration Call

All

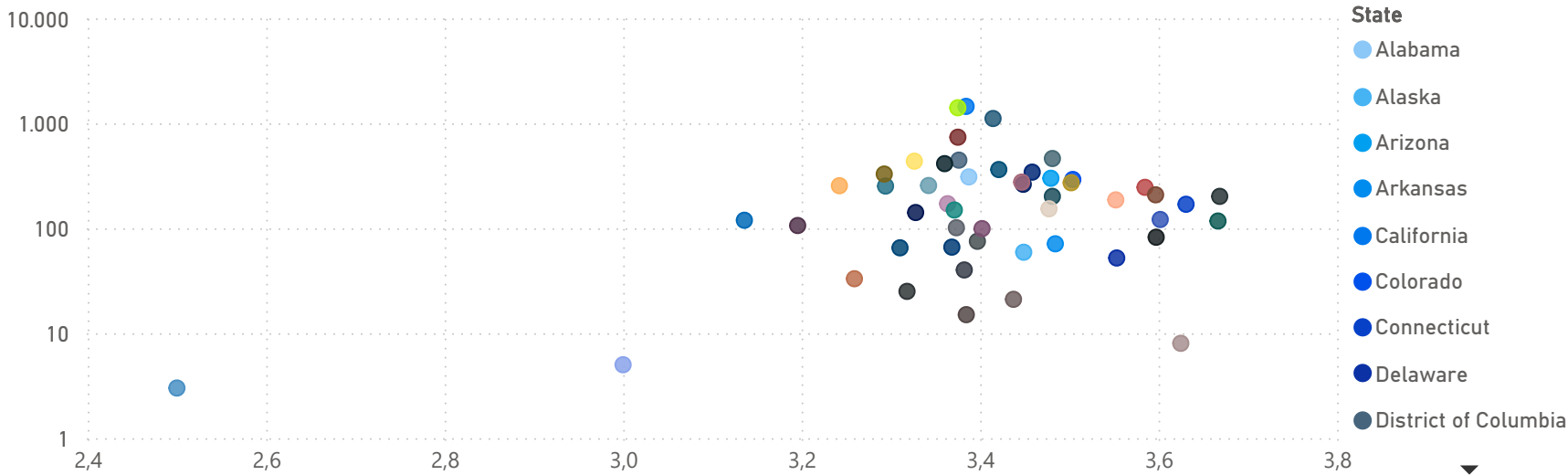
Call Center

All

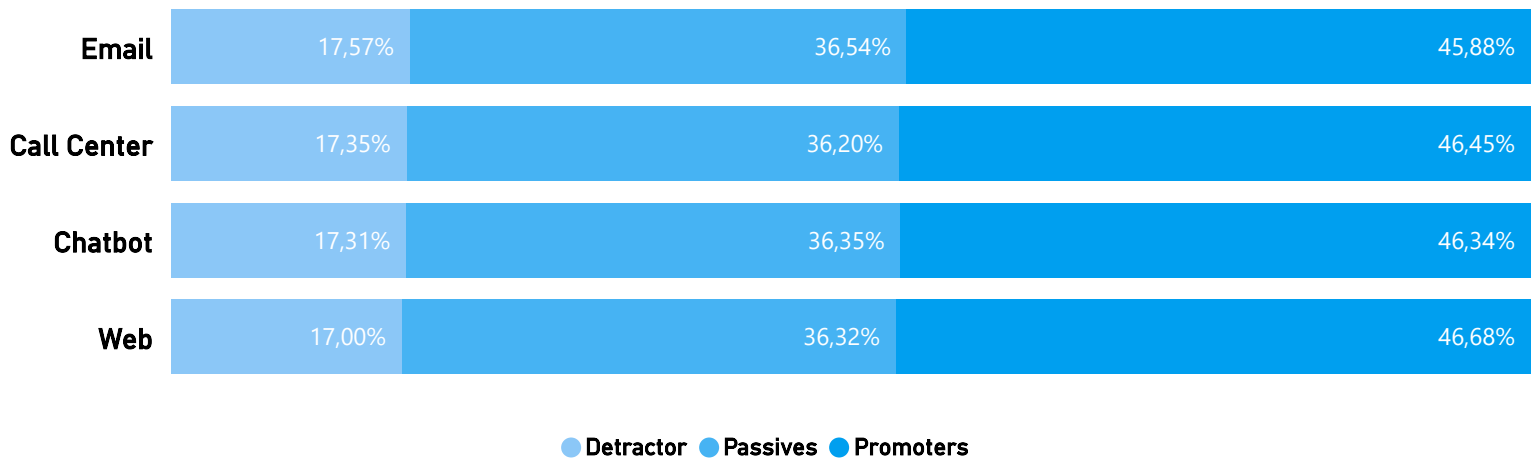
City

All

Correlation between CSAT Score and Queries



Average of NPS Score by Channel Description and Description



Date Range

10/01/2020



10/12/2020



Queries

Given by Call Center and Duration Call (Mins)

Call Center	Long Call	Short Call	Standard Call	Total
Baltimore/MD	2627	516	1147	4290
Chicago/IL	1322	273	549	2144
Denver/CO	665	135	298	1098
Los Angeles/CA	3337	650	1536	5523
Total	7951	1574	3530	13055