

CALL CENTER DASHBOARD |HOME



MENU

home

grid

FILTERS

Channel

All

Date

10/1/2020

10/31/2020

City

All

Total calls

32.9K

Total call duration (hrs)

13.74K

Total call duration (min)

824.2K

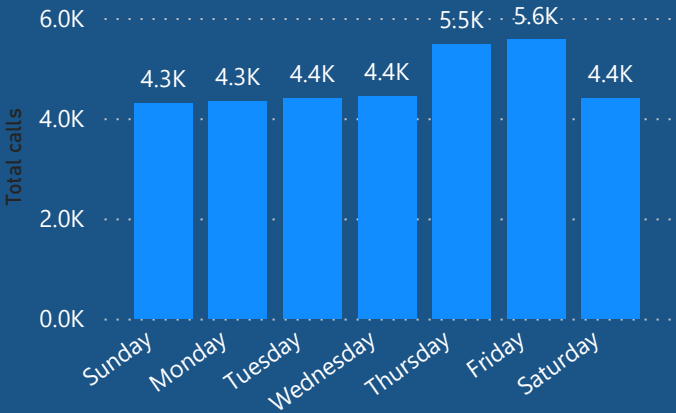
Avg call duration (min)

25.02

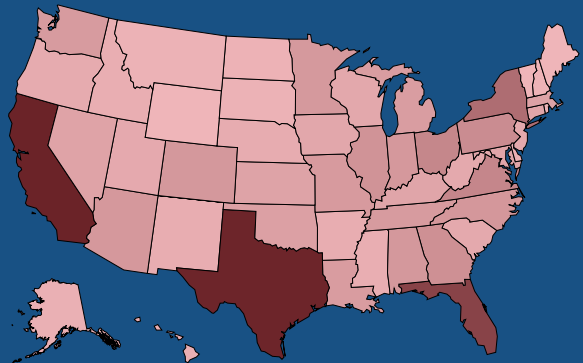
reponse time %

75.3%

Total calls by day



Total calls by State



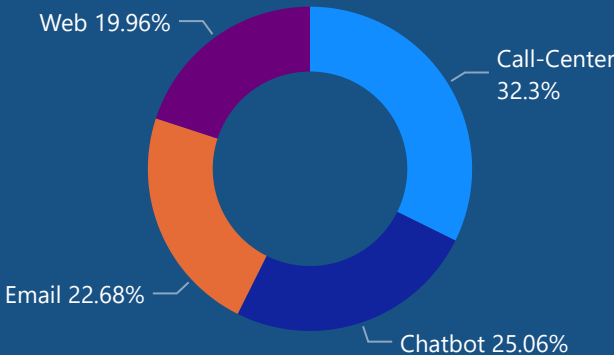
Total calls by Reason

Billing Question

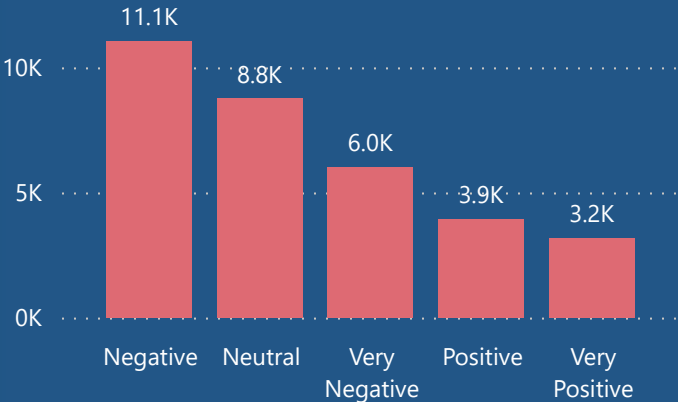
Payments

Service Outage

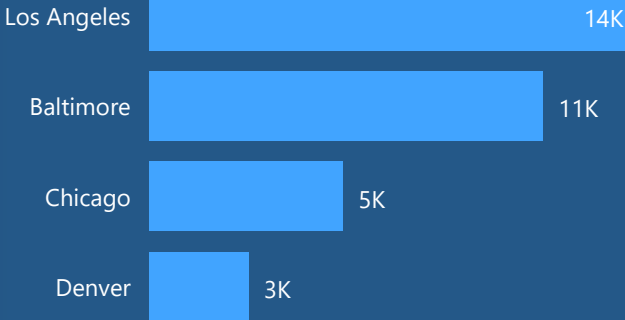
Total calls by Channel



Total calls by Sentiment



Total calls by Call-Centres City



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[illegible]