Total Calls
32,94K

Total Call Duration (hrs)

13,74K

Total Call
Duration (min)

824,22K

Avg Call Duration (min)

25,02

Response Time %

75,26%

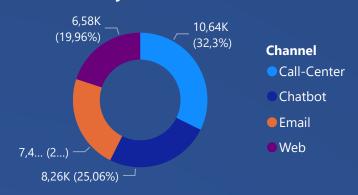
### **Total Calls by Day**



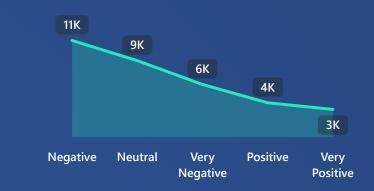
#### **Total Calls by State**



### **Total Calls by Channel**



## **Total Calls by Sentiment**



# Total Calls by Reason



# Total Calls by Call-Centres

