Total Calls **32,94K** 

Total Call Duration (hrs)

13,74K

Total Call
Duration (min)

824,22K

Avg Call Duration (min)

25,02

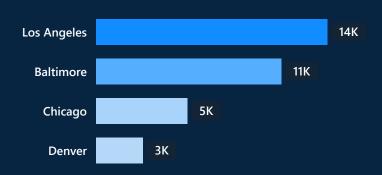
Response Time %

75,26%

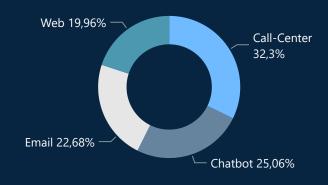
#### **Total Calls by Day**



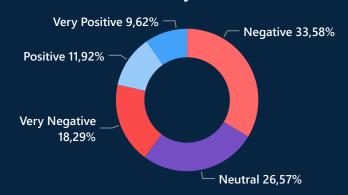
# **Total Calls by Call-Centres**



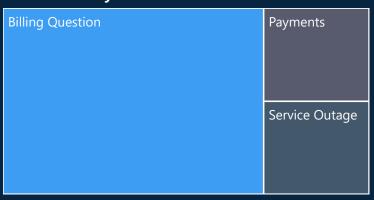
#### **Total Calls Percent by Channel**



### **Total Calls Percent by Sentiment**



# Total Calls by Reason



### **Total Calls by State**

