



Call Center Dashboard

Call_Center

All

Date

10/1/2023



10/31/2023



channel

☐ Call-Center

Main Dashboard

Grid

Total Calls

33K

Call Duration (Hrs)

13.74K

Total Call Duration (Min)

824K

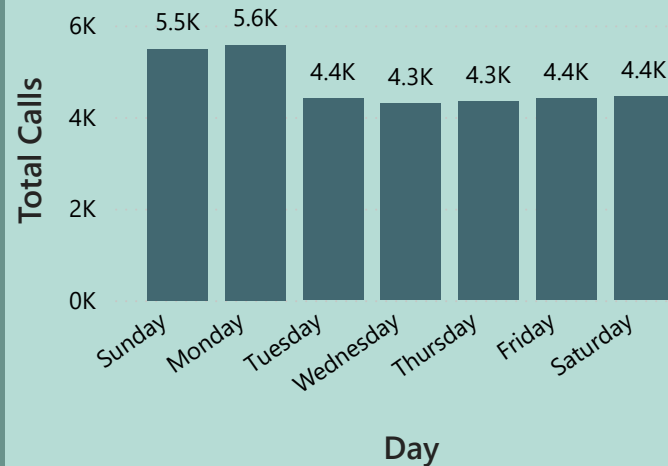
Average Call Duration (Min)

25.02

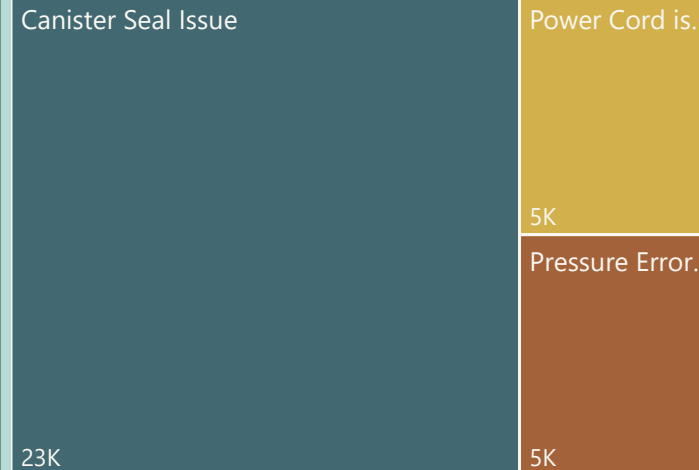
Response Time %

75.26%

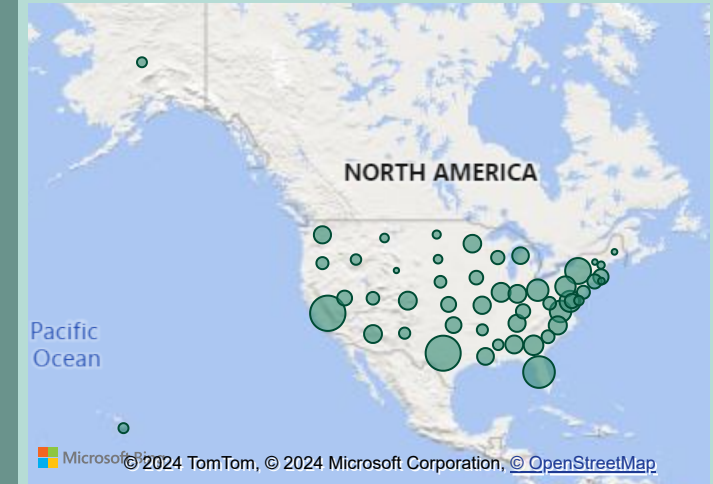
Total Calls by Day of the Week



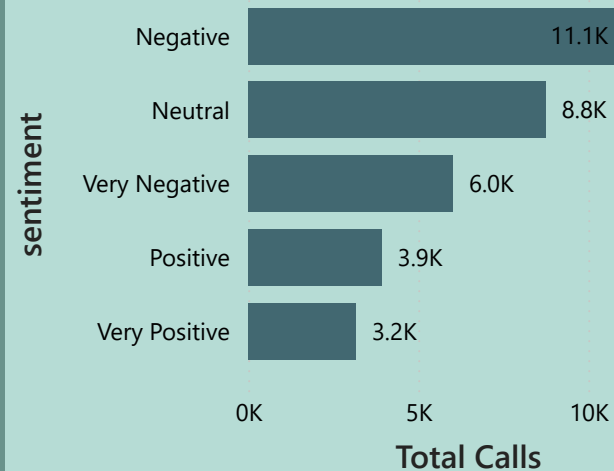
Total Calls by reason



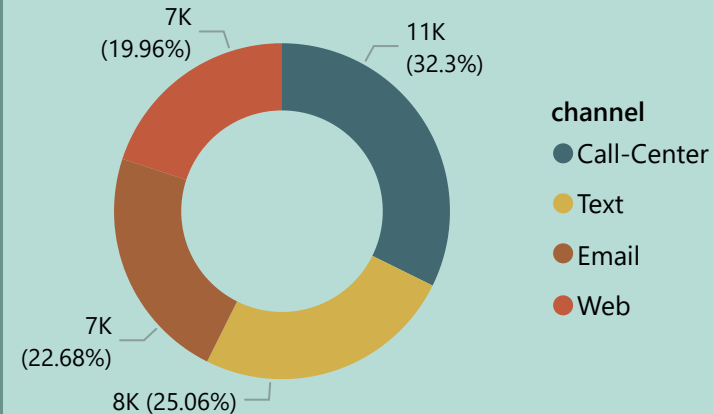
Total Calls by state



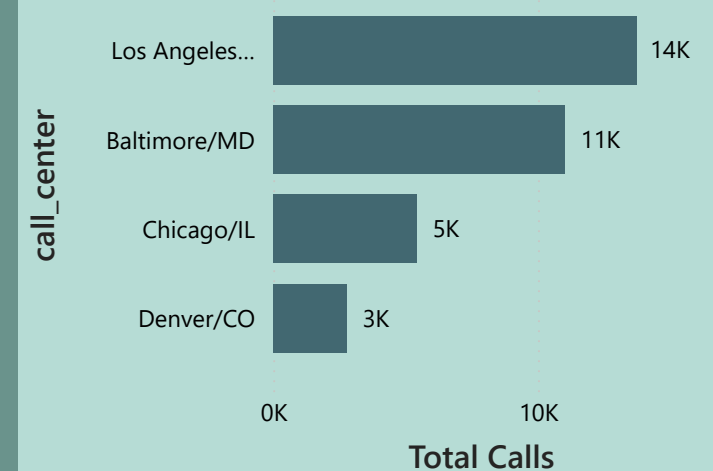
Total Calls by sentiment



Total Calls by channel



Total Calls by call_center





Call Center Dashboard

Call_Center

All

Date

10/1/2023

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channel

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Main Dashboard

Grid

Total Calls

33K

Total Call
Duration (Hrs)

13.74K

Total Call Duration
(Min)

824K

Average Call
Duration (Min)

25.02

Response Time %

75.26%

id	city	state	channel	call_center	Total Calls	Total Call Duration in Min	sentiment
AAF-97589540-z-453138-Ua	Tuscaloosa	Alabama	Call-Center	Chicago/IL	1	28	Neutral
AAH-47182806-V-056613-xt	Montgomery	Alabama	Call-Center	Denver/CO	1	42	Negative
AAR-72355759-x-505886-4w	Montgomery	Alabama	Call-Center	Los Angeles/CA	1	7	Very Negative
ABR-65702060-X-640676-U7	Birmingham	Alabama	Email	Baltimore/MD	1	14	Negative
ABT-54121115-T-403439-oJ	Gadsden	Alabama	Call-Center	Los Angeles/CA	1	10	Very Negative
AED-99008046-h-766475-5I	Anniston	Alabama	Email	Chicago/IL	1	32	Very Negative
AEP-60017336-8-343884-AI	Mobile	Alabama	Web	Denver/CO	1	43	Very Negative
AFH-55414603-N-936348-Ze	Mobile	Alabama	Text	Los Angeles/CA	1	28	Positive
AHB-75378428-A-736943-6o	Birmingham	Alabama	Call-Center	Baltimore/MD	1	31	Negative
AIG-50712617-X-263128-Rn	Birmingham	Alabama	Email	Chicago/IL	1	16	Very Negative
AIT-61813654-Z-632072-oQ	Birmingham	Alabama	Call-Center	Los Angeles/CA	1	18	Negative
AND-11197133-H-206043-FB	Birmingham	Alabama	Email	Los Angeles/CA	1	40	Positive
AOS-15148530-y-411327-Sf	Birmingham	Alabama	Web	Denver/CO	1	12	Negative
AOY-31318129-Q-195755-oZ	Mobile	Alabama	Web	Los Angeles/CA	1	45	Very Negative
APT-27467127-J-620552-Lh	Montgomery	Alabama	Email	Los Angeles/CA	1	22	Negative
AQF-80850124-a-660076-IW	Birmingham	Alabama	Call-Center	Chicago/IL	1	11	Negative
AQT-75516915-q-341305-do	Mobile	Alabama	Text	Los Angeles/CA	1	26	Neutral
ARL-23170296-b-673109-wY	Birmingham	Alabama	Email	Baltimore/MD	1	22	Very Positive
ARR-38861923-a-115782-U3	Huntsville	Alabama	Text	Denver/CO	1	27	Neutral
ATG-75025064-S-252674-vR	Birmingham	Alabama	Web	Baltimore/MD	1	36	Negative
ATS-32945525-p-342277-GU	Birmingham	Alabama	Email	Los Angeles/CA	1	5	Neutral
ATU-91293553-Y-554443-VU	Huntsville	Alabama	Email	Chicago/IL	1	7	Neutral
AVT-74410864-9-135085-qv	Birmingham	Alabama	Call-Center	Los Angeles/CA	1	35	Negative
AYW-33307887-B-158602-1Y	Montgomery	Alabama	Call-Center	Denver/CO	1	23	Negative
BAG-40627582-R-072064-Ja	Birmingham	Alabama	Web	Baltimore/MD	1	42	Negative
BAO-13408609-x-117131-L7	Huntsville	Alabama	Call-Center	Baltimore/MD	1	9	Negative
Total					32941	824,222	