

CALL CENTRE ANALYTICS DASHBOARD

Call By State

All

Calls Based On

All

Total Incoming Calls

33K

Total Call Duration

13,737

Hours

Average Call Duration

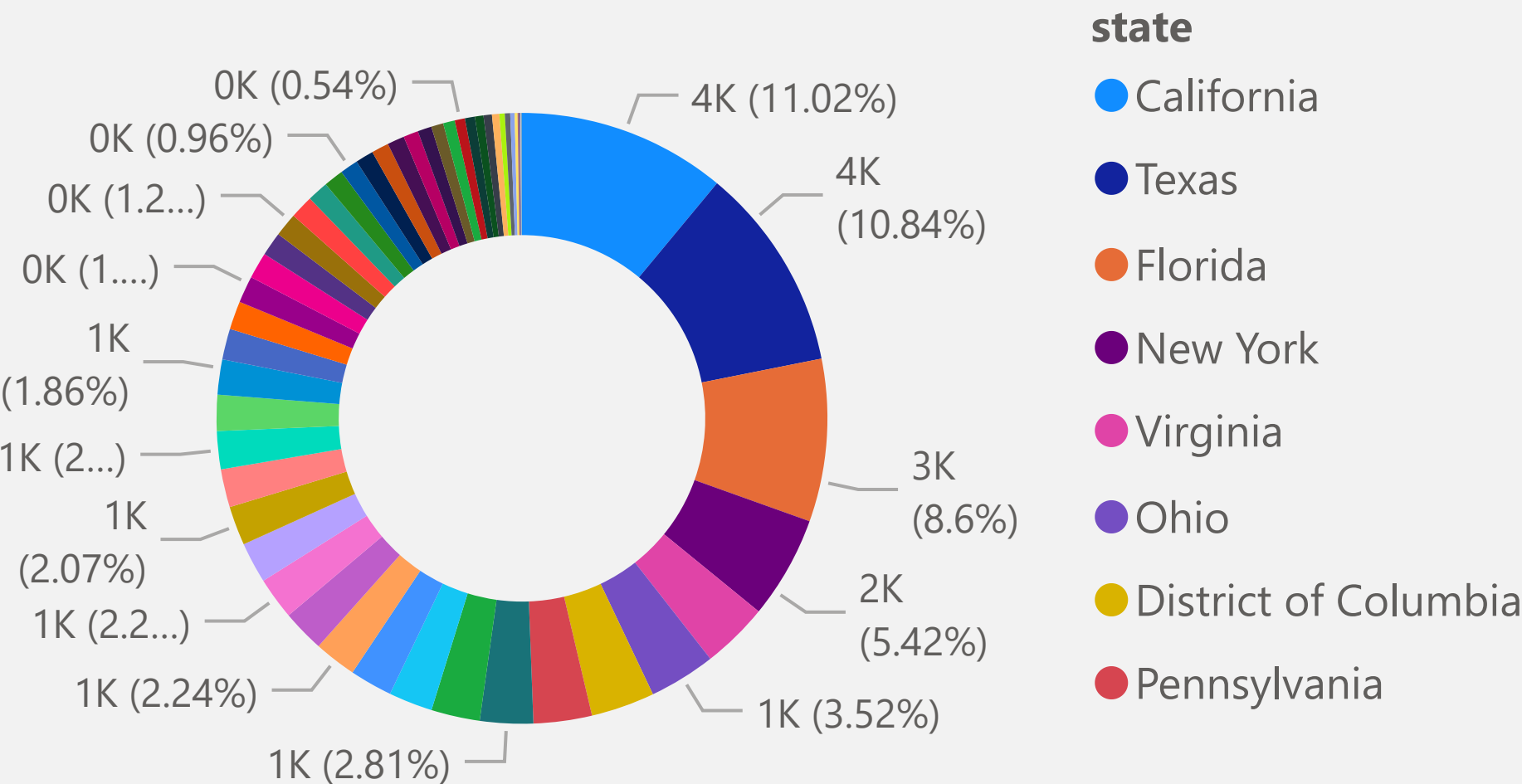
25

Minutes

Avg Satisfaction Score

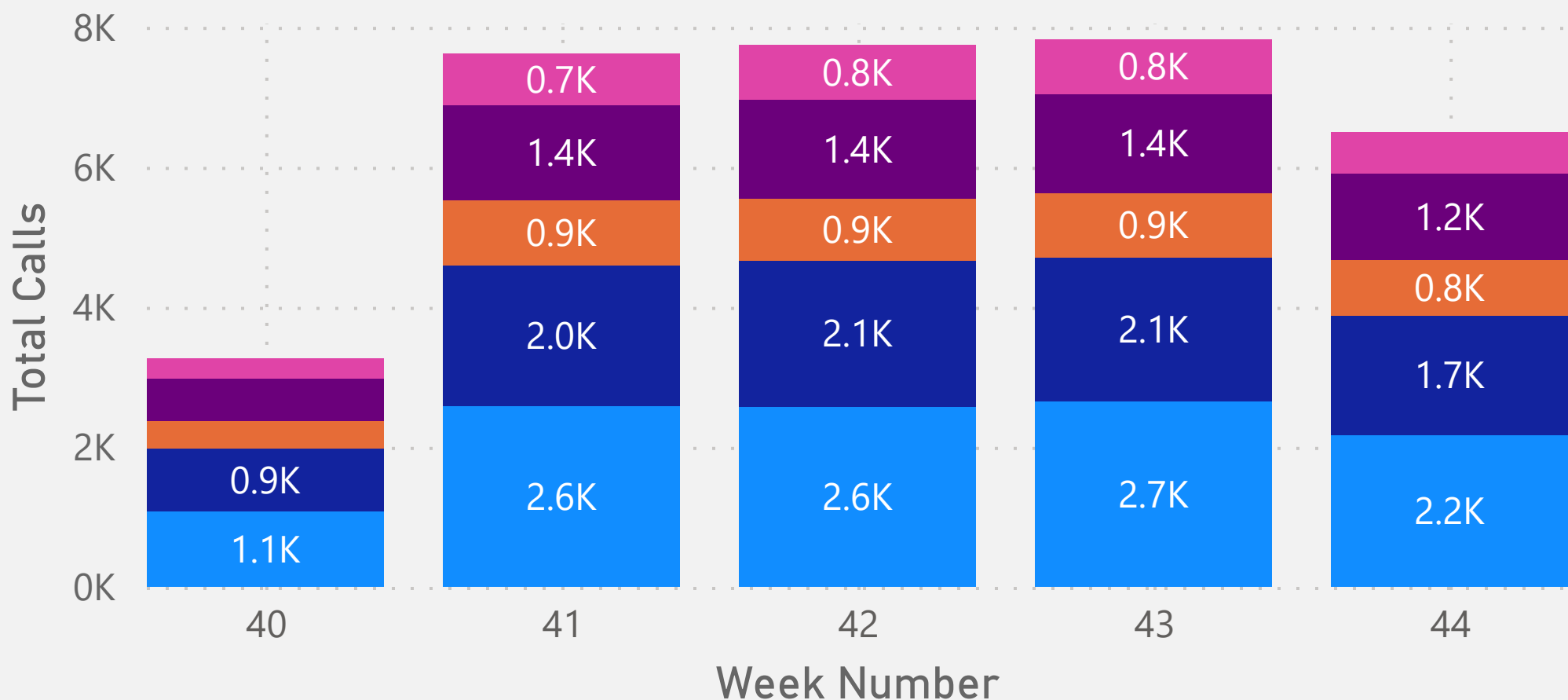
5.5

Total Calls By State

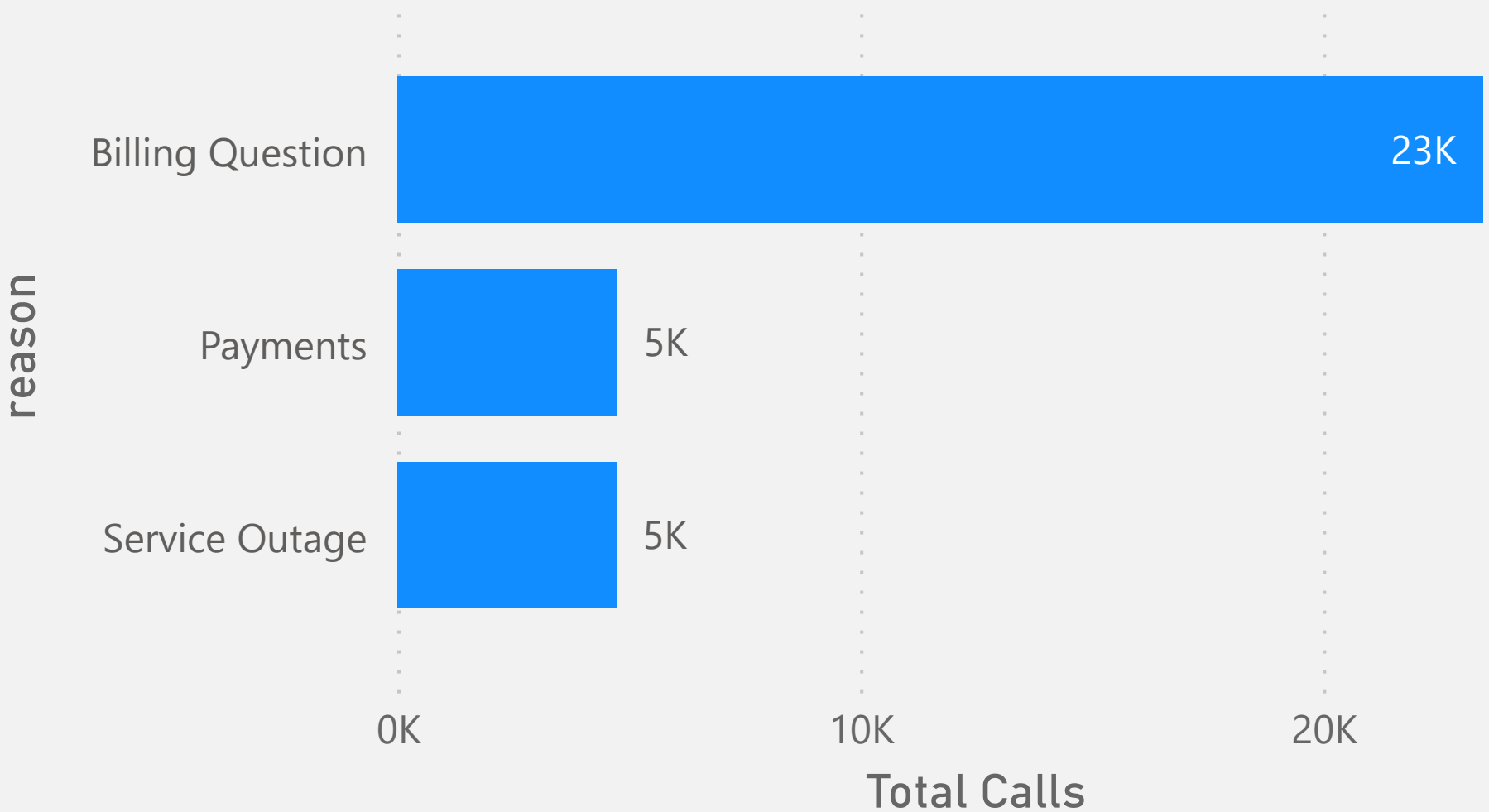


Total Calls By Week Number and Sentiment

sentiment Negative Neutral Positive Very Negative Very Positive



Call Reason



Call Sentiment

