



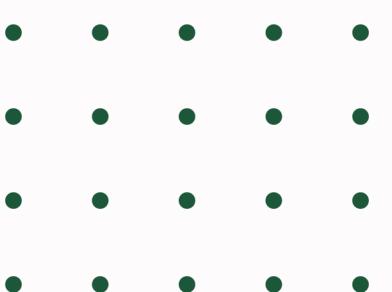
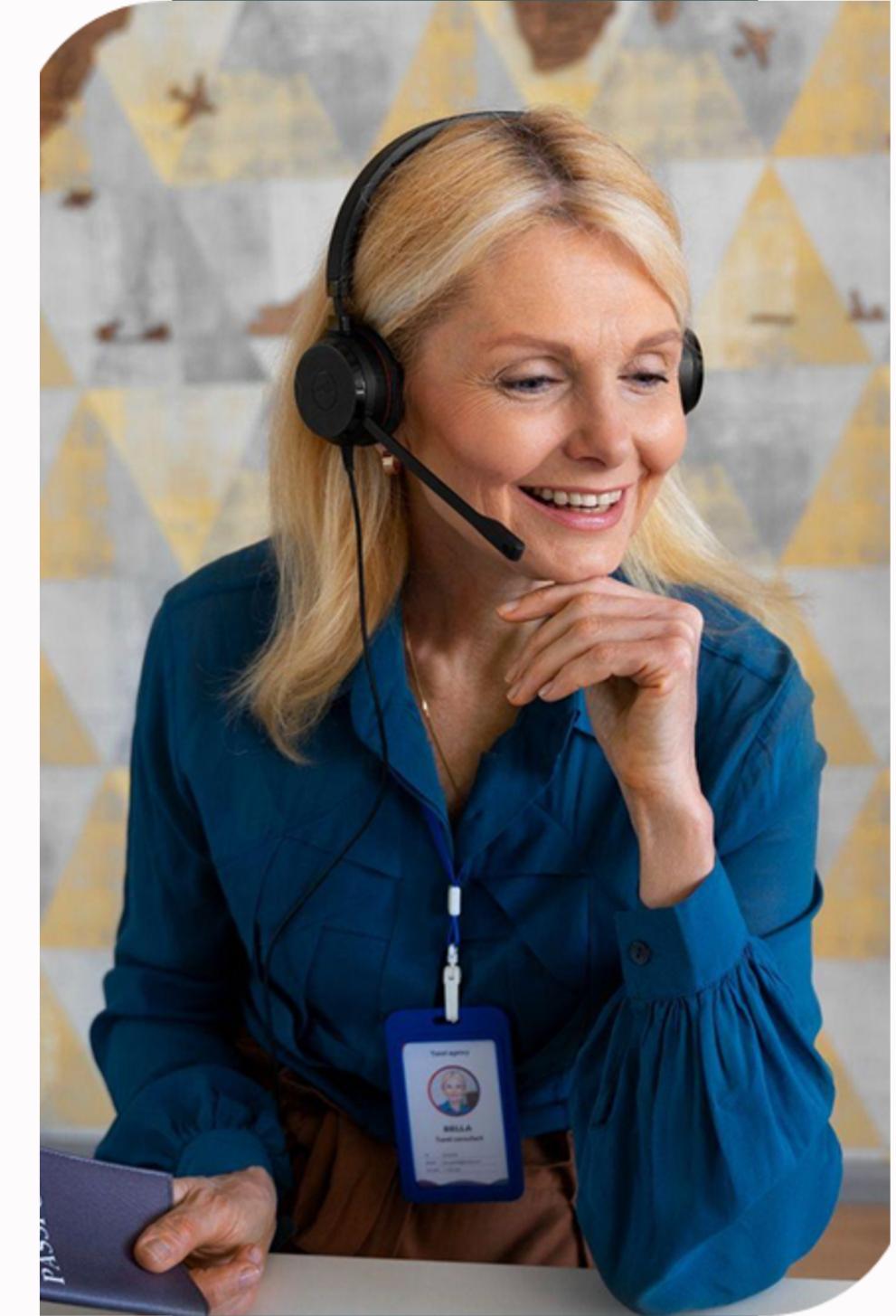
# Call Center Dashboard

Overview

Operations



Created By/ Mostafa Ahmed





# Calls Dashboard | Overview Oct 2020

Search By day

All



Total Calls



**32.9K**

Avg. Call Min



**25.0**

Positive Sentiment



**48.1%**

Negative Sentiment



**51.9%**

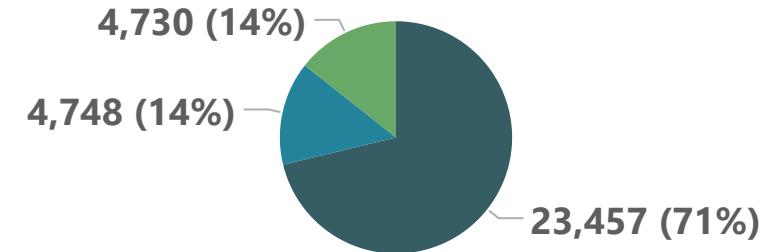


Total Calls by days in October

1,062 1,049 1,152 1,045 1,123 1,087 1,089 1,131 1,096 1,170 1,098 1,054 1,144 1,120

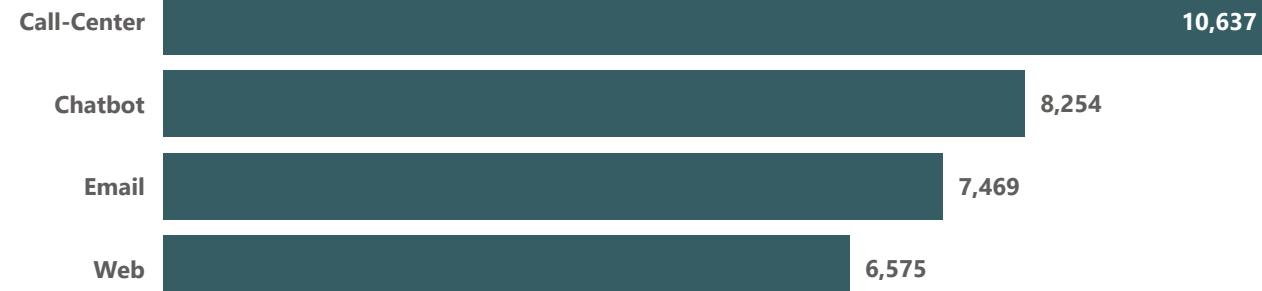
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30  
Days Of October

Total Calls | Reason

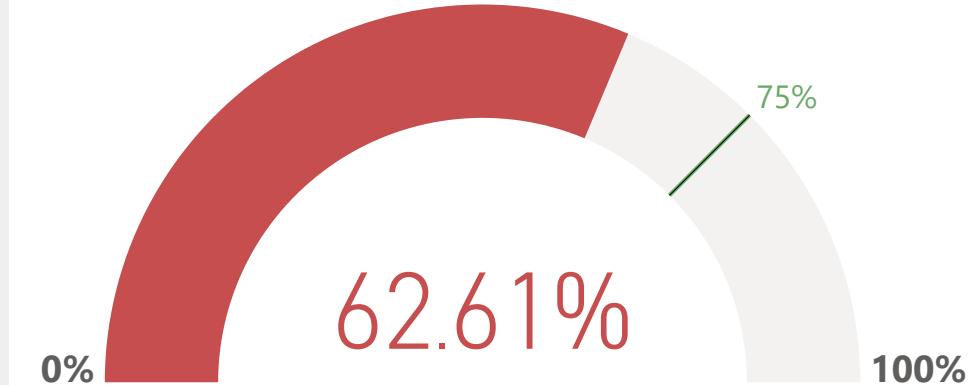


Reason ● Billing Question ● Payments ● Service Outage

Total Calls | Channel



Percentage of Total Calls | Within SLA





# Calls Dashboard | Operation Oct 2020

Search By Channel

All



Total Calls



**32.9K**

Avg. Call Min



**25.0**

Positive Sentiment



**48.1%**

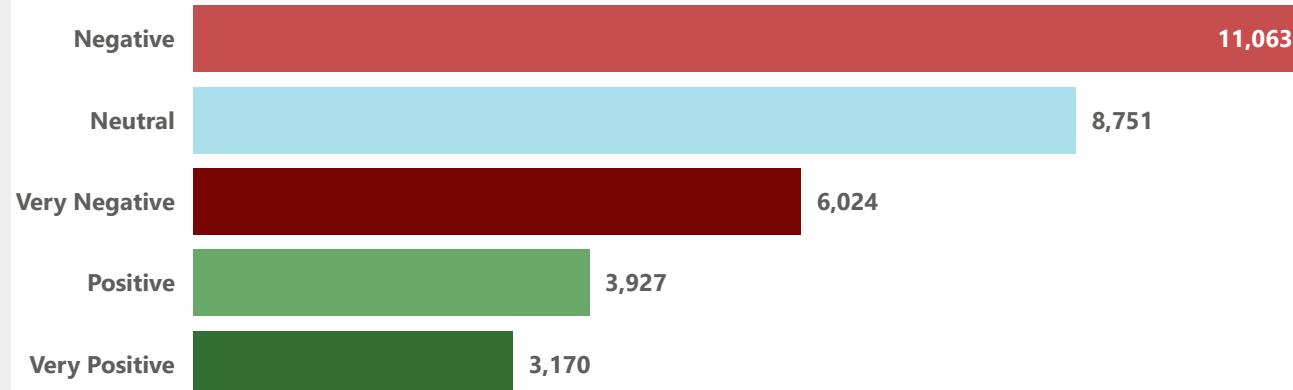
Negative Sentiment



**51.9%**



## Total Calls | Sentiment



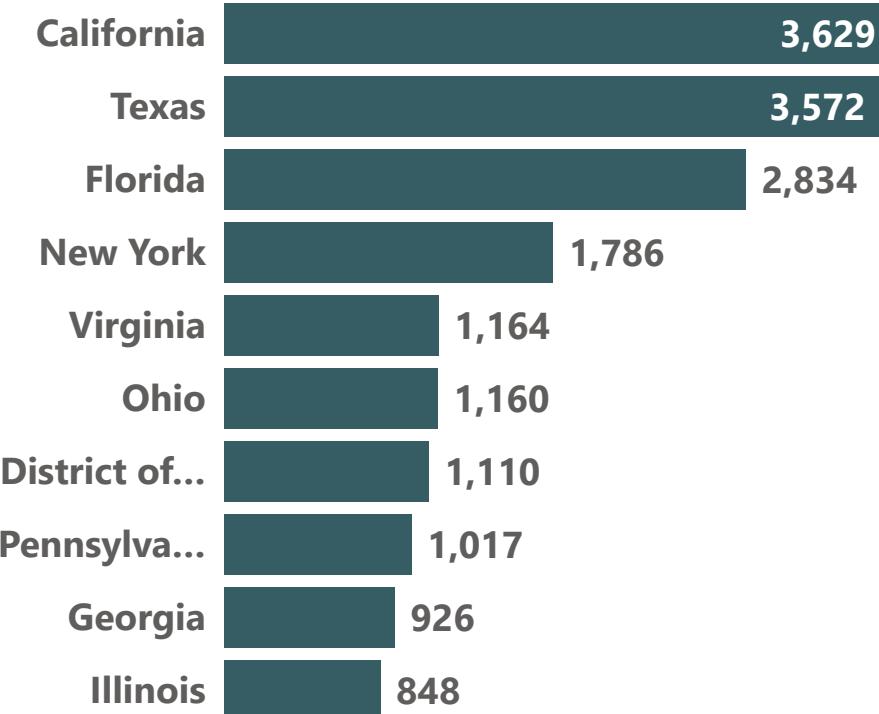
City

Negative Sentiment %

Positive Sentiment %

El Paso	55.68%	44.3%
New York City	54.79%	45.2%
Dallas	54.00%	46.0%
Washington	52.70%	47.3%
<b>Total</b>	<b>53.55%</b>	<b>46.5%</b>

## Total Calls | State





# THANK YOU!

Your Call Our Commitment.



Created By/ Mostafa Ahmed