



Overview Dashboard

March-2024

Welcome, Guest!

Select Call Center:

All

Baltimore/MD

Chicago/IL

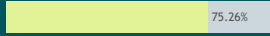
Denver/CO

Los Angeles/CA

Avg. CSAT Score

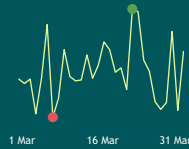
5.5

SLA Status



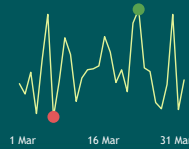
Total Calls Received

32,941 calls



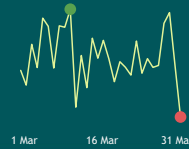
Total Calls Duration

824,222 Minutes

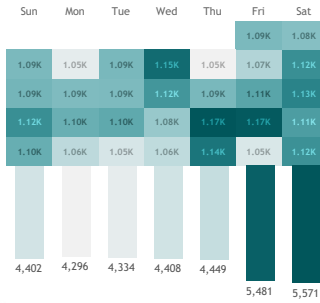


Avg. Call Duration

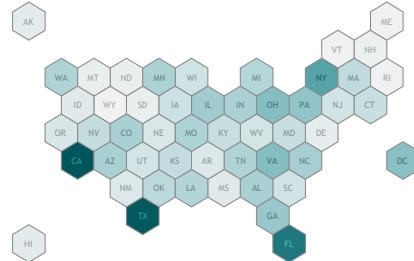
25 Minutes



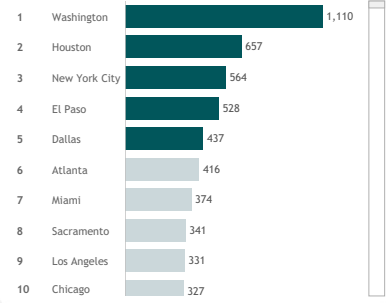
No. of Calls by Calendar & Week Days



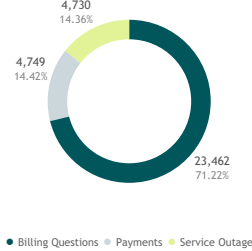
No. of Calls by States



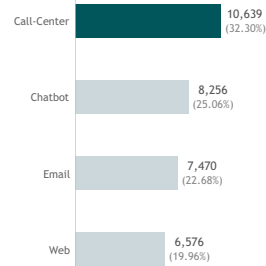
No. of Calls by City



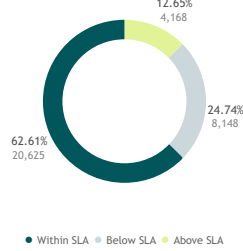
No. of Calls by Reason



No. of Calls by Channel



% Response Time



No. of Calls by Sentiments

