



# CALL CENTER DASHBOARD

33K

total Numbers of Calls

Avg Call Duration

25.02

13,737

NOC in Hours

25.02

AVG Call Time In Min

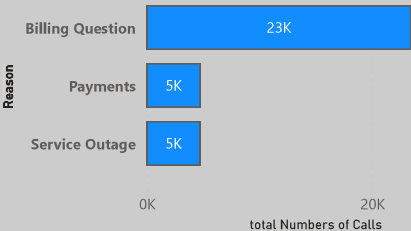
824K

NOC in Min

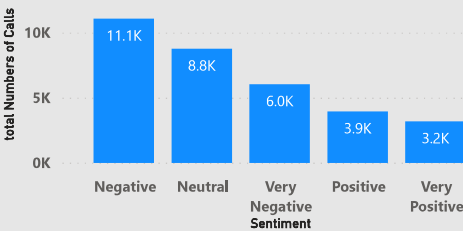
7

avg CSAt Score

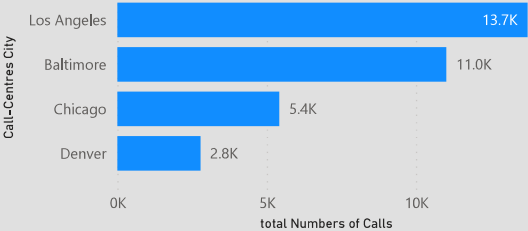
total Numbers of Calls by Reason



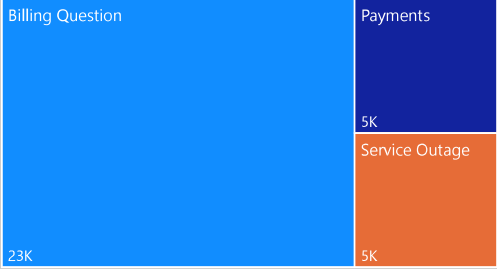
total Numbers of Calls by Sentiment



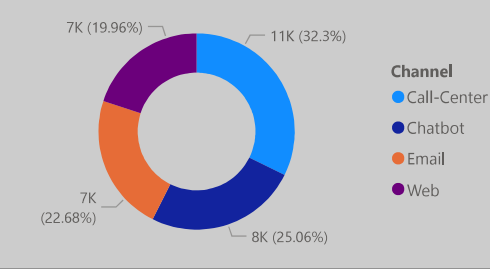
total Numbers of Calls by Call-Centres City



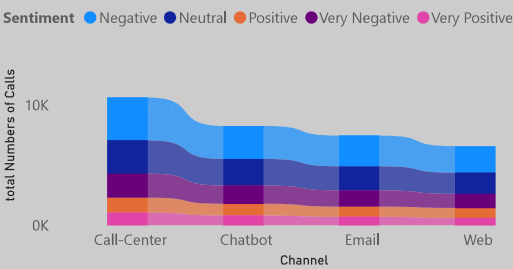
total Numbers of Calls by Reason



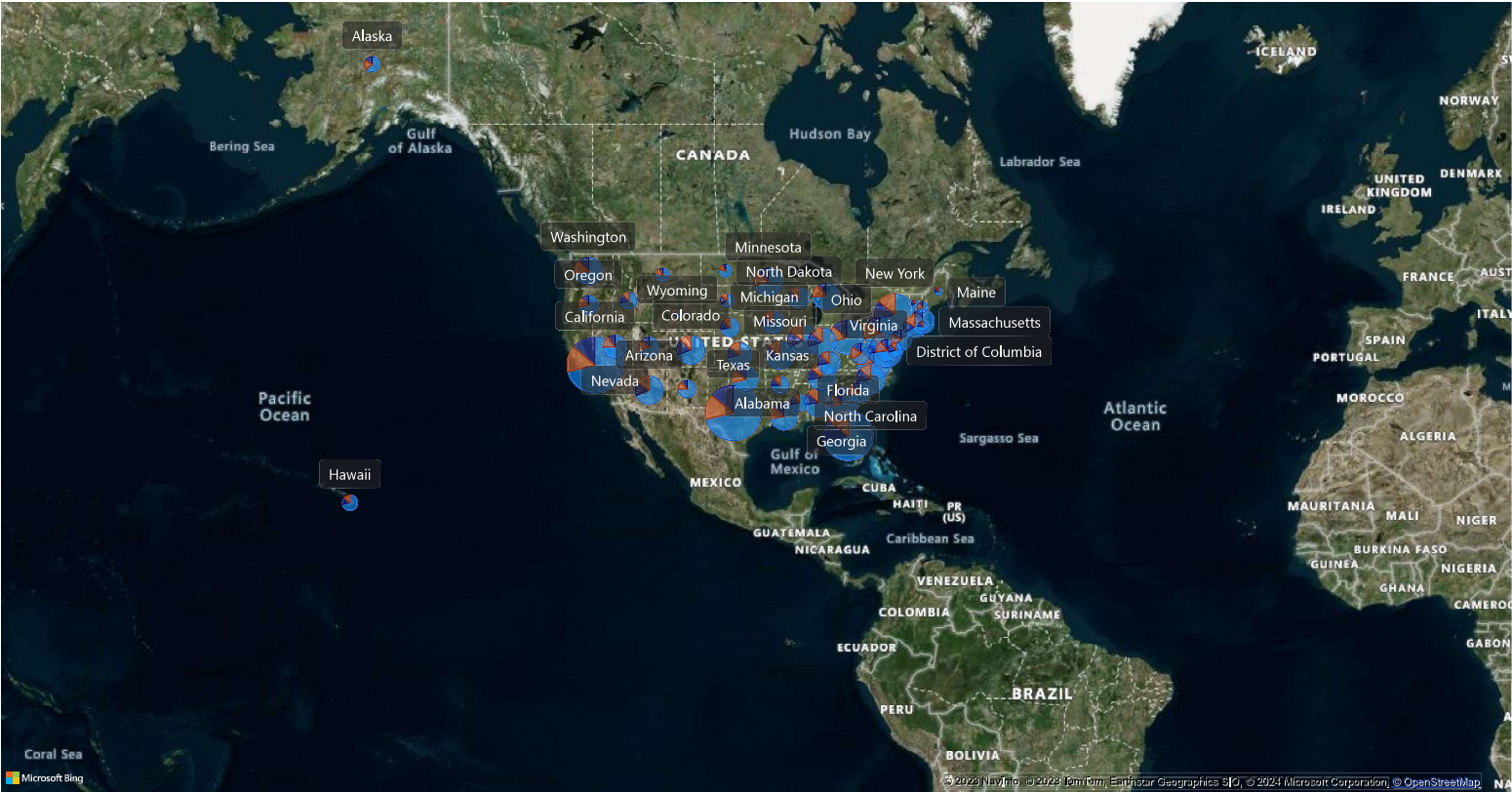
total Numbers of Calls by Channel



total Numbers of Calls by Channel and Sentiment



total Numbers of Calls by State and Reason



Reason ● Billing Question ● Payments ● Service Outage