# Call center Overview Dashboard

**200K**
Total Calls

**3.3K**
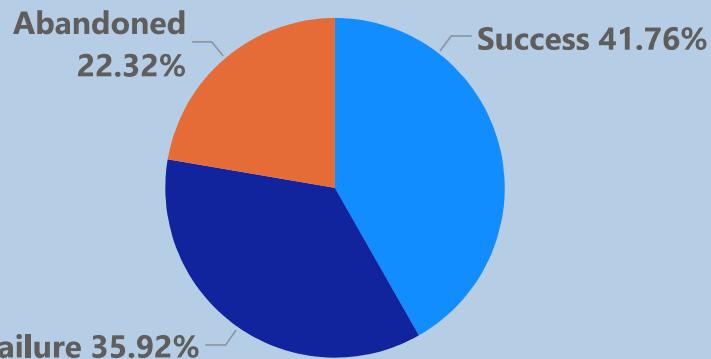Call Duration in hours

**17**
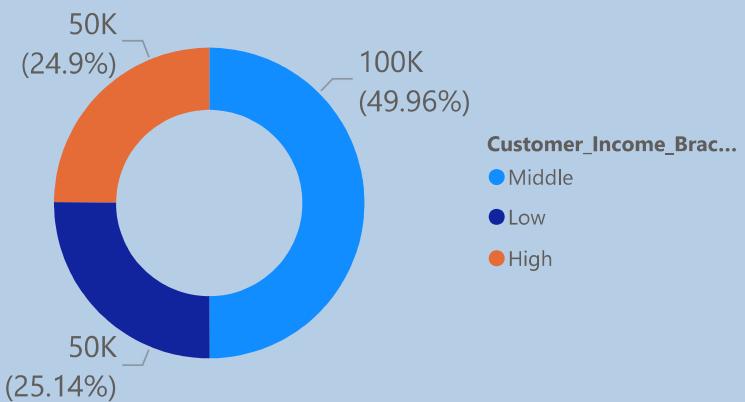Average call Duration

**4**
Average CSAT score

## Total Calls by Call_Outcome



- Success 41.76%
- Abandoned 22.32%
- Failure 35.92%

## Total Calls by Customer_Income_Bracket



- 50K (24.9%)
- 100K (49.96%)
- 50K (25.14%)

Customer_Income_Brac...
- Middle
- Low
- High

## Total Calls by Product_Discussed



Product_Discussed:
- Loans
- Internet Packa...
- ND
- Electronics
- Travel Package
- Insurance

Total Calls: 0K – 50K

## Total Calls by State



State:
- New York
- California
- North Carolina
- Nevada
- Texas
- Colorado
- Arizona
- Georgia
- Washington

Total Calls: 0K – 10K – 20K – 30K