

# Call Centre Analysis



Date

01-10-2020



31-10-2020



Channel

All



City

All



Total Calls

32.9K



Total Call Duratio...

824.2K



Total Call Duratio...

13.74K



Average Call...

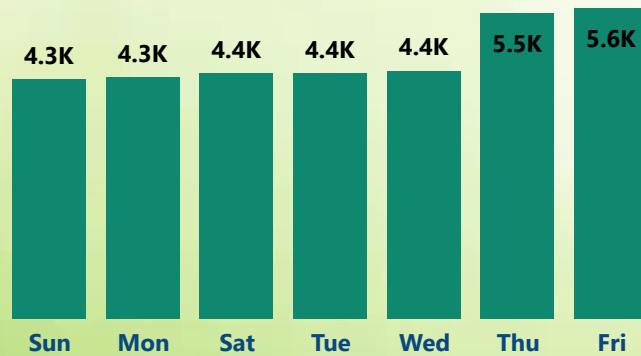
25.02



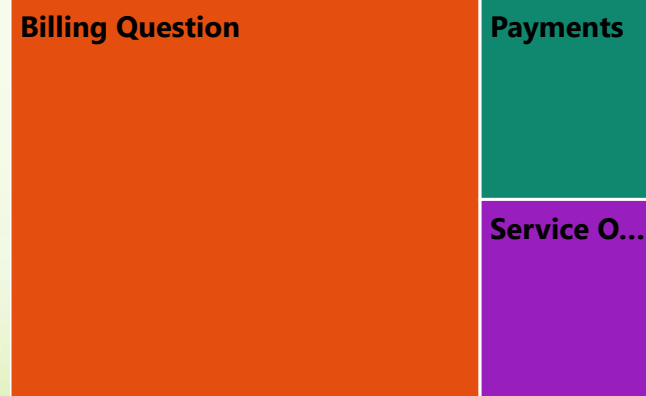
Response Time...

75.26%

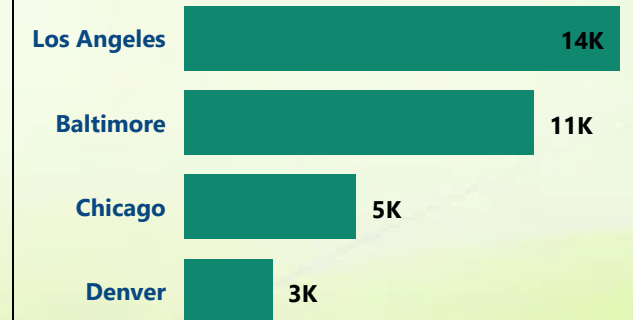
Total Calls by Day



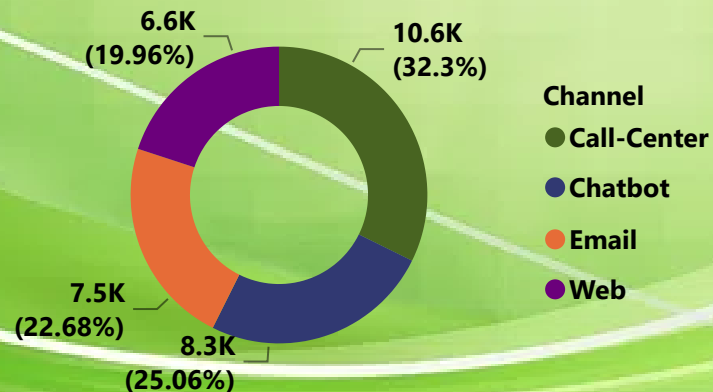
Total Calls by Reason



Total Calls by Call-Centres City



Total Calls by Channel



Total Calls by Sentiment



Total Calls by State

