



# Call Center Dashboard

## Channel

- ☐ Call-Center
- ☐ Chatbot
- ☐ Email
- ☐ Web

## Call-Centres City

- ☐ Baltimore
- ☐ Chicago
- ☐ Denver
- ☐ Los Angeles



Total Calls

33K



Call duration (Min)

824K



Call Duration(Hrs)

13.74K



Avg Call Duration

25.02

## Customer Satisfaction Score

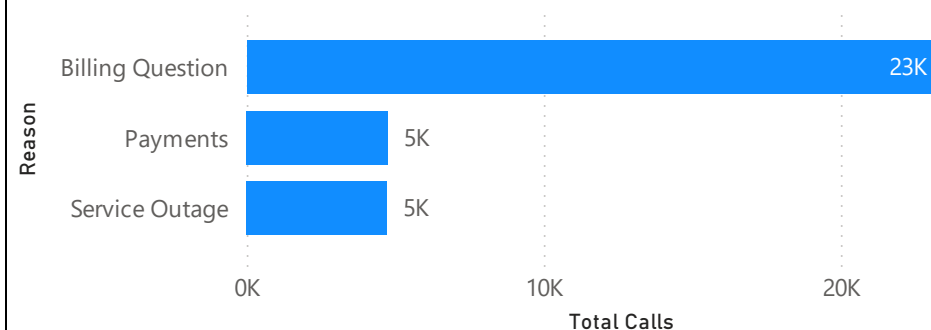
State

Sum of Csat Score

|            |          |
|------------|----------|
| Texas      | 7,834.00 |
| California | 7,085.00 |
| Florida    | 6,122.00 |
| New York   | 3,839.00 |

**Total** **68,085.00**

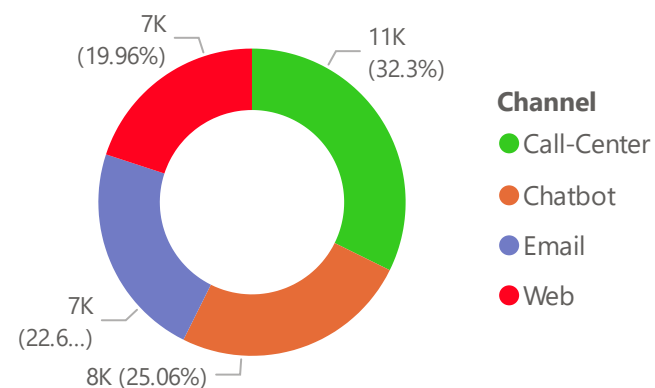
## Call Reason wise Total Calls



## Total Calls by Sentiment



## Channelwise Total Call



## Statewise Total Calls

