

Call Center Dashboard Overview

Clients By

☐ channel

☐ state

Calls Based On

☐ reason

☐ sentiment

Created By
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Total Incoming Calls

33K

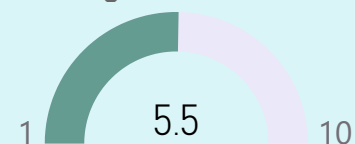
Total Duration In Hours

13,737

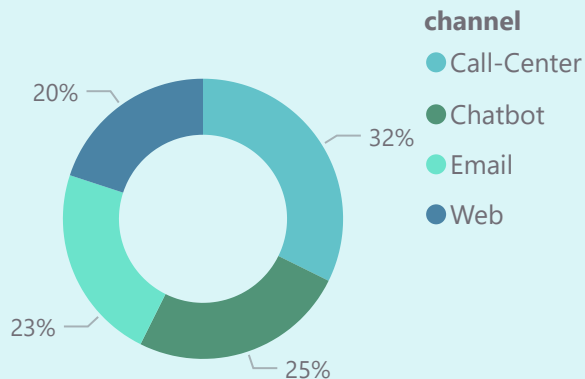
Avg calls In Mins

25

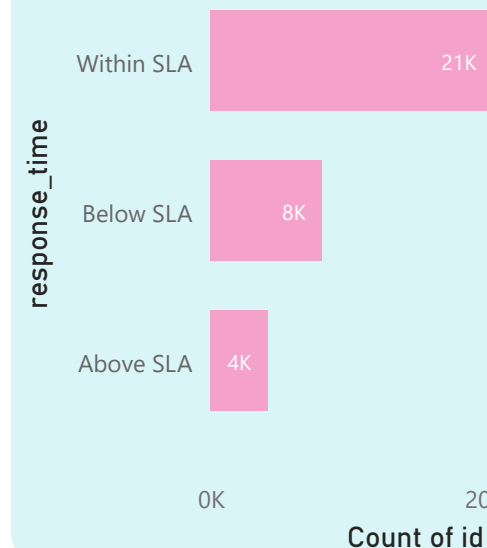
Avg Satisfaction



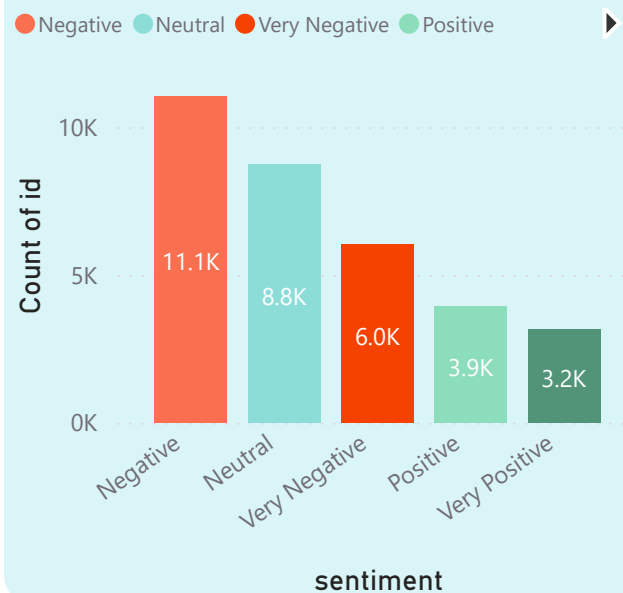
Total Calls by channel



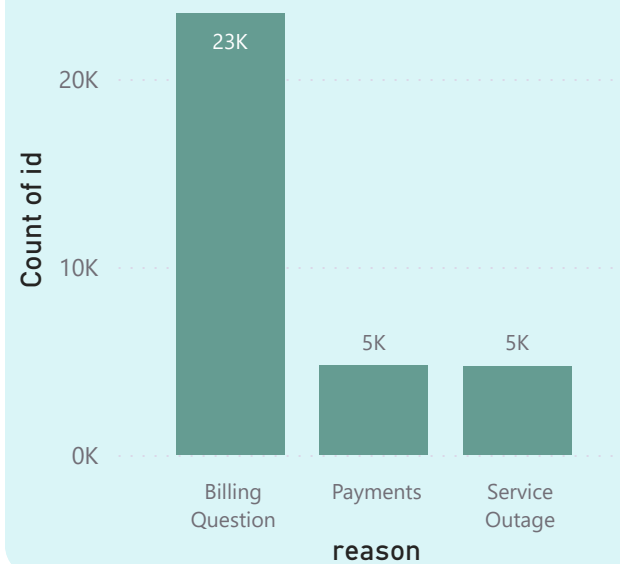
Calls By Response Time



Calls by sentiment



Calls by Reason



Total Calls by Week Num and sentiment

