Overview Dashboard

March-2024

RWFD CALL CENTER

Welcome, guangzhen zhang!

Select Call Center: ALL | Baltimore/MD | Chicago/IL | Denver/CO | Los Angeles/CA

Avg.CSAT Score

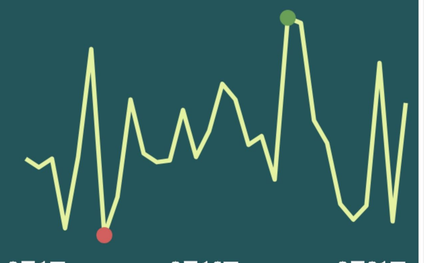
5.5

SLA status

75.26%

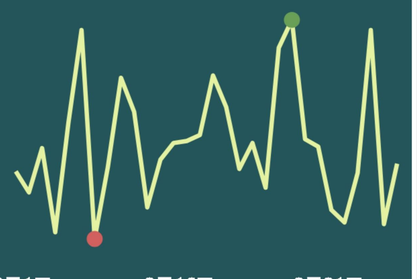
Total Calls Received

32,941 calls



Total Calls Duration

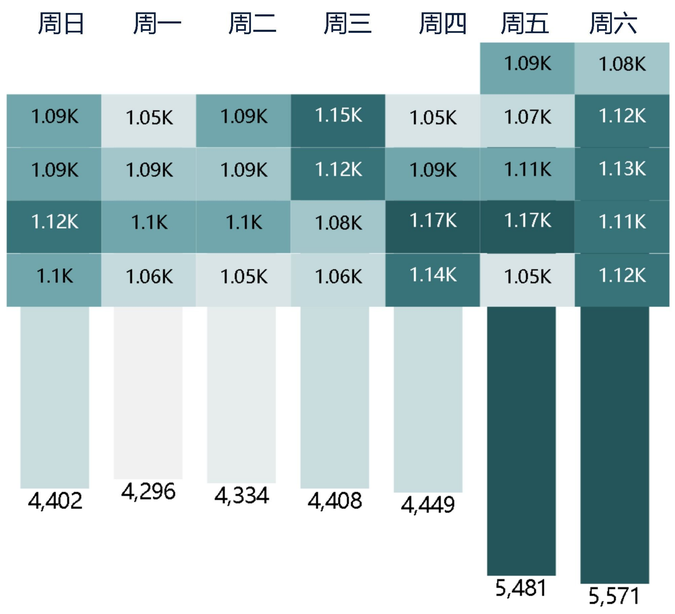
824,222 Minutes



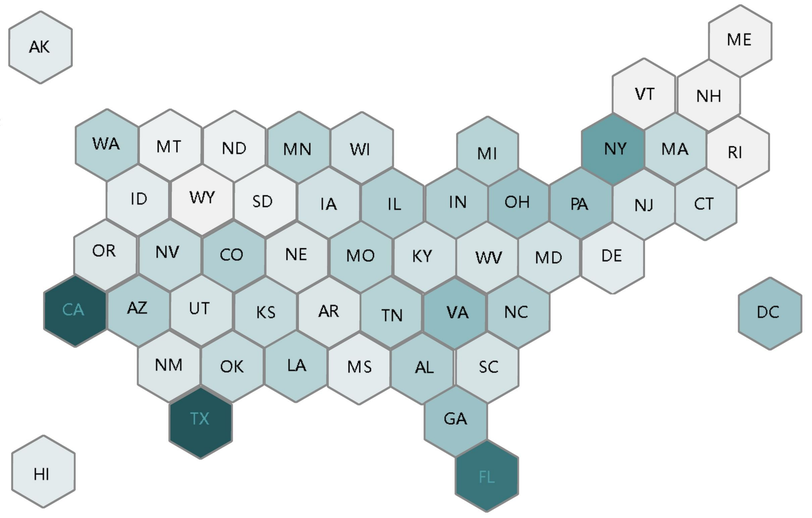
Avg.Call Duratio

25 Minutes

No. of Calls by Calendar &Week Days



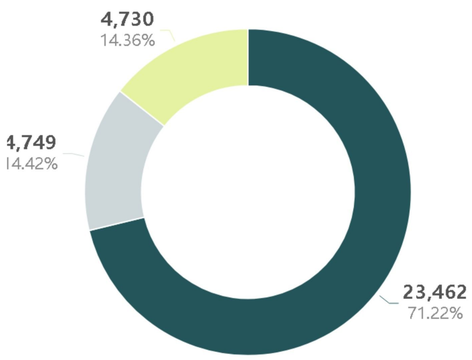
No. of Calls by States



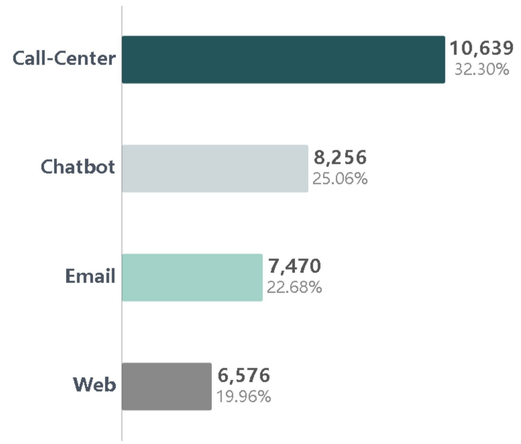
No. of Calls by States

6	Atlanta	416
7	Miami	374
8	Sacramento	341
9	Los Angeles	331
10	Chicago	327
11	Kansas City	327
12	Springfield	304
13	San Antonio	299
14	Austin	288
15	Phoenix	286

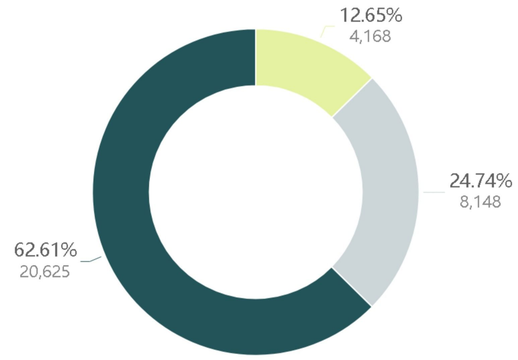
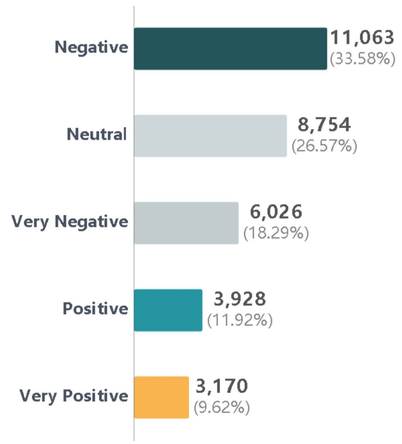
No. of Calls by Reason



No. of Calls by Channel



% Response Time



No. of Calls by Sentiments