

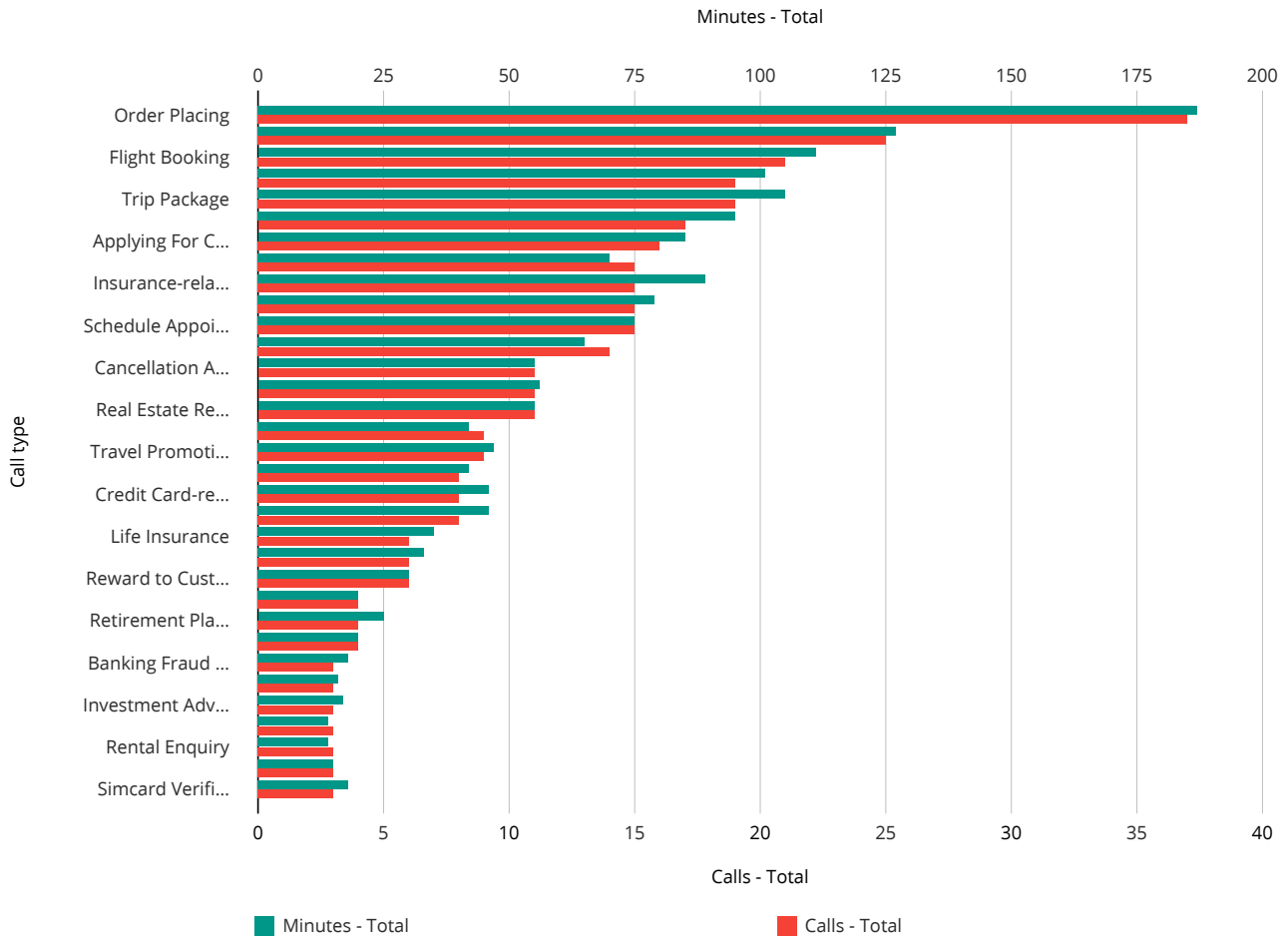
# Calls Summary Report by Call Type

**Period:** Nov 7, 2023 - Dec 7, 2023

**Timezone:** America/New\_York

**Run by:** John Ortiz (Dec 6, 2023, 2:46 PM)

<b>Calls - Total</b>	354
<b>Minutes - Total</b>	1,853
<b># of rows</b>	33



Call type	Calls - Total	Minutes - Total	Calls - By Sentiment				
			Very Positive	Positive	Neutral	Negative	Negative
Order Placing	37	187	0	21	13	3	0
Doctor Consultation	25	127	0	11	14	0	0
Flight Booking	21	111	0	8	13	0	0
Investment Opportunity	19	101	0	4	15	0	0
Trip Package	19	105	0	15	4	0	0
Telecom Sim card Number Porting	17	95	0	8	6	3	0

**Table (continued)**

Call type	Calls - Total	Minutes - Total	Calls - By Sentiment				
			Very Positive	Positive	Neutral	Negative	Negative
Applying For Credit card	16	85	0	12	4	0	0
Delivery Timing Enquiry	15	70	0	4	7	4	0
Insurance-related questions	15	89	0	11	4	0	0
Mortgage / Loan Enquiry	15	79	0	15	0	0	0
Schedule Appointment	15	75	0	11	0	4	0
Telecom Customer Complaint	14	65	0	7	4	3	0
Cancellation Assistance	11	55	0	0	11	0	0
Change of Address in bank	11	56	0	4	7	0	0
Real Estate Rental Property	11	55	0	8	3	0	0
Order Placing Issue	9	42	0	3	6	0	0
Travel Promotional offers	9	47	6	3	0	0	0
Banking Charges Questions	8	42	0	0	8	0	0
Credit Card-related questions	8	46	0	0	4	4	0
Delivery Damage Issue	8	46	0	0	0	8	0
Life Insurance	6	35	0	3	3	0	0
Product Enquiry	6	33	0	6	0	0	0
Reward to Customer from Delivery Company	6	30	0	6	0	0	0
Banking Customer Satisfaction Survey	4	20	0	4	0	0	0
Retirement Planning	4	25	0	0	4	0	0
Telecom Customer Complaint	4	20	0	0	0	4	0
Banking Fraud Precaution	3	18	0	0	3	0	0
International Trip Enquiry	3	16	0	3	0	0	0
Investment Advice / Opportunity	3	17	0	3	0	0	0

**Table (continued)**

Call type	Calls - Total	Minutes - Total	Calls - By Sentiment				
			Very Positive	Positive	Neutral	Negative	Negative
Product Warranty Questions	3	14	0	3	0	0	0
Rental Enquiry	3	14	0	3	0	0	0
Roaming Charges Questions	3	15	0	3	0	0	0
Simcard Verification	3	18	0	3	0	0	0