

Call Center Performance

Date

4/21/2020 5/31/2020

Total Calls

25.50K

Distinct

Call Type

incoming
 outgoing

Incoming

13.26K

Call To

- 90914100887
- SFPA 1 <1001>
- SFPA 2 <1002>
- SFPA 3 <1003>
- SFPA 4 <1004>
- SFPA_MAIN <7701>
- SFPAQ <9977>
- SSPF 11 <7711>

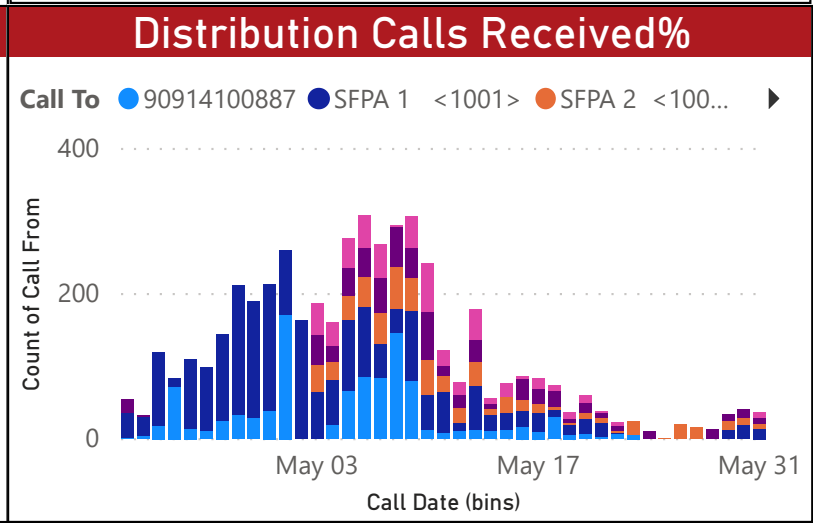
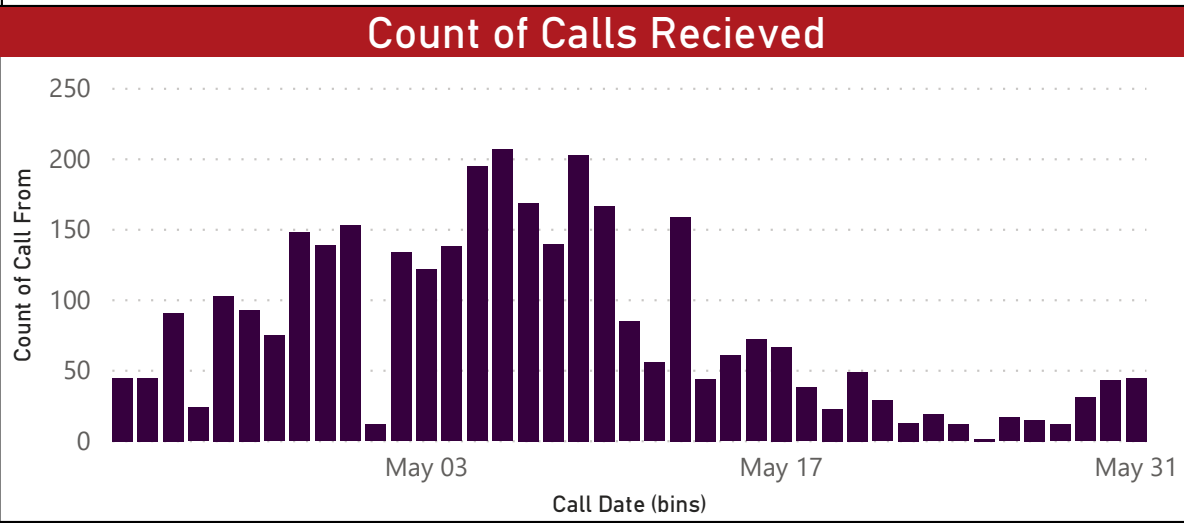
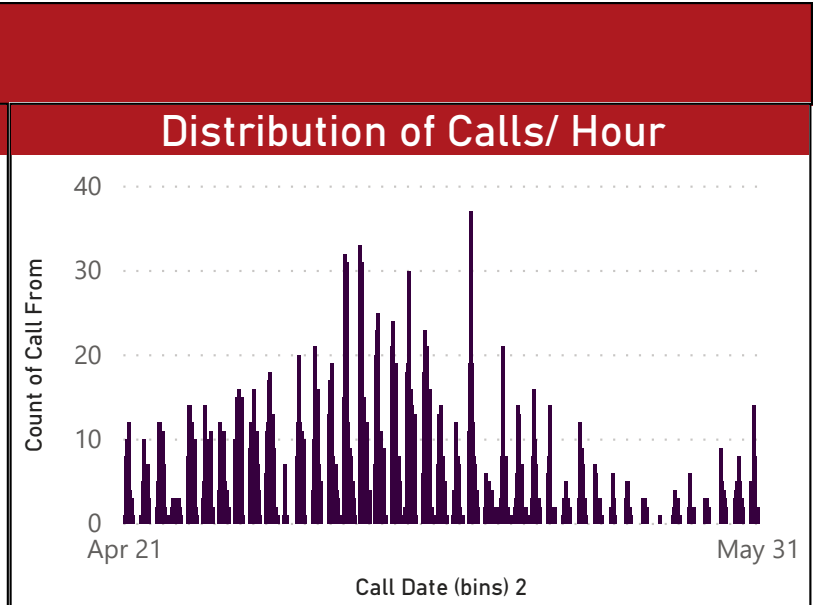
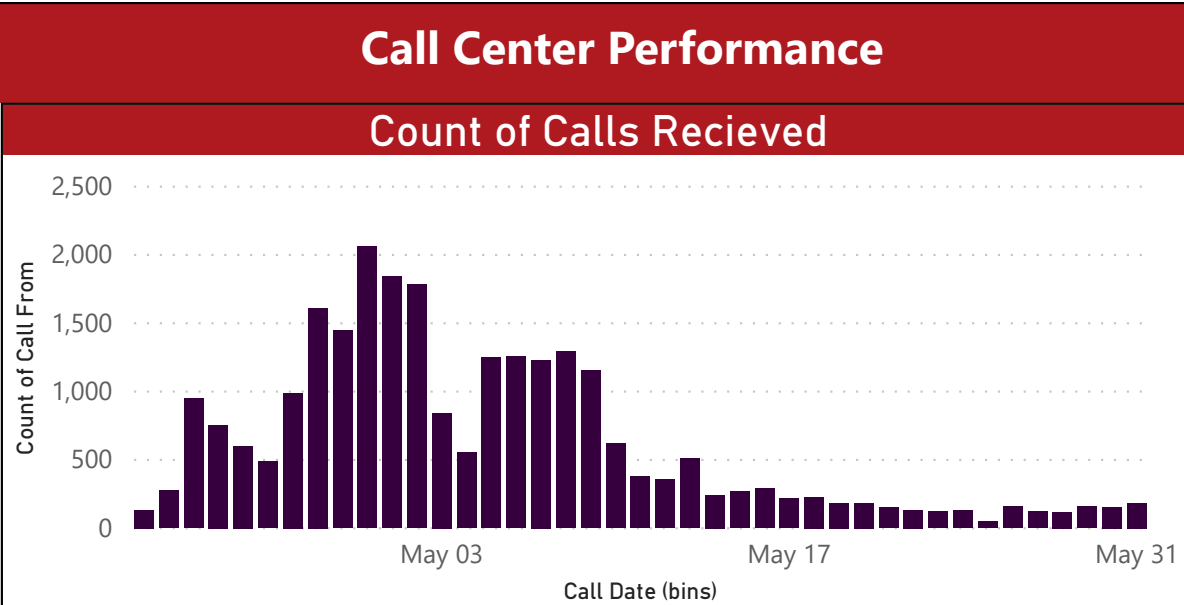
Outgoing

24.63K

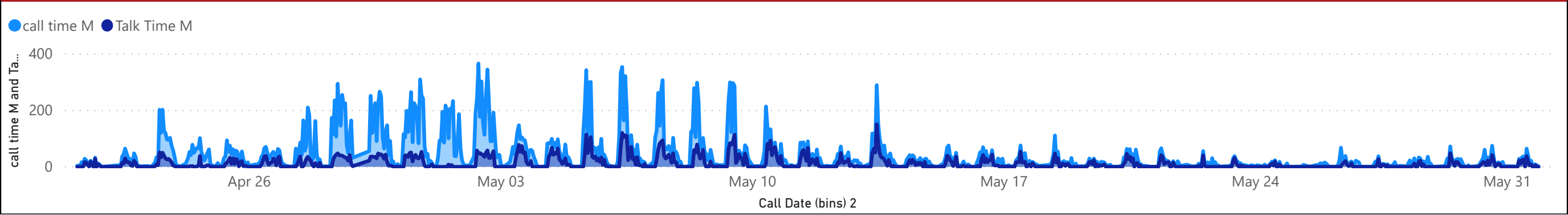
Answered

862

3294



Call Time VS Talk Time/ Hour



Service Analysis 1/2

Date

4/21/2020 6/1/2020



Total Records

1963

Distinct

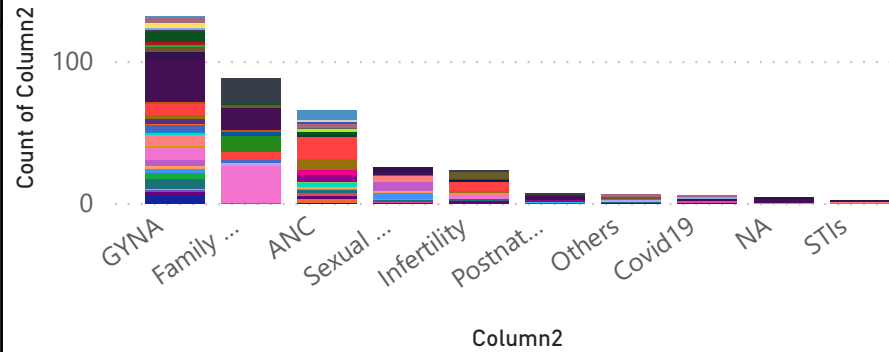
1616

Medication

363

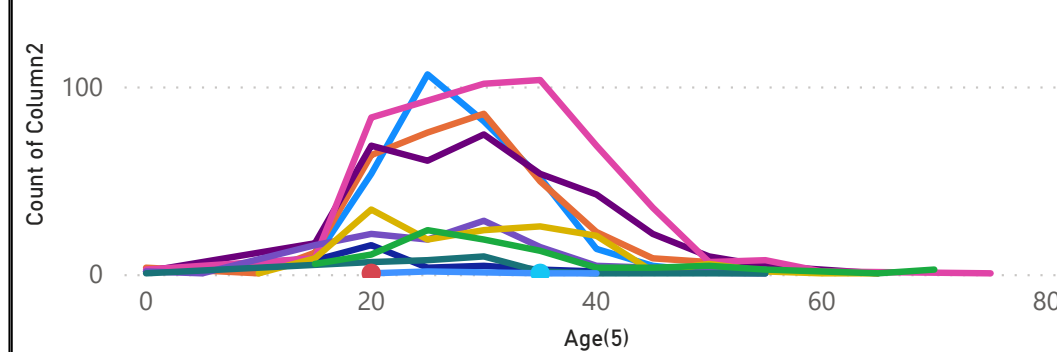
Medication

Column2 primolut injection Amoclan tabs Antiemetic Aspirin



Consultation/ Age

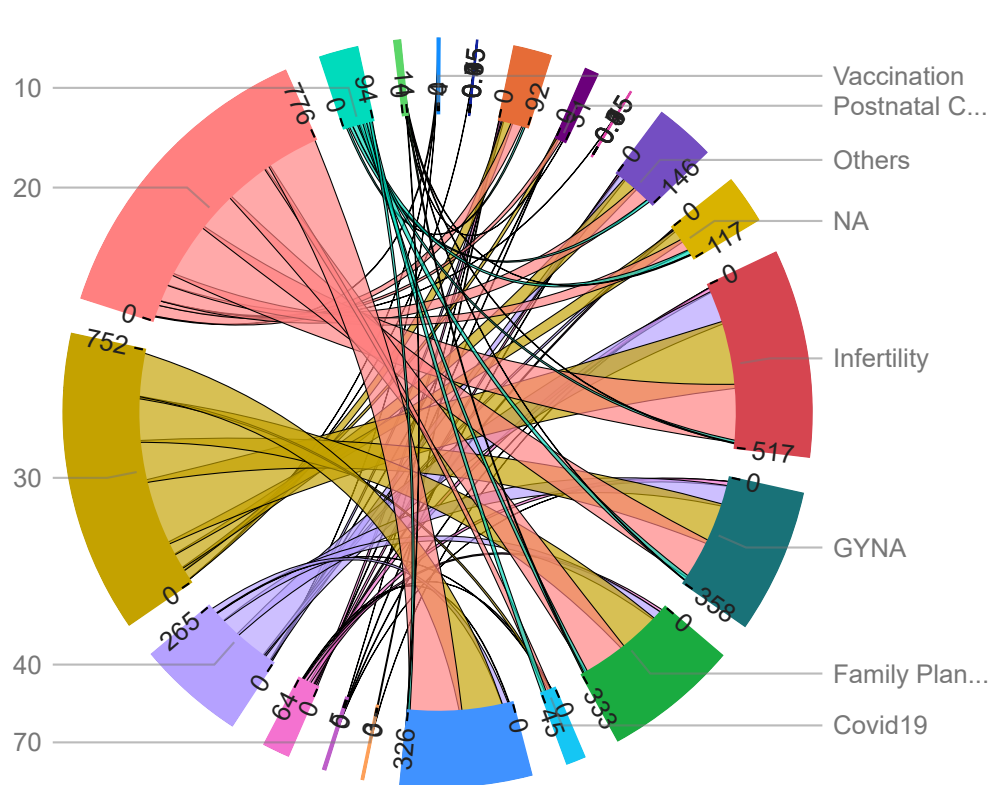
Column2 ANC Covid19 Family Planning GYNA Infertility NA Others



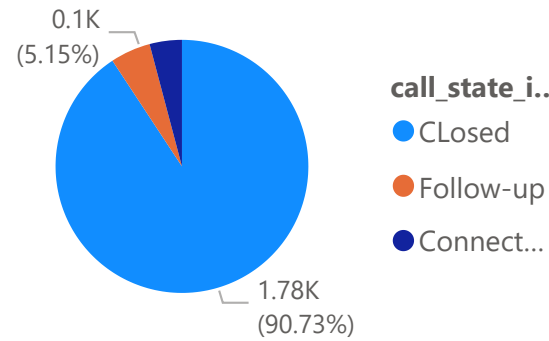
Consultation

- ANC
- Covid19
- Family Planning
- GYNA
- Infertility
- NA
- Others
- Plan of Labour
- Postnatal Care
- Sexual Dysfunction
- STIs
- Vaccination

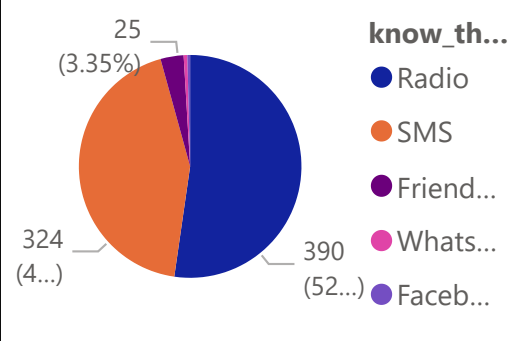
Consultation/ Age



Call Status



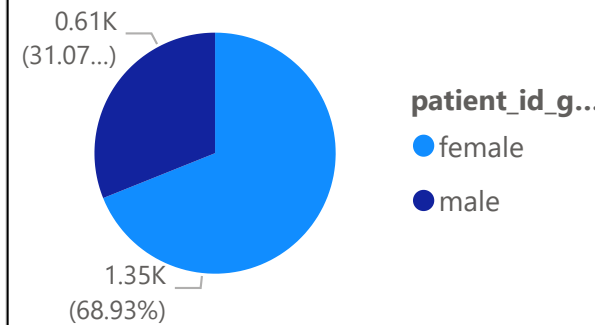
Know the service



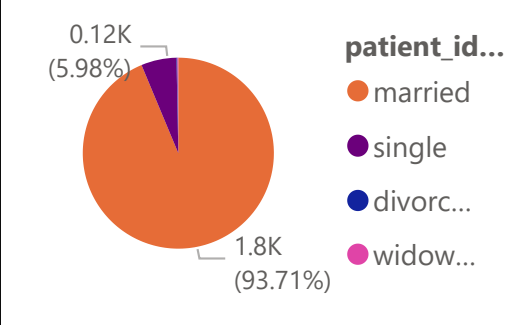
Call Reason

- Consultation
- Counselling
- NA

Gender



Marital Status



Age

0 79



Gender

- (Blank)
- female
- male

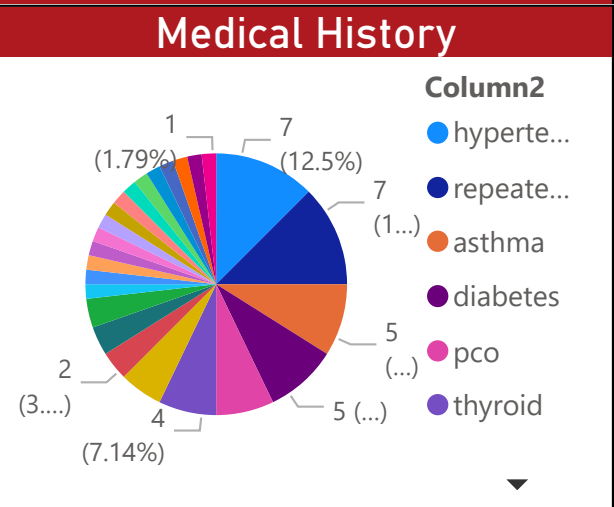
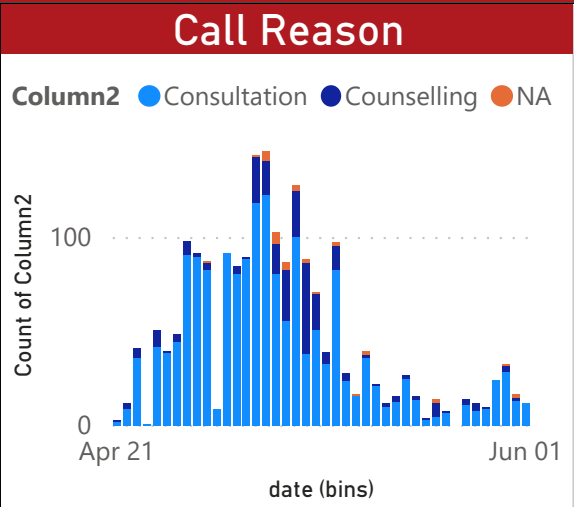
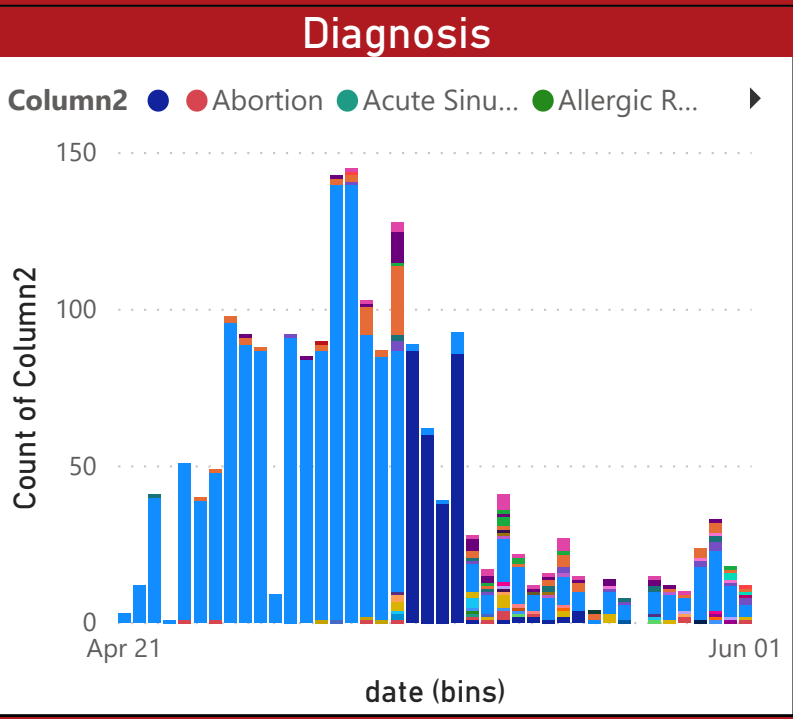
Service Analysis 2/2

Date

4/21/2020 6/1/2020

Total Records

1963



Consultation

- ANC
- Covid19
- Family Planning
- GYNA
- Infertility
- NA
- Others
- Plan of Labour
- Postnatal Care
- Sexual Dysfunction
- STIs
- Vaccination

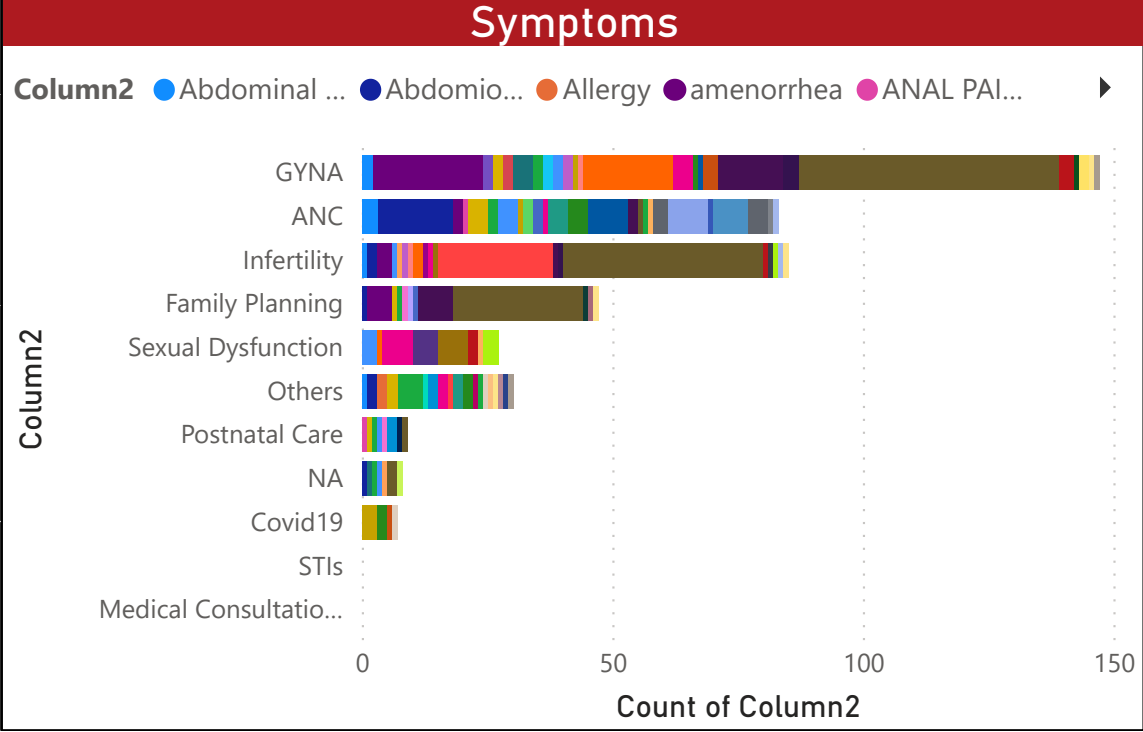
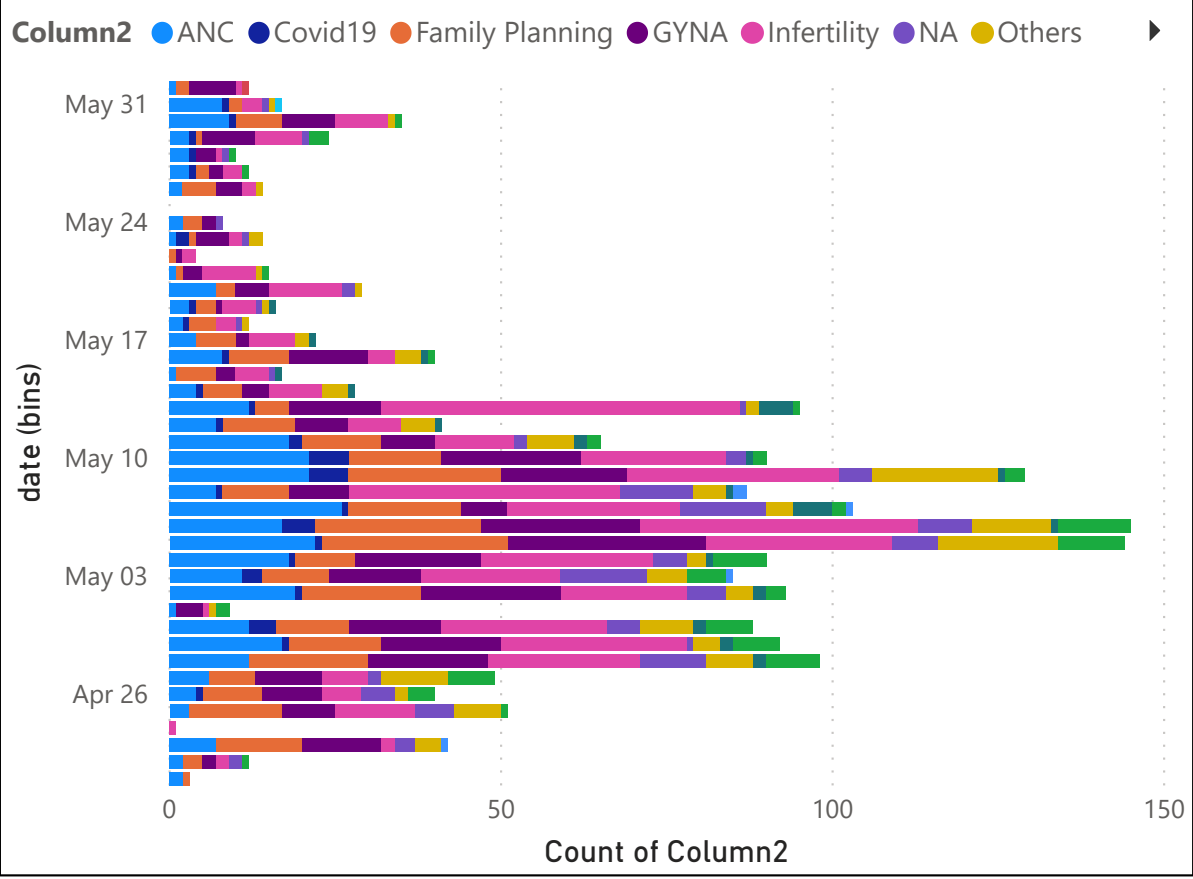
Distinct

1616

Midication

363

Consultation / Date



Call Reason

- Consultation
- Counselling
- NA

Age

0 79

Gender

- (Blank)
- female
- male

Geographical Analysis

Date



Consultation

- ANC
- Covid19
- Family Planning
- GYNA
- Infertility
- Medical Consultation/N...
- NA
- Others
- Plan of Labour
- Postnatal Care
- Sexual Dysfunction

Call Reason

- Consultation
- Contact Reason/Name
- Counselling
- NA

Age



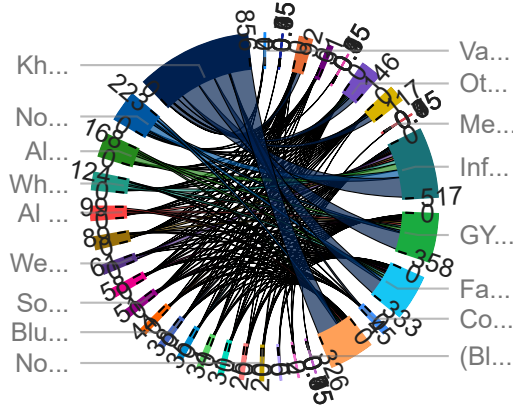
Gender

- (Blank)
- female
- male

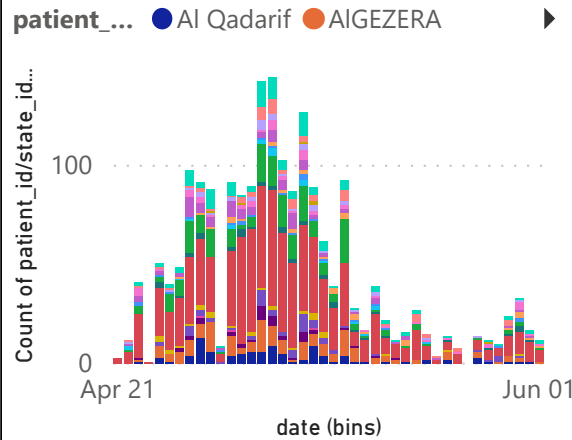
States

- (Blank)
- Al Qadarif
- AIGEZERA
- Blue Nile
- Central Darfur
- East Darfur
- Kassala
- Khartoum
- North Darfur
- North Kurdufan
- Northern State
- Red Sea
- River Nile
- Sennar
- South Darfur
- South Kurdufan
- West Darfur
- West Kurdufan
- White Nile

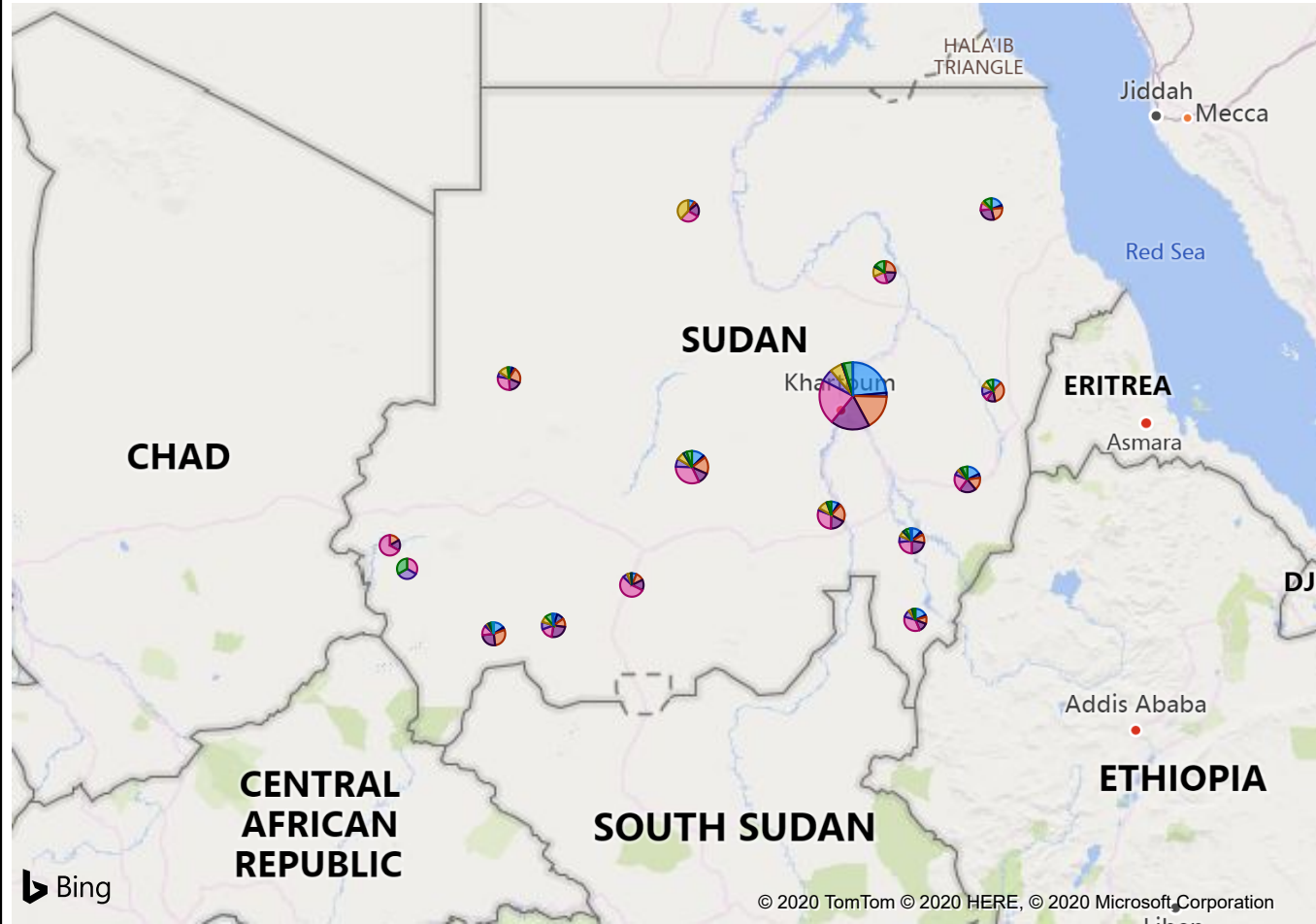
Consultation/ State



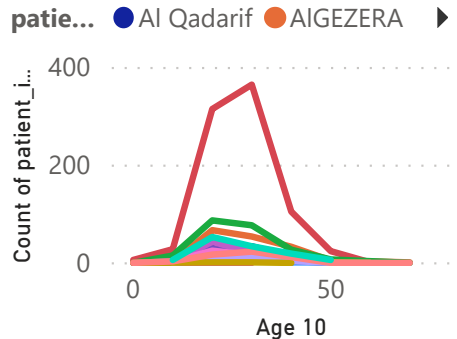
State Calls



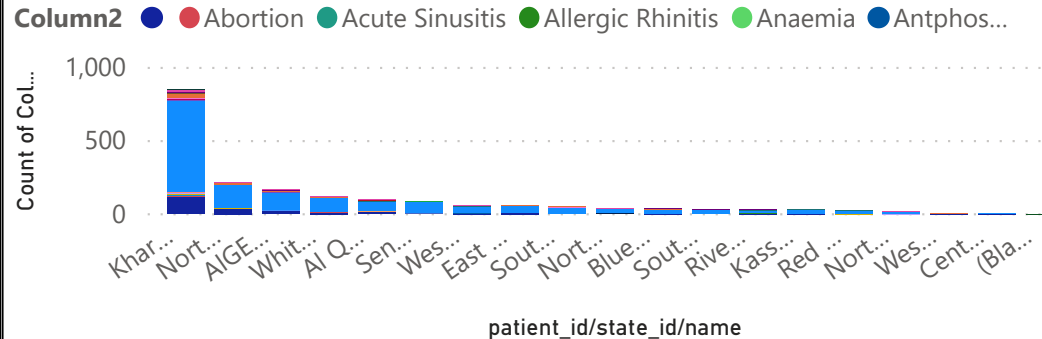
Map



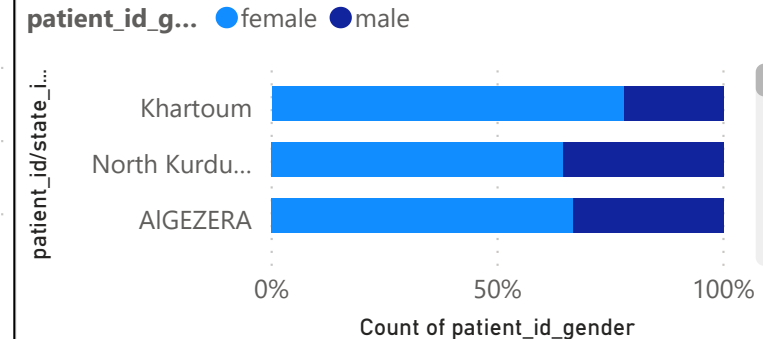
Age/ State



State Diagnosis



State / Gender



Doctors' Performance Report

Date

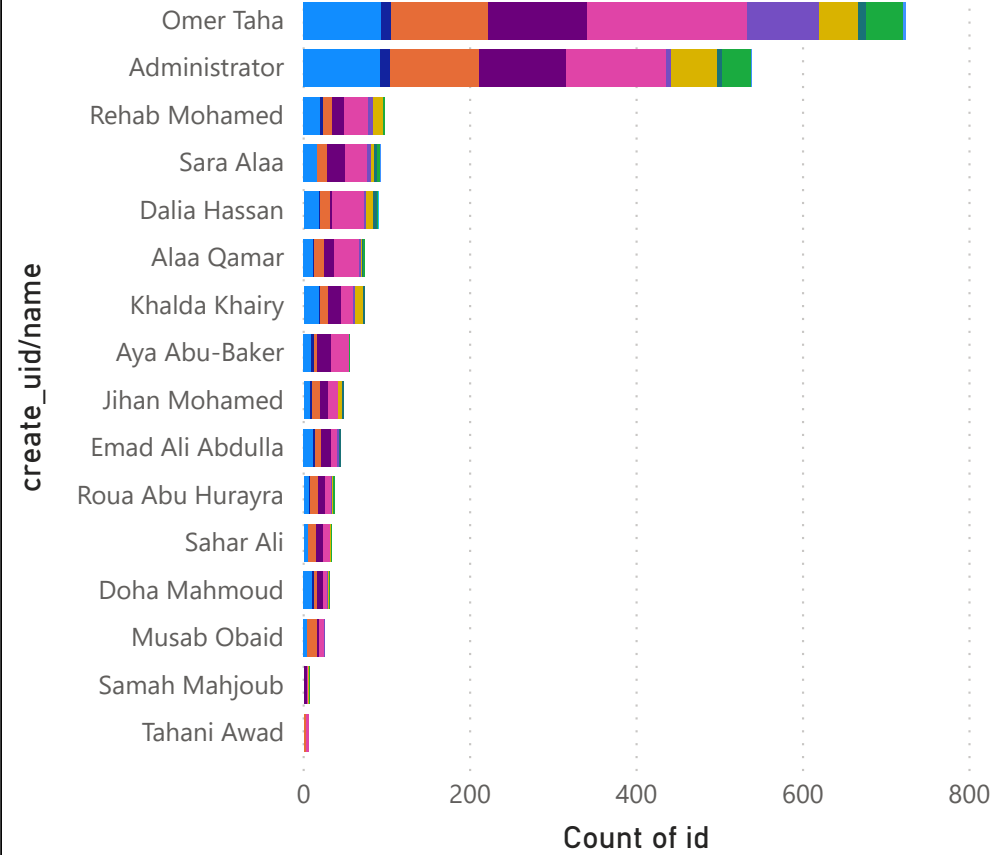


Doctors

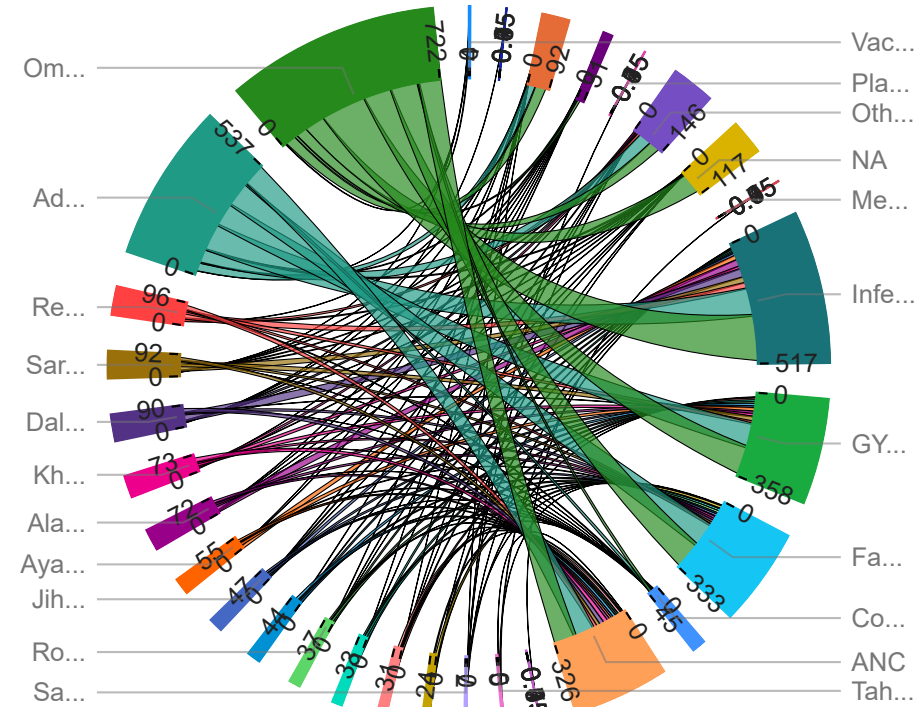
- (Blank)
- Administrator
- Alaa Qamar
- Aya Abu-Baker
- Dalia Hassan
- Doha Mahmoud
- Emad Ali Abdulla
- Jihan Mohamed
- Khalda Khairy
- Musab Obaid
- Omer Taha
- Rehab Mohamed
- Roua Abu Hurayra
- Sahar Ali
- Samah Mahjoub
- Sara Alaa
- Tahani Awad

State Calls

Column2 ● ANC ● Covid19 ● Family Plan... ● GYNA ● Infertility ● NA ▶



Consultation/ Doctors



Consultation

- ANC
- Covid19
- Family Planning
- GYNA
- Infertility
- Medical Consultation/N...
- NA
- Others
- Plan of Labour
- Postnatal Care
- Sexual Dysfunction

Call Reason

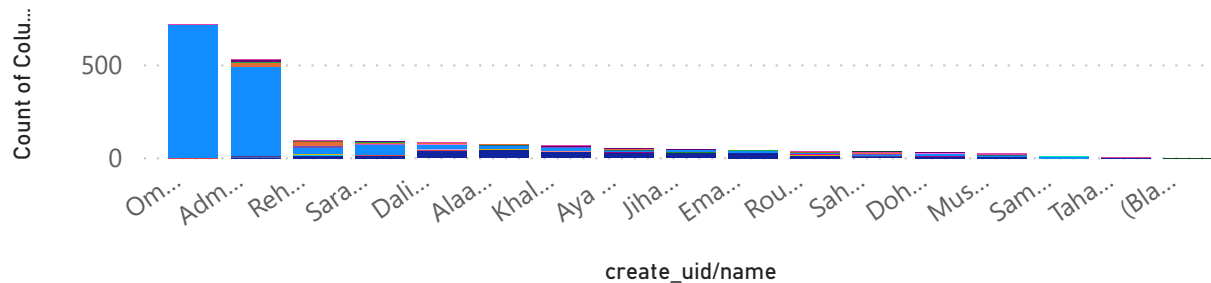
- Consultation
- Contact Reason/Name
- Counselling
- NA

Age

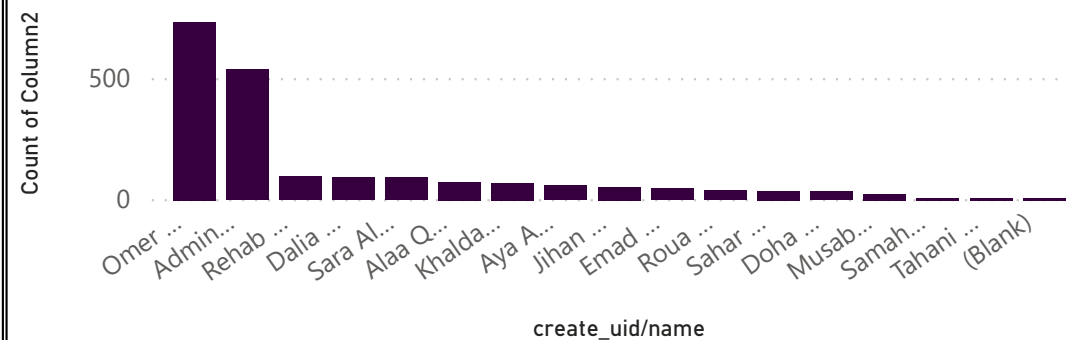


Doctors Dagnosis

Column2 ● Abortion ● Acute Sinusi... ● Allergic Rhi... ● Anaemia ● Antphosp... ● Breast Ca... ▶



Doctors/ Medication



Gender

- (Blank)
- female
- male