



1800-425-2425

**TELE COUNSELING
CALLS ANALYSIS**

MONTH- OCTOBER 2024 TO DECEMBER 2024

PROJECT DURATION – APRIL 2024-MARCH-2025

Analysis Of October 2024 to December 2024 Month Tele Counselling

We bring you the updates of the Tele-counseling for the **Nirmaan Asha Madison Vidya HelpLine** months of **October 2024 to December - 2024**.

The synopsis is presented here:

Synopsis:

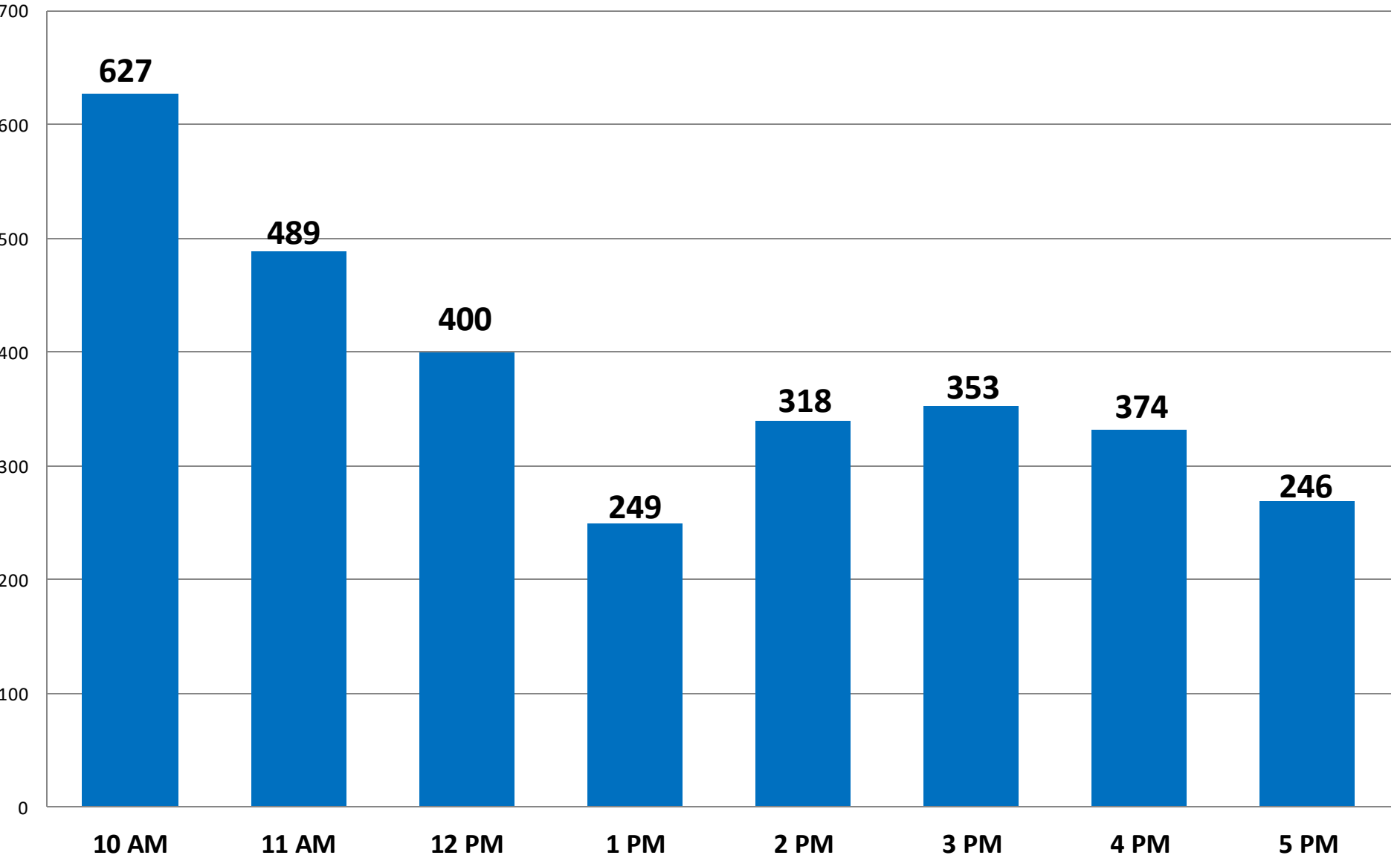
- 1) We have successfully addressed **14996** calls in the months of **October 2024 to December - 2024** and overall **11937** calls from the month of **April 2024 to December 2024**.
- 2) We addressed **14% of** calls from **Girls**.
- 3) Maximum calls were received on **Jobs (1042)**, followed by **Scholarships (270)**.
- 4) We received more calls from **Completed Graduation (956 Calls)**, **Completed Intermediate (298 Calls)** followed by **Currently Graduating (234 Calls)**

The detailed analysis is are in Following Slides

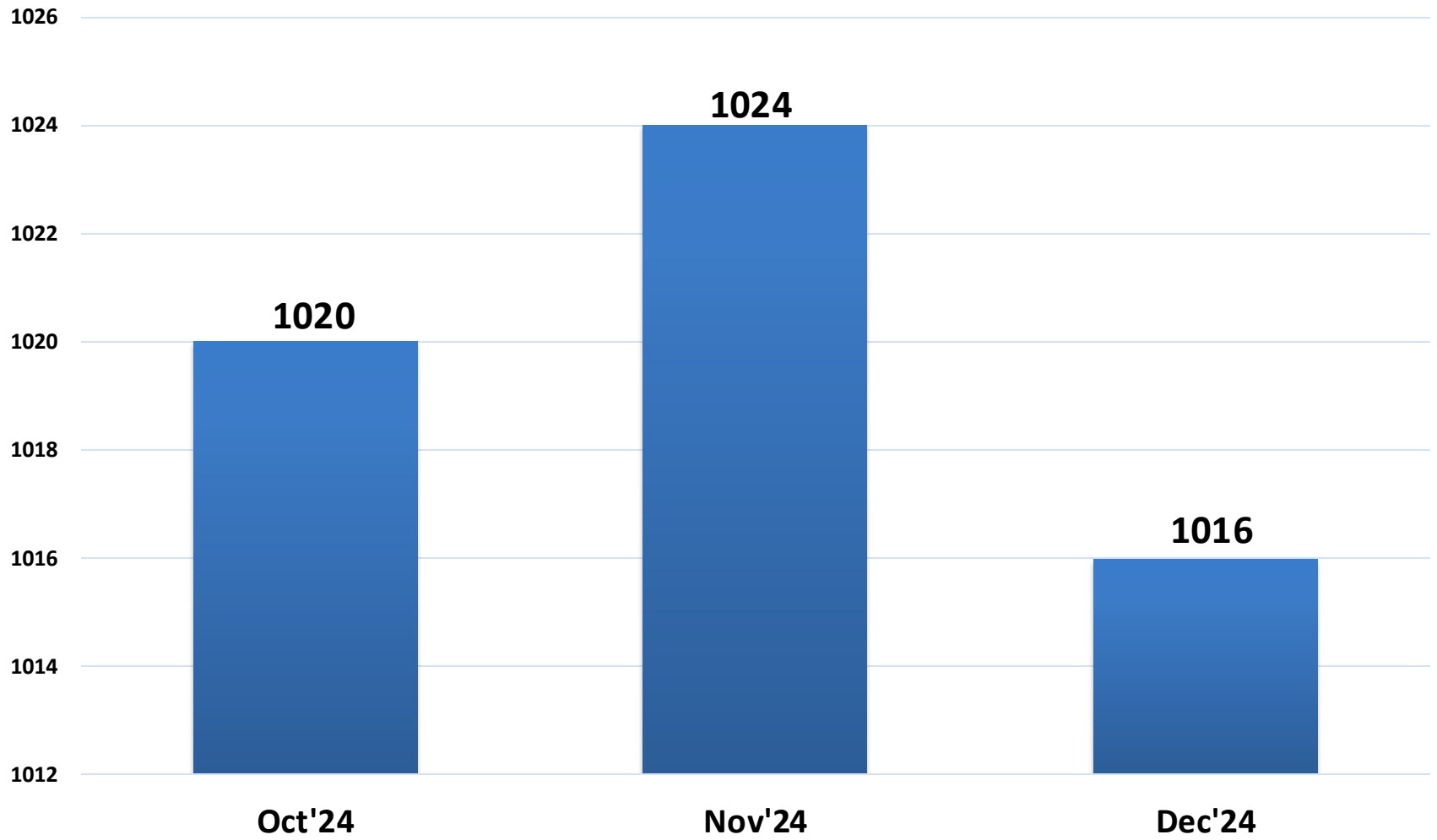
Social Impact Analysis

Parameters	With out VHL	With VHL	Impact for October to December 2024	
Expert Guidance	Minimal	Excellent	3059	Queries Resolved
Average Time Spent	95 Min	3 Min	194085	Hours Saved
Average Time Travelled	12.5 Km	Nil	25537.5	Kms Travel Saved
Average Cost Incurred	Rs.46	Nil	93978	Amount Saved

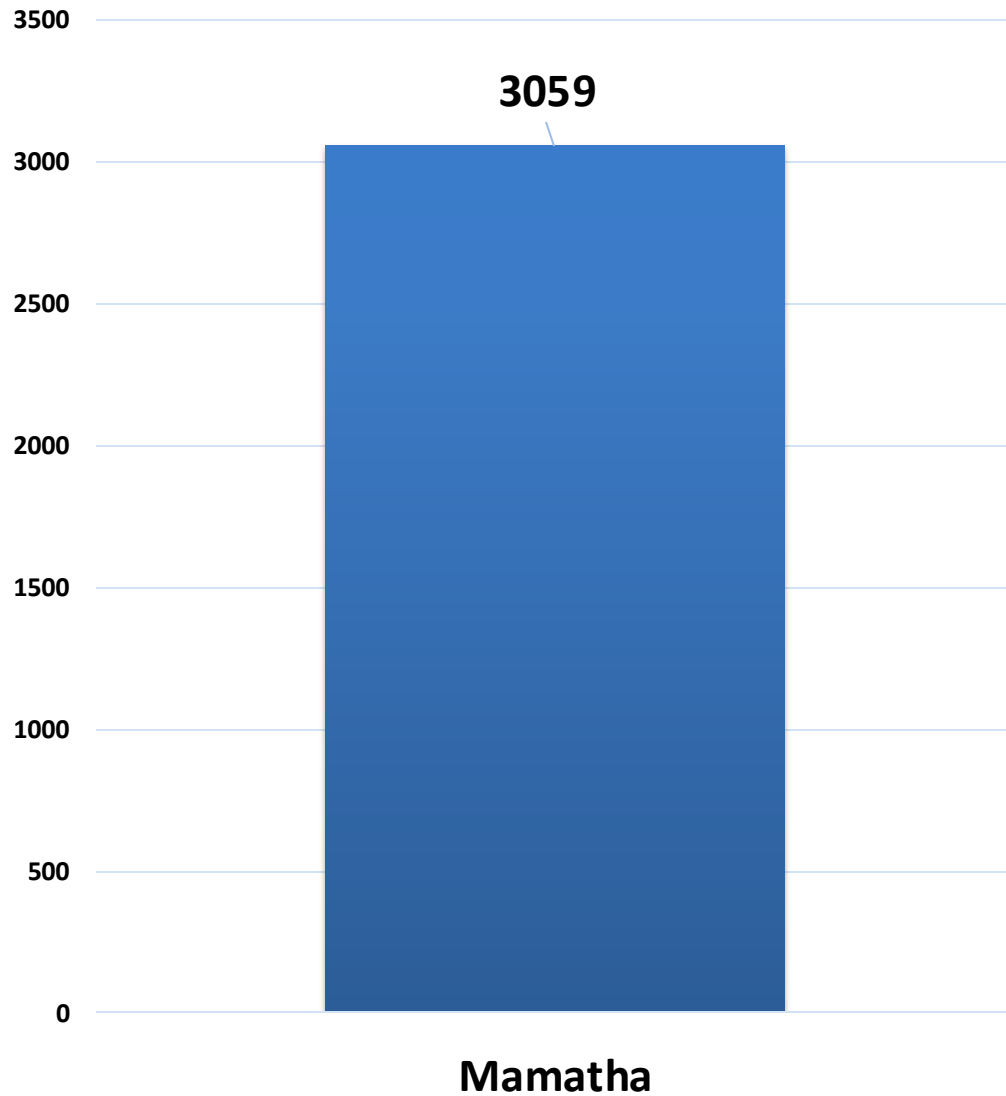
Overall Time Analysis



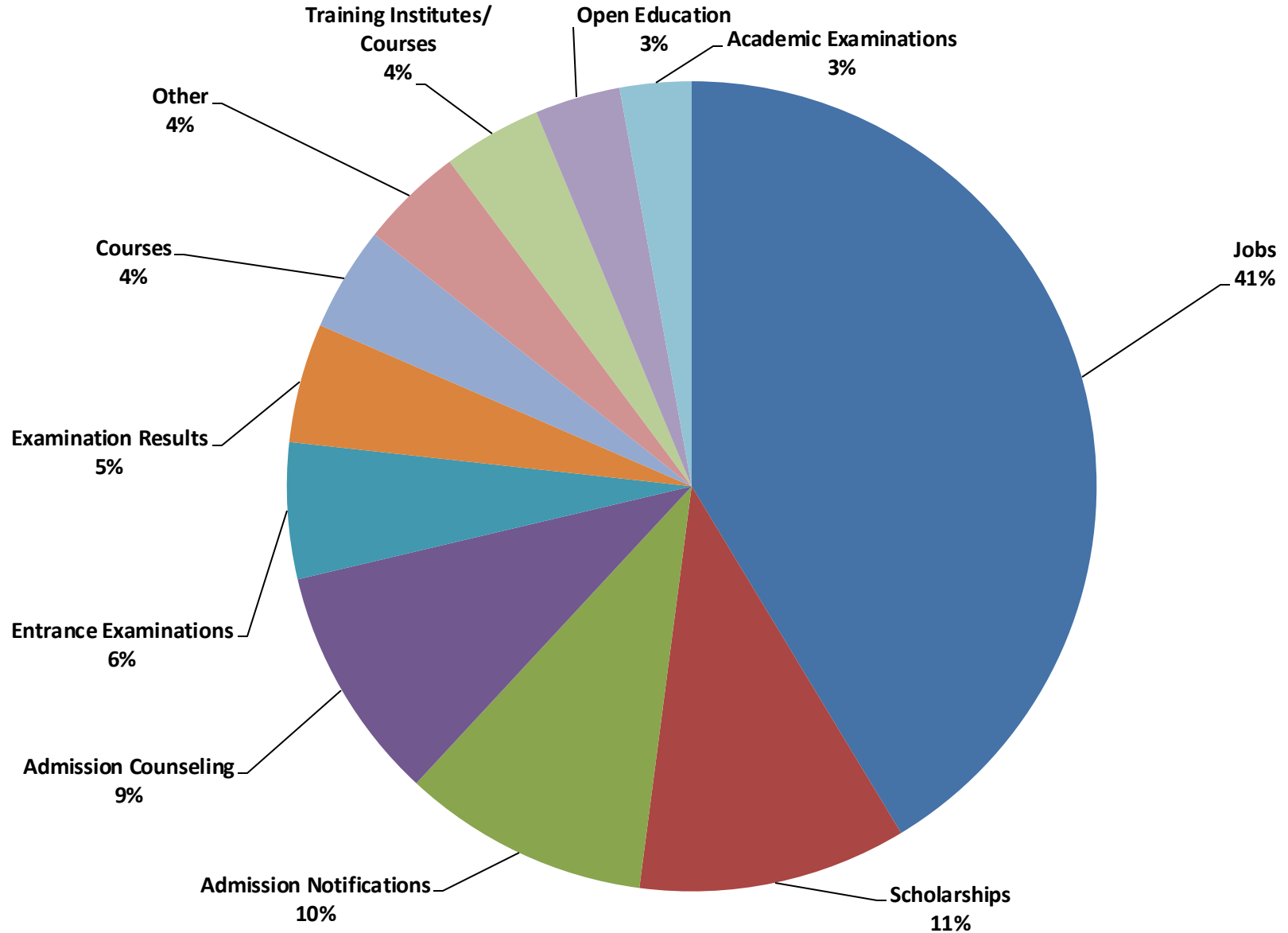
Month Wise Analysis



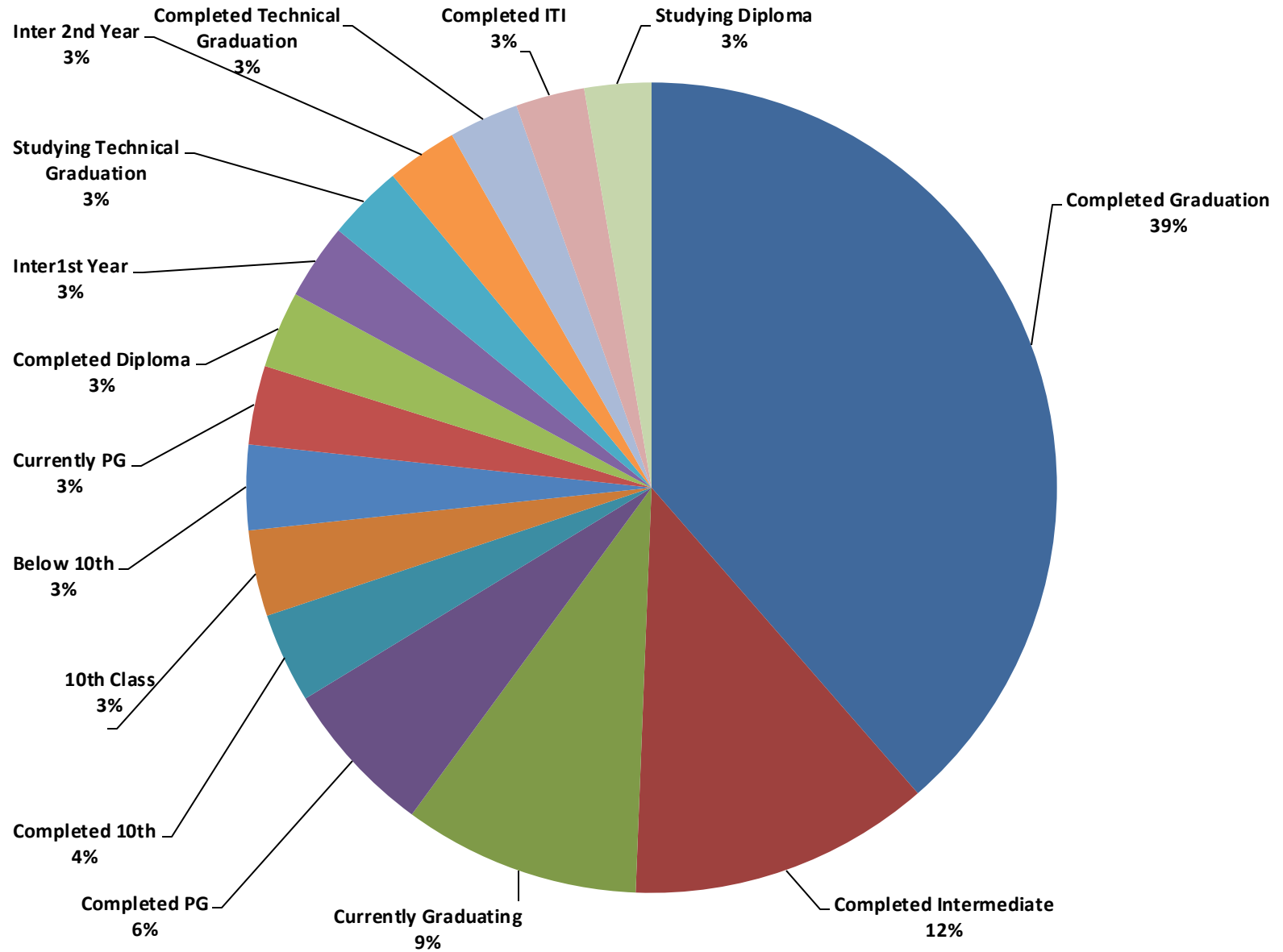
Counselor Wise Analysis



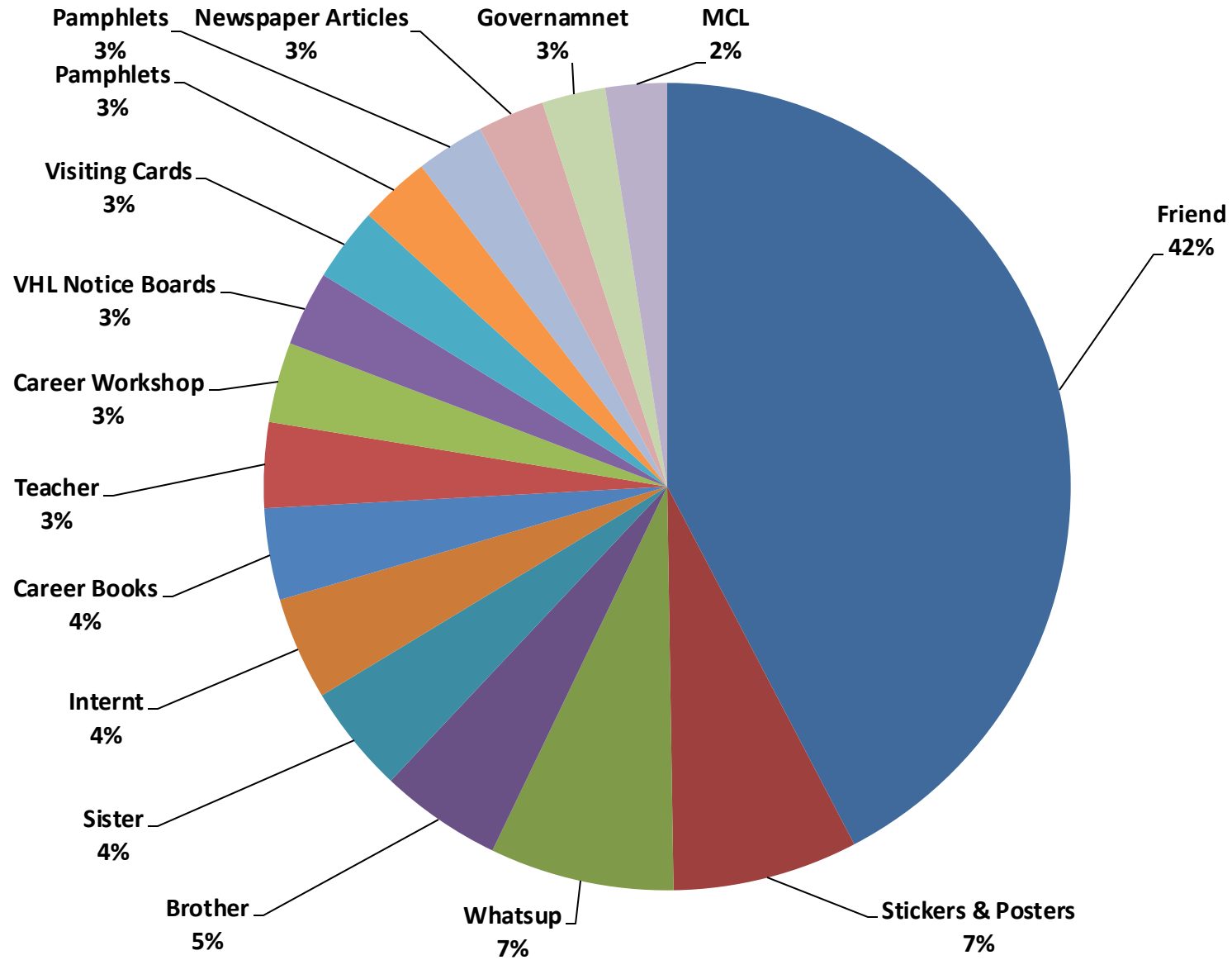
Calls Category Wise Analysis



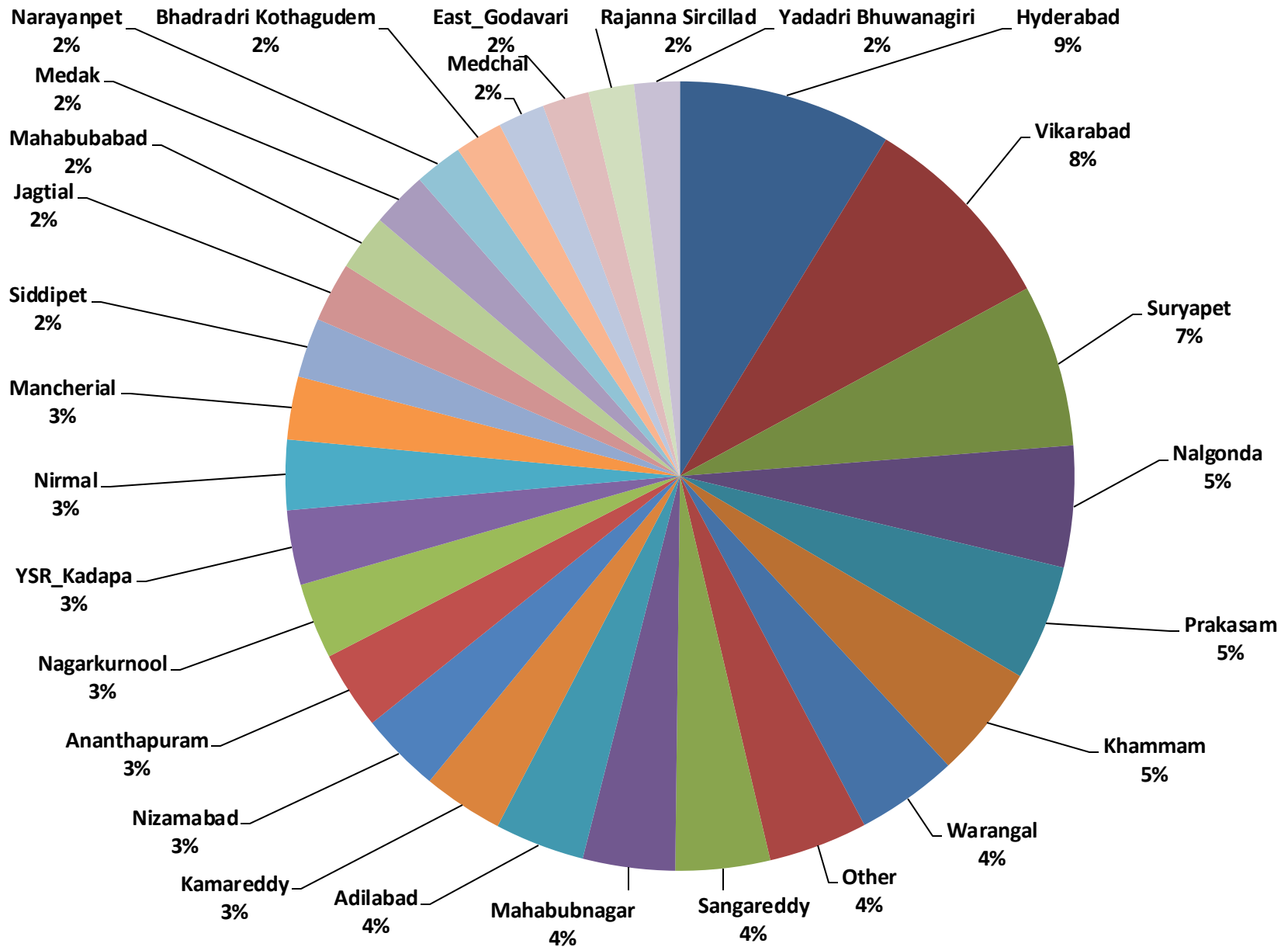
Academic Level wise Analysis



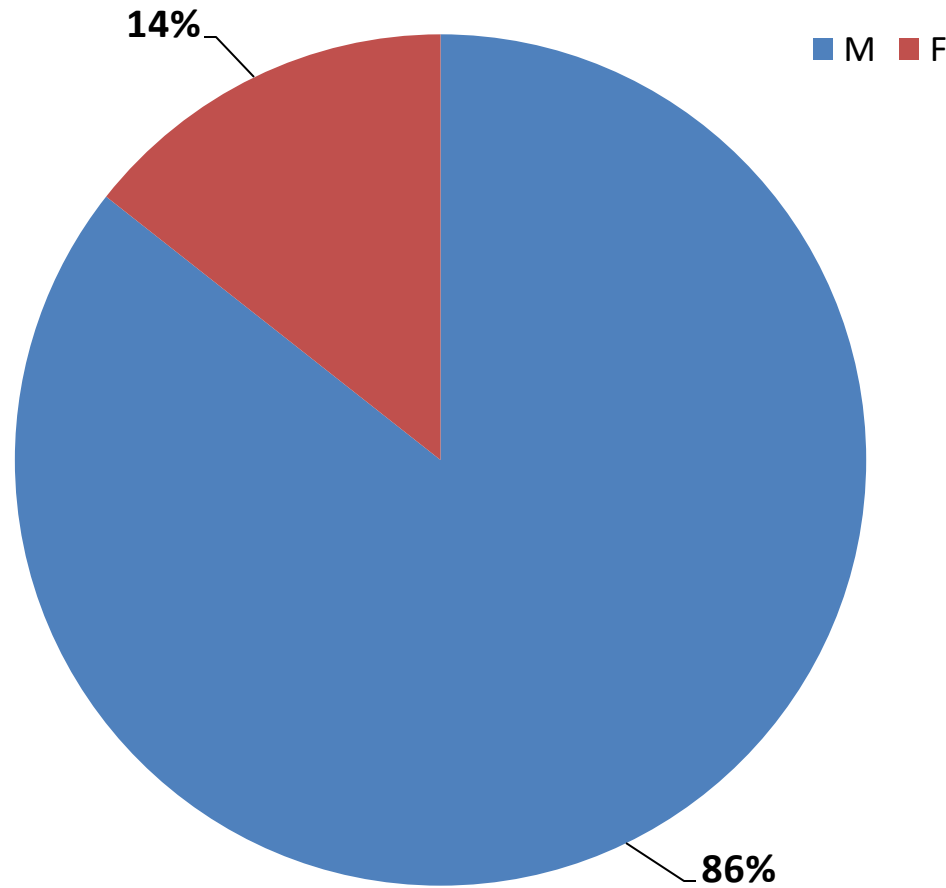
Publicity wise Analysis



District wise Analysis



Gender wise Analysis



Tele counseling CRM



Add New Customer



Customer Information

Customer Details / Inbound

Phone1	08096048956	Name	SaiBaba
Type_of_call	Inbound	Is It Whatsup Number	Yes
Call_status	Answer	Age	27
Gender	M	District	Adilabad
State	Telangana	Village	Jainad
Mandal	Jainad	Reservation Category	ST
School Name	ZPHS Jainad	Specific Qualification	Bcom
Academic Level	Completed Graduat	Question_topic	Career_Guidance
Caller Question	SSC MTS	Answer Provided	YES
Question Category	Jobs	Information Source In Detail	data binder
Data Source	VHL Library	How Did You Deliver Information?	Phone
Do We Have Info At VHL?	Yes_Provided	How Did The Caller Know About NVHL	MCL
Call Back Required	Yes	Relation With Student	Student
Do You Need Whatsup Or SMS Alerts	No	Number Of Call	200
Can You Rate Last Call	Good		
Counselor Name	Saibaba		
Var1	SSC MTS	Var2	ssc.gov.in

Calls in Queue: 0

LC:0 | FA: 1 | BA: 0 | WA: 1

LA: 2 | PA: 0 | AP: 0 | NRA: 0

0

Tele counseling Gallery



Personal counselling





Thank you

Thank You!
