

CALL CENTRE DASHBOARD || HOME



Home

Grid

DATE

01-10-2020

31-10-2020

Channel

- ☐ Call-Cen...
- ☐ Chatbot
- ☐ Email
- ☐ Web

City

- ☐ Abilene
- ☐ Aiken
- ☐ Akron
- ☐ Albany
- ☐ Albuquerque...
- ☐ Alexandria



Total Calls

32.94K



Call Duration(hrs)

13.74K



Call Duration(mins)

824K



Avg Call Duration...

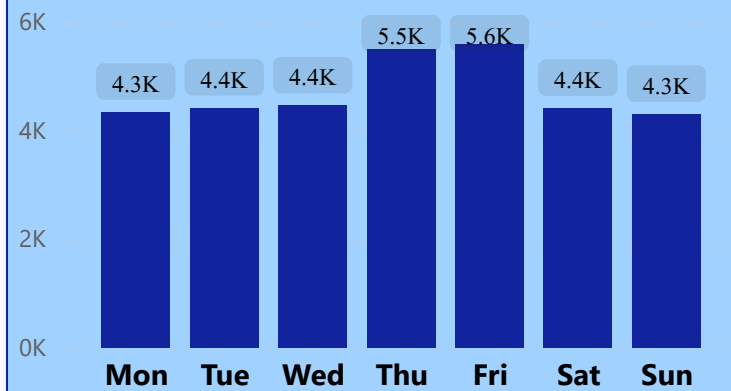
25.02



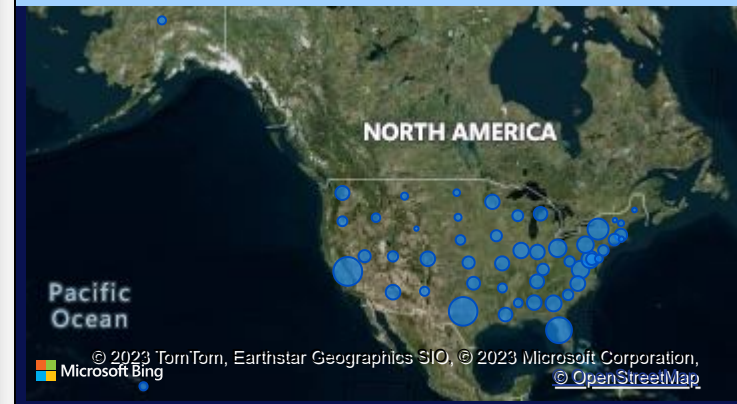
Response Time %

75.26%

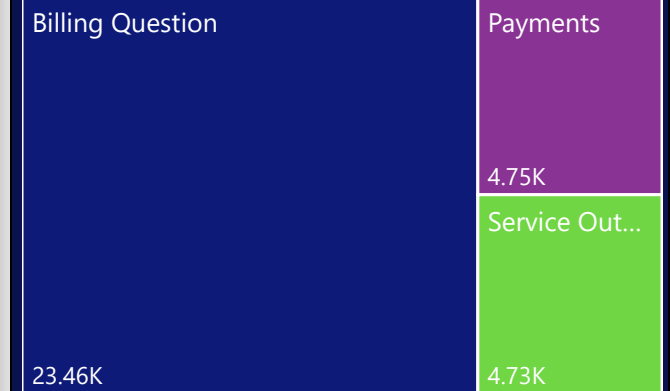
Total Calls by Day



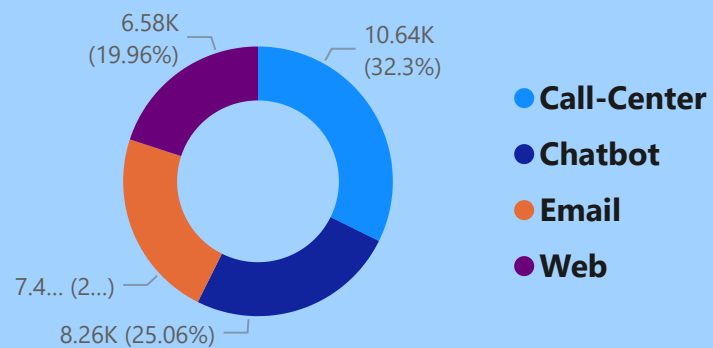
Total Calls by State



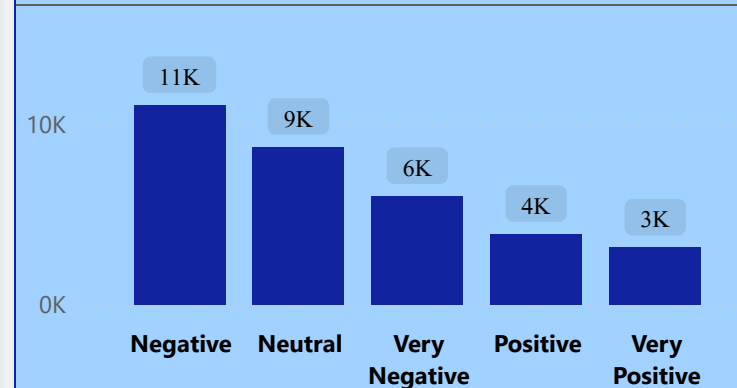
Total Calls by Reason



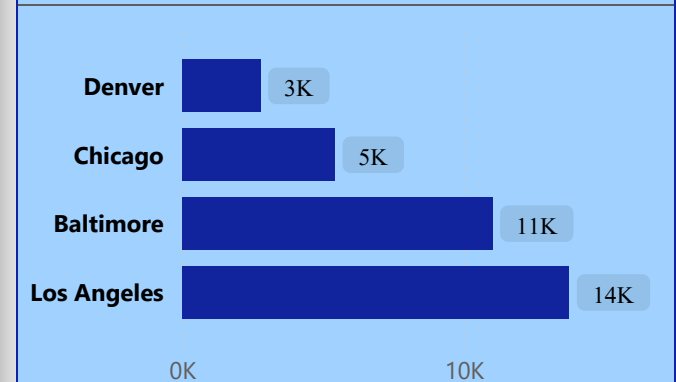
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres City



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Id	Customer Name	Channel	State	Reason	Response Time	City	Sum of Call Duration In Minutes
ADR-61258105-y-130822-pB	Clo Diaper	Chatbot	Texas	Service Outage	Within SLA	Abilene	31
AJL-71410620-H-811217-43	Derk Coghlin	Email	Texas	Billing Question	Within SLA	Abilene	42
CLD-72691788-d-633201-1X	Rosalie Berre	Email	Texas	Billing Question	Within SLA	Abilene	11
CXW-54470843-a-836914-52	Rustin McNickle	Call-Center	Texas	Billing Question	Within SLA	Abilene	9
EIY-81889640-D-458777-l2	Anatole Aldous	Chatbot	Texas	Billing Question	Within SLA	Abilene	33
EON-53815205-r-830645-1V	Ileana Klemensiewicz	Call-Center	Texas	Billing Question	Below SLA	Abilene	21
EPL-31448597-o-279288-zQ	Cynthy Richfield	Call-Center	Texas	Billing Question	Below SLA	Abilene	24
ESH-60954156-t-839786-bw	Catlaina Blaik	Chatbot	Texas	Billing Question	Within SLA	Abilene	24
EVO-87671386-X-222468-HJ	Nanon FitzGilbert	Web	Texas	Billing Question	Below SLA	Abilene	36
FBK-45796269-p-918080-TO	Carlos Comport	Call-Center	Texas	Billing Question	Below SLA	Abilene	39
FFP-30644756-J-954573-eE	Angel Rhodes	Call-Center	Texas	Payments	Above SLA	Abilene	44
FQV-25954056-5-560555-dS	Rab Buntine	Chatbot	Texas	Service Outage	Above SLA	Abilene	37
FZG-90852504-g-478543-cp	Sly Bofield	Web	Texas	Billing Question	Above SLA	Abilene	34
GSK-45379479-y-050641-gH	Shanan Cockarill	Chatbot	Texas	Service Outage	Above SLA	Abilene	10
Total							824222