

CALL CENTRE DASHBOARD | HOME



Total Calls
32.9K



Total Call Duration (Hrs)
13.7K



Total Call Duration (min)
82422....



Avg Call Duration (Min)
25.0



Response Time %
75.3%



MENU

Home

Grid

Date

01-10-2020



31-10-2020



Channel

All

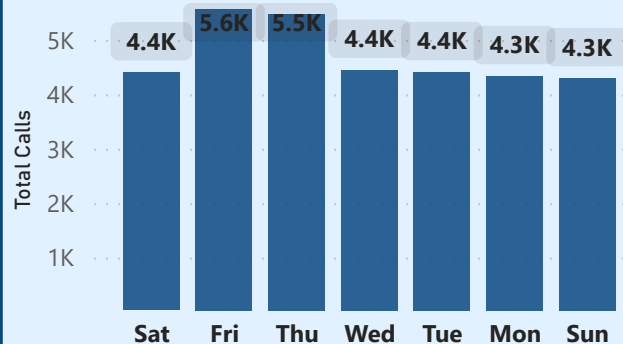


City

All



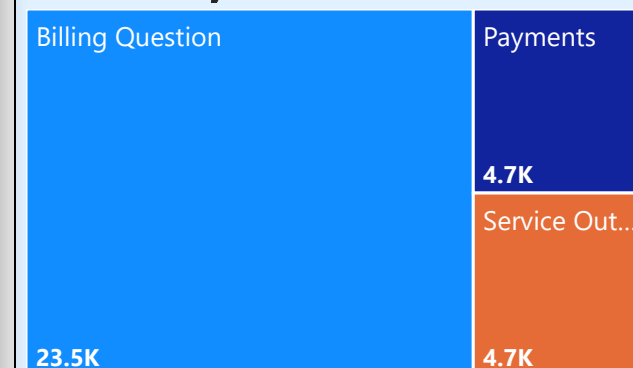
Total Calls by Day



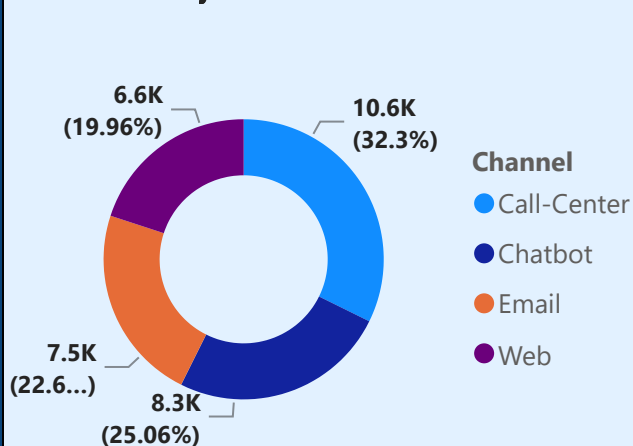
State



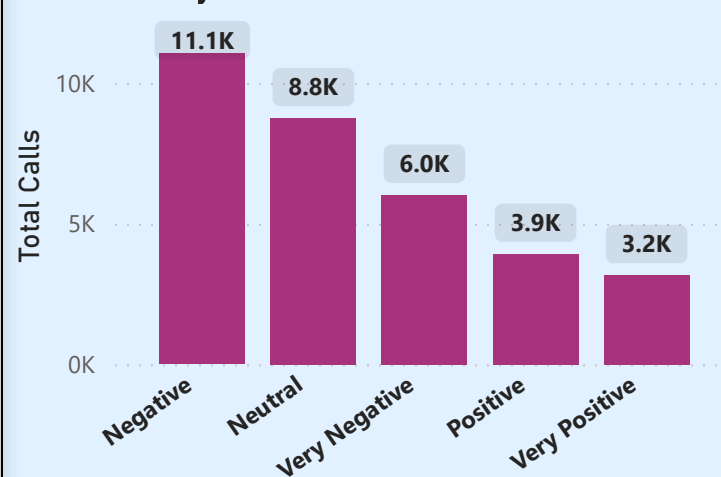
Total Calls by Reason



Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres



CALL CENTRE DASHBOARD | GRID



Total Calls

32.9K



Total Call Duration (Hrs)

13.7K



Total Call Duration (min)

82422....



Avg Call Duration (Min)

25.0



Response Time %

75.3%



Date

01-10-2020



31-10-2020



Channel

All



City

All



Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (min)
ZZY-74839134-p-441730-Fr	Abby Blankett	Call-Center	Virginia	Billing Question	Within SLA	Lynchburg	4100.00%
ZZX-89180948-0-614150-kp	Cherilyn Karpenya	Chatbot	New York	Billing Question	Below SLA	Bronx	600.00%
ZZX-64959993-P-181373-6l	Eartha Howard - Gater	Email	Louisiana	Billing Question	Below SLA	Shreveport	1200.00%
ZZX-32063089-5-262732-Ve	Eydie Kingdon	Chatbot	Ohio	Service Outage	Below SLA	Cincinnati	1000.00%
ZZW-72903584-E-742022-b0	Jesselyn Siuda	Chatbot	California	Billing Question	Within SLA	San Francisco	4000.00%
ZZV-76944790-V-660423-s0	Michal Boyle	Email	New York	Billing Question	Within SLA	Rochester	2700.00%
ZZV-66256002-P-513821-5k	Branden Verriour	Call-Center	California	Payments	Within SLA	Fresno	1400.00%
ZZV-37982503-g-457134-ni	Chastity Sedgmond	Call-Center	Michigan	Billing Question	Above SLA	Detroit	1200.00%
ZZU-71170323-h-785743-MQ	Barbie Desquesnes	Web	Texas	Billing Question	Below SLA	Dallas	2300.00%
ZZU-19497008-g-895585-kb	Blair Spender	Call-Center	Texas	Payments	Below SLA	Corpus Christi	3100.00%
ZZT-70972140-n-361889-2n	Nancy Brouard	Email	South Carolina	Billing Question	Within SLA	Spartanburg	4400.00%
ZZT-20048423-s-531893-fh	Francklyn Pol	Web	Illinois	Billing Question	Within SLA	Decatur	1800.00%
ZZR-60386632-y-332486-k1	Jarret Mooney	Email	Texas	Billing Question	Within SLA	San Antonio	3400.00%
ZZR-12237119-4-993473-jO	Emeline Schubuser	Call-Center	Wisconsin	Payments	Within SLA	Green Bay	2500.00%
ZZP-64402178-S-510101-jL	Ker Blacker	Call-Center	Indiana	Payments	Within SLA	Fort Wayne	3100.00%
ZZP-34285810-C-448271-3x	Sherry Haquard	Chatbot	Georgia	Billing Question	Below SLA	Atlanta	900.00%
ZZP-31650436-y-908557-1e	Kaitlyn Bethell	Email	Maryland	Billing Question	Below SLA	Laurel	3300.00%
ZZO-88709264-X-602848-lm	Sheena Carde	Chatbot	New Jersey	Billing Question	Within SLA	Jersey City	4100.00%