



# CALL CENTRE DASHBOARD | HOME

## MENU

Home Tab

Grid

## FILTERS

### Date

10/1/2020



10/31/2020



### Channel

All



### City

All



32.9K

Total Calls



13.7K

Total Call Duration (Hrs)



824.2K

Total Call Duration (min)



25

Avg Call Duration (Min)

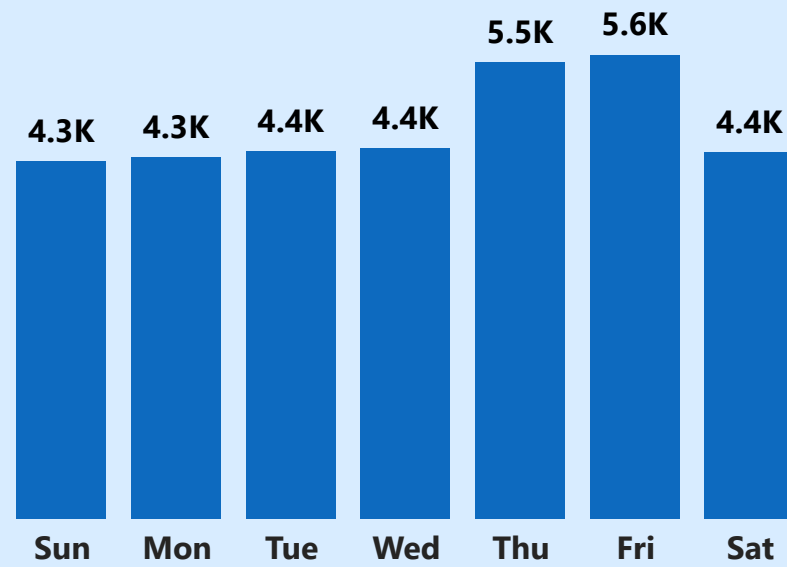


75.3%

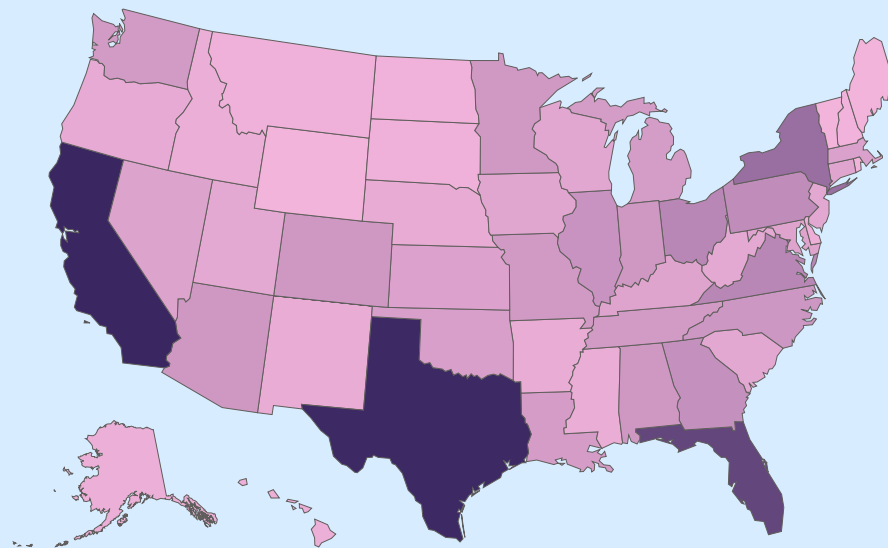
Response Time %



Total Calls by Day



Total Calls by State



Total Calls by Reason

Billing Question

23.5K

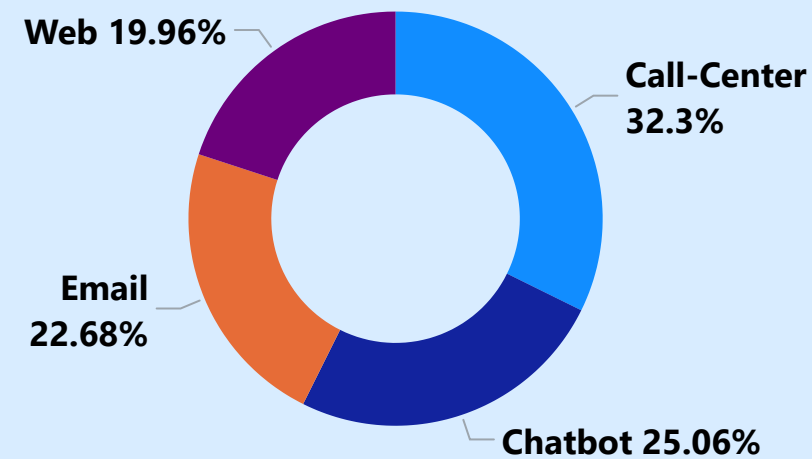
Payments

4.7K

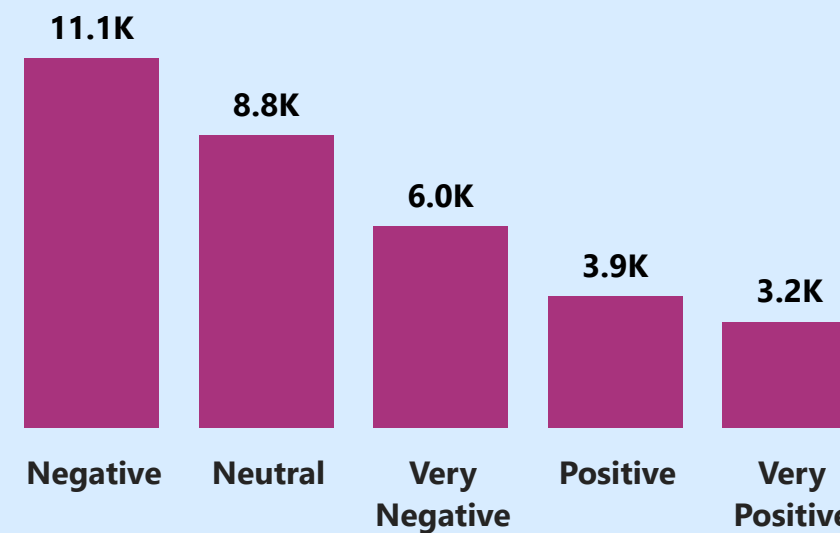
Service Outage

4.7K

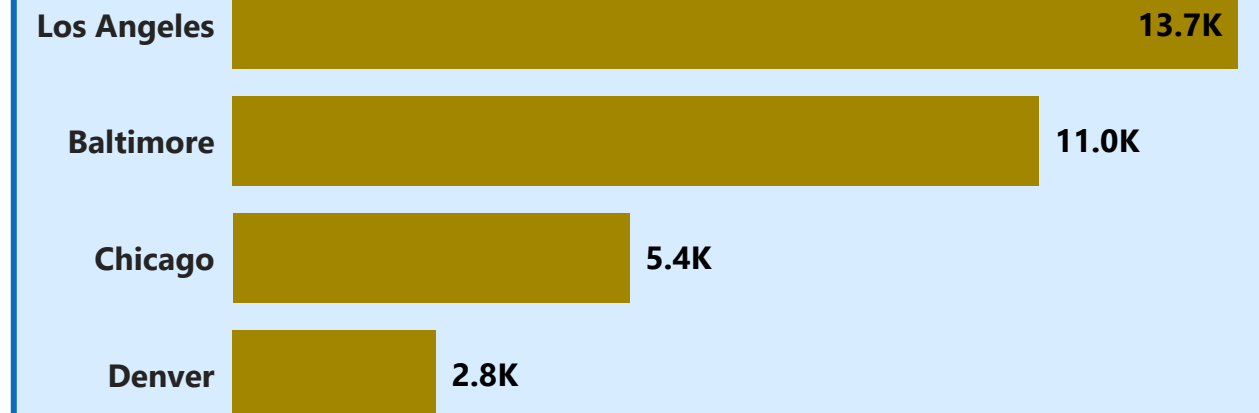
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres



# CALL CENTRE DASHBOARD | GRID



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824.2K

Total Call Duration (min)



25

Avg Call Duration (Min)



75.3%

Response Time %



Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (min)
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Payments	Below SLA	Tuscaloosa	28
AAH-47182806-V-056613-mt	Leonhard McPharlain	Call-Center	Alabama	Payments	Within SLA	Montgomery	42
AAR-72355759-x-505886-4w	Ignacius Maurice	Call-Center	Alabama	Payments	Below SLA	Montgomery	7
ABK-65702060-X-640676-C7	Clayborne Arlott	Email	Alabama	Billing Question	Within SLA	Birmingham	14
ABT-54121115-T-403439-oJ	Emmi Ferrotti	Call-Center	Alabama	Payments	Within SLA	Gadsden	10
AED-99008046-h-766475-5I	Cosetta Scoullar	Email	Alabama	Billing Question	Above SLA	Anniston	32
AEP-60017336-8-343884-AI	Kerrie Powlesland	Web	Alabama	Billing Question	Within SLA	Mobile	43
AFH-55414603-N-936348-Ze	Teriann Ault	Chatbot	Alabama	Billing Question	Within SLA	Mobile	28
AHB-75378428-A-736943-6o	Julee Yapp	Call-Center	Alabama	Billing Question	Within SLA	Birmingham	31
AIG-50712617-X-263128-kn	Renaldo Claque	Email	Alabama	Billing Question	Within SLA	Birmingham	16
AIT-61813654-Z-632072-oQ	Kat Roswarne	Call-Center	Alabama	Billing Question	Within SLA	Birmingham	18
AND-11197133-H-206043-FB	Abrahan Sansum	Email	Alabama	Billing Question	Within SLA	Birmingham	40
AOS-15148530-y-411327-Sf	Sven Bembridge	Web	Alabama	Billing Question	Within SLA	Birmingham	12
AOY-31318129-Q-195755-oZ	Evey Joule	Web	Alabama	Service Outage	Within SLA	Mobile	45
APT-27467127-J-620552-Lh	Remy Sperry	Email	Alabama	Billing Question	Within SLA	Montgomery	22
AQF-80850124-a-660076-IW	Mikkel Ricardou	Call-Center	Alabama	Payments	Within SLA	Birmingham	11
AQT-75516915-z-41295-L	Melissa Latta	Chatbot	Alabama	Billing Question	Within SLA	Mobile	26