



HOME

GRID

Filters

Date

10/1/2020



10/31/2020



Channel

All



City

All



Total calls

32.94K



Total call duration (hrs)

13.74K



Total call Duration...

824.22K



Avg call duration (mins)

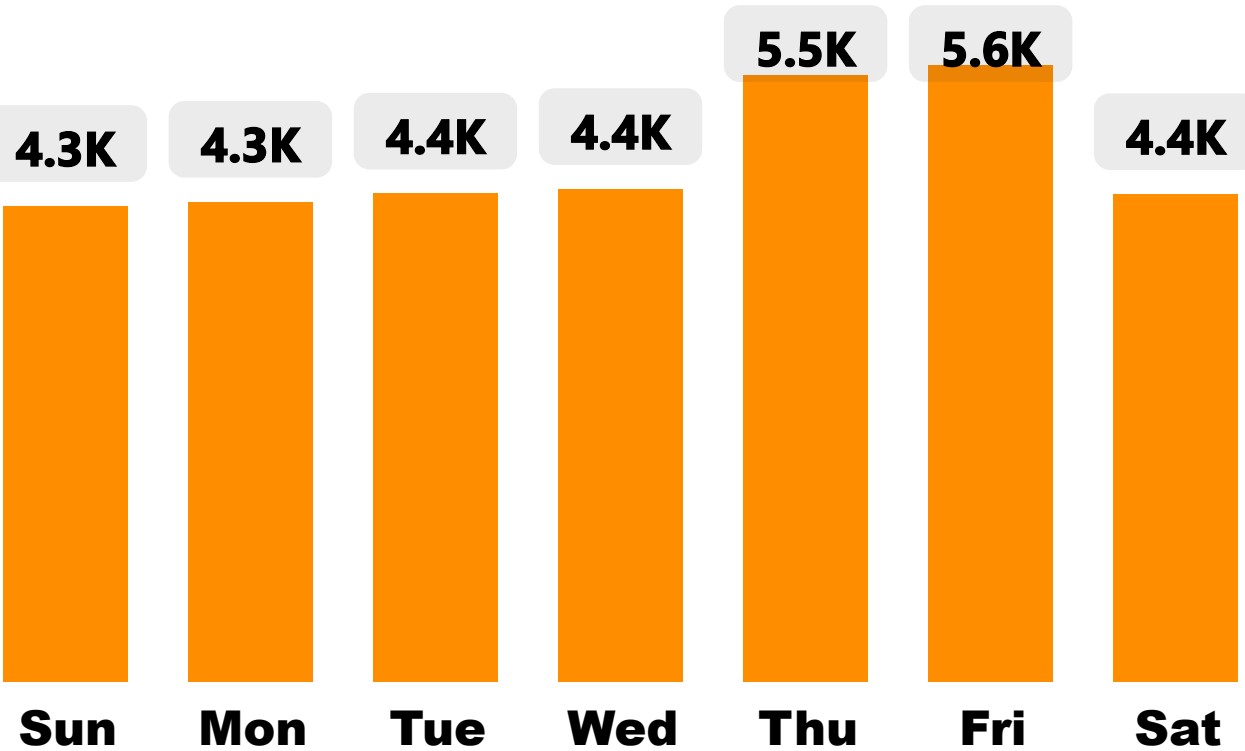
25.02



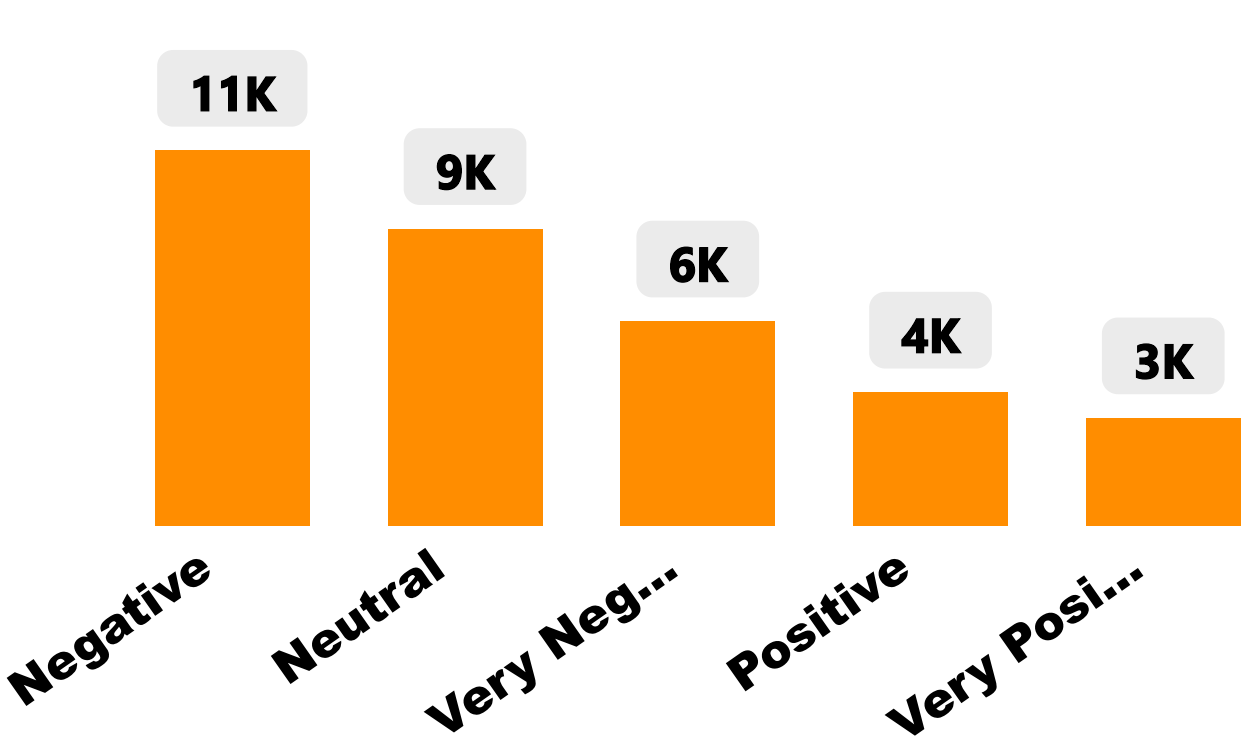
Response time %

62.61%

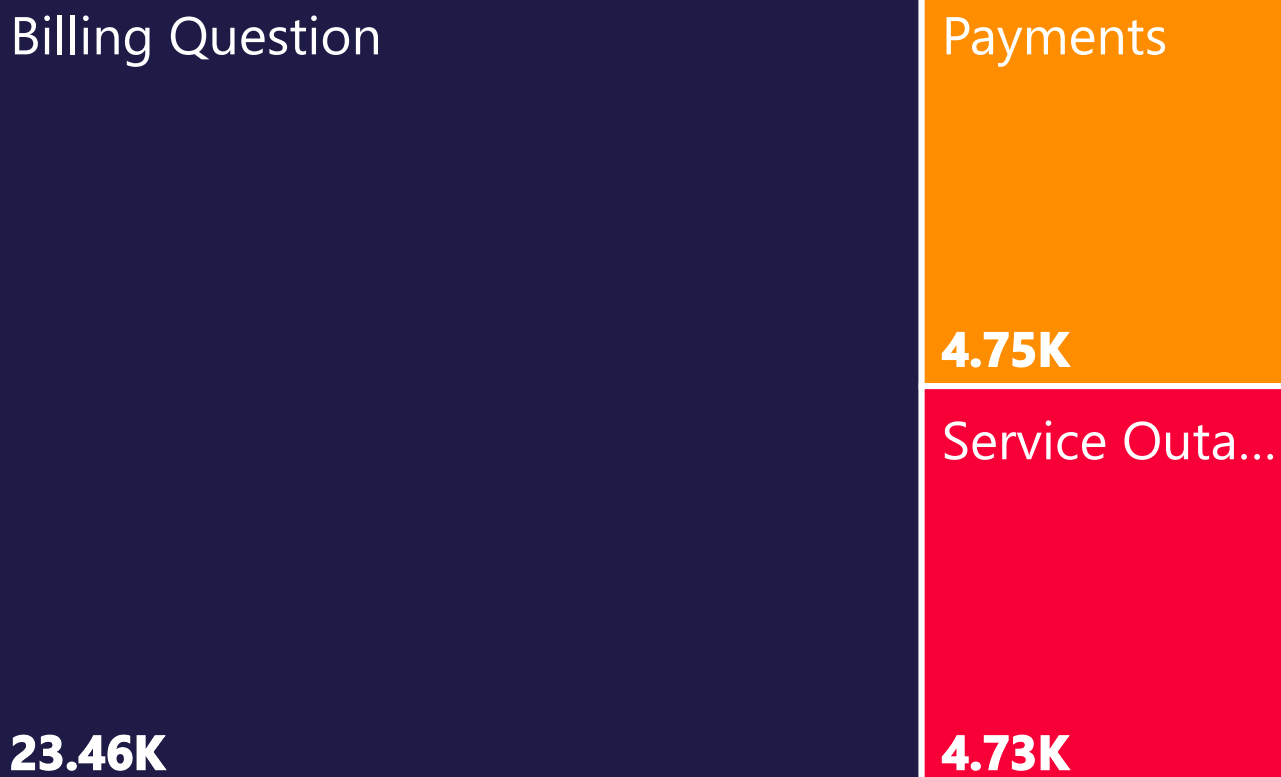
Total calls by Day



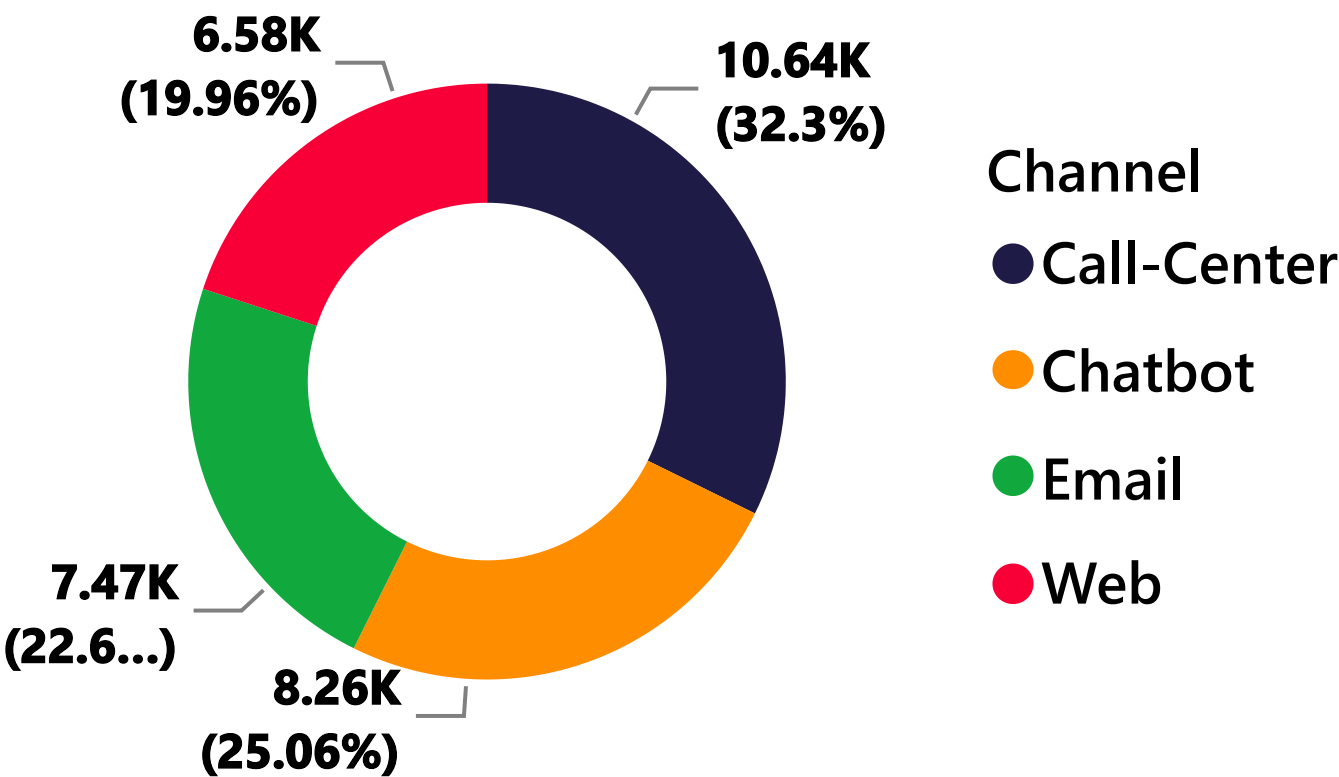
Total calls by Sentiment



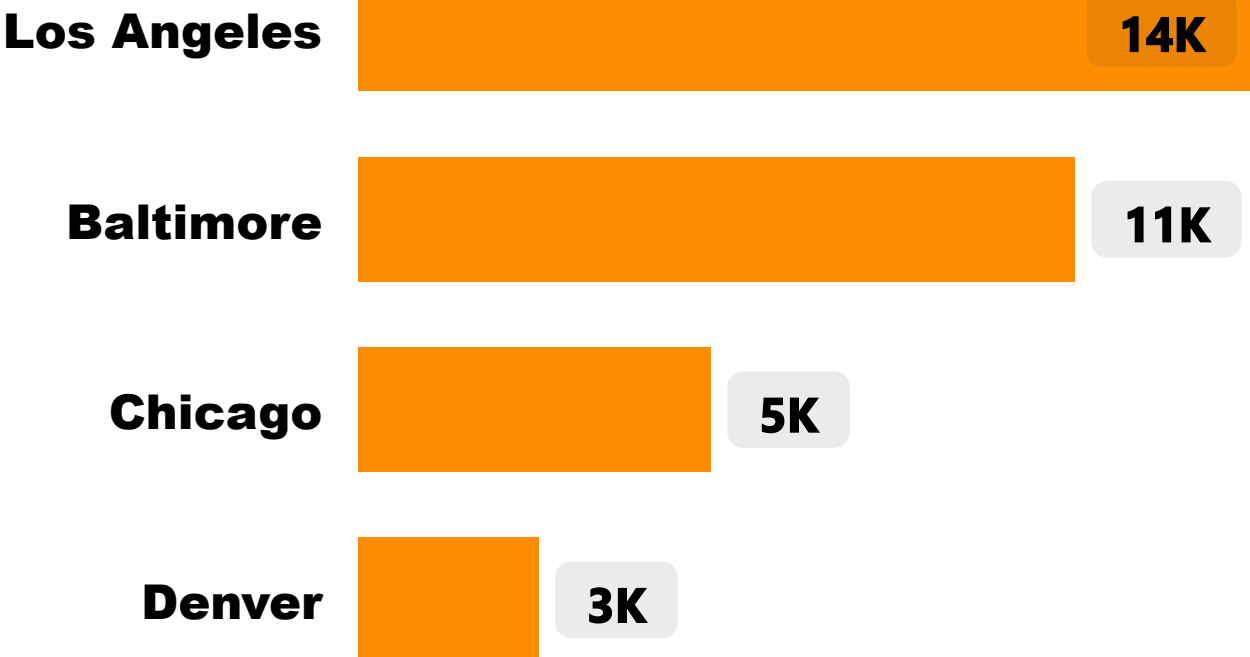
Total calls by Reason



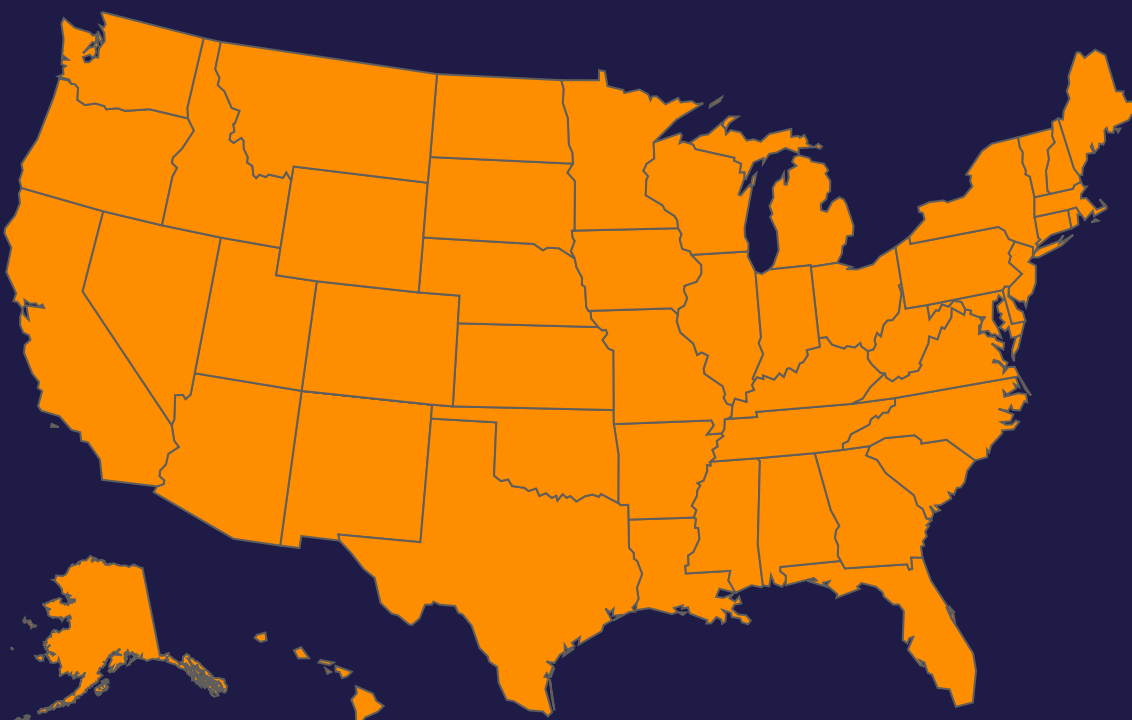
Total calls by Channel



Total calls by Call-Centres



Total calls by State





Menu

HOME

GRID

Total calls

32.94K



Total call duration (hrs)

13.74K



Total call Duration...

824.22K



Avg call duration (mins)

25.02



Response time %

62.61%

Filters

Date

10/1/2020



10/31/2020



Channel

All



City

All



Alabama							
<div>Id</div>	<div>Customer Name</div>	<div>Channel</div>	<div>State</div>	<div>Reason</div>	<div>Response Time</div>	<div>City</div>	<div>Total call Duration (m)</div>
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Payments	Below SLA	Tuscaloosa	2
AAH-47182806-V-056613-mt	Leonhard McPharlain	Call-Center	Alabama	Payments	Within SLA	Montgomery	4
AAR-72355759-x-505886-4w	Ignacius Maurice	Call-Center	Alabama	Payments	Below SLA	Montgomery	1
ABK-65702060-X-640676-C7	Clayborne Arlott	Email	Alabama	Billing Question	Within SLA	Birmingham	1
ABT-54121115-T-403439-oJ	Emmi Ferrotti	Call-Center	Alabama	Payments	Within SLA	Gadsden	1
AED-99008046-h-766475-5l	Cosetta Scoullar	Email	Alabama	Billing Question	Above SLA	Anniston	3
AEP-60017336-8-343884-Al	Kerrie Powlesland	Web	Alabama	Billing Question	Within SLA	Mobile	4
AFH-55414603-N-936348-Ze	Teriann Ault	Chatbot	Alabama	Billing Question	Within SLA	Mobile	2
AHB-75378428-A-736943-6o	Julee Yapp	Call-Center	Alabama	Billing Question	Within SLA	Birmingham	3
AIG-50712617-X-263128-kn	Renaldo Claque	Email	Alabama	Billing Question	Within SLA	Birmingham	1
AIT-61813654-Z-632072-oQ	Kat Roswarne	Call-Center	Alabama	Billing Question	Within SLA	Birmingham	1
AND-11197133-H-206043-FB	Abrahan Sansum	Email	Alabama	Billing Question	Within SLA	Birmingham	4
AOS-15148530-y-411327-Sf	Sven Bembridge	Web	Alabama	Billing Question	Within SLA	Birmingham	1
AOY-31318129-Q-195755-oZ	Evey Joule	Web	Alabama	Service Outage	Within SLA	Mobile	4
APT-27467127-J-620552-Lh	Remy Sperry	Email	Alabama	Billing Question	Within SLA	Montgomery	2
Total							82422