

# CALL CENTRE DASHBAORD | HOME



## MENU

Home

Grid

## FILTERS

### Date Range

01-10-2020



31-10-2020



### City

All

### Channel

All



Total Calls

32.94K



Total Call Duration (Hrs)

13.74K



Total Call Duration (Min)

824.2K



Avg Call Duration (Min)

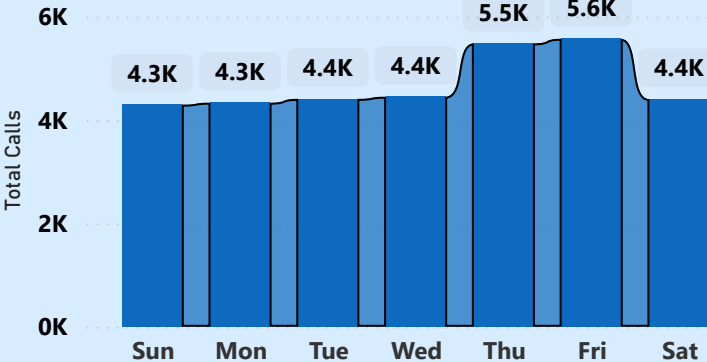
25.02



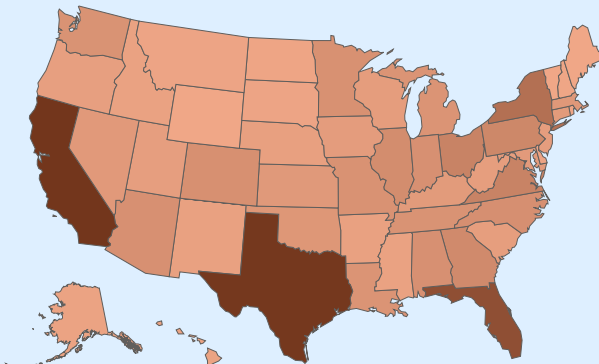
Response Time %

75.26%

### Total Calls by Day



### Total Calls by State



### Top Reason for Calls

Billing Question

Payme...

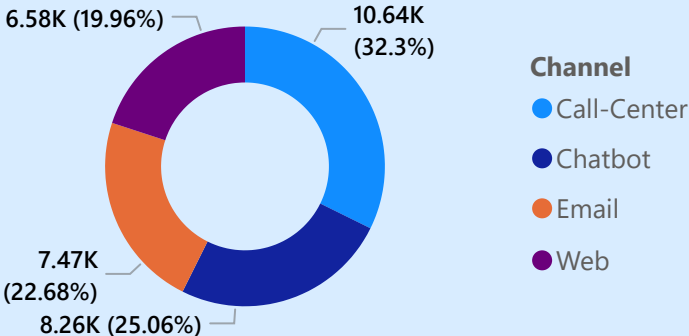
23.46K

4.75K

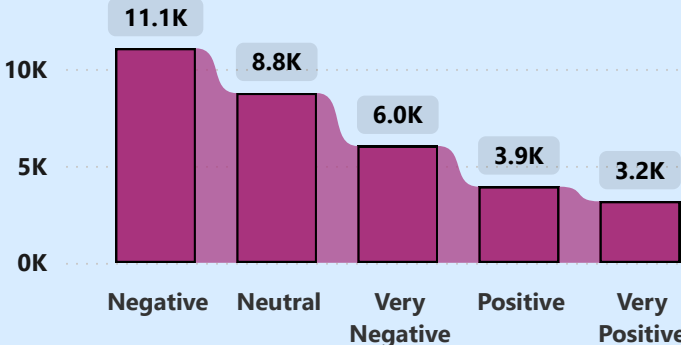
Service...

4.73K

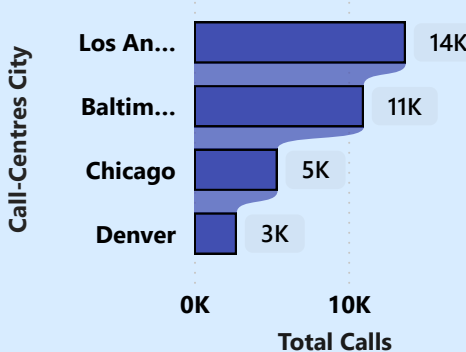
### Total Calls by Channel



### Total Calls by Sentiment



### Total Calls by Call-Centre



# CALL CENTRE DASHBAORD | GRID



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25.02



Response Time %

75.26%

| Id                       | Customer Name       | Channel     | State          | Reason           | Response Time | City          | Call Duration (min) |
|--------------------------|---------------------|-------------|----------------|------------------|---------------|---------------|---------------------|
| AAA-03321706-1-866834-l1 | Andrea Bailiss      | Call-Center | North Carolina | Payments         | Within SLA    | Charlotte     | 12                  |
| AAB-04923282-m-405308-yW | Othilie Strand      | Web         | Tennessee      | Service Outage   | Below SLA     | Nashville     | 5                   |
| AAB-23102945-b-065985-xp | Sondra Bearman      | Call-Center | Oregon         | Billing Question | Above SLA     | Salem         | 9                   |
| AAB-64454903-y-396859-bx | Gibb Augustine      | Web         | Colorado       | Service Outage   | Within SLA    | Littleton     | 20                  |
| AAB-68191584-X-296651-JM | Hope Verissimo      | Web         | California     | Billing Question | Within SLA    | Fresno        | 43                  |
| AAD-09890763-W-615200-jL | Eydie Firebrace     | Web         | Nevada         | Billing Question | Within SLA    | Las Vegas     | 28                  |
| AAD-20872250-D-453978-fM | Hendrika Higgonet   | Email       | California     | Billing Question | Below SLA     | Anaheim       | 8                   |
| AAD-28507074-R-562834-Xd | Bond Eve            | Call-Center | California     | Billing Question | Above SLA     | Pasadena      | 20                  |
| AAD-37751026-T-355348-zV | Selby Poon          | Web         | Florida        | Billing Question | Within SLA    | Vero Beach    | 21                  |
| AAD-91253539-C-305338-wj | Shelbi Baiss        | Call-Center | New Jersey     | Billing Question | Within SLA    | Paterson      | 11                  |
| AAE-05965563-S-424746-4p | Krysta Gonnelly     | Chatbot     | California     | Billing Question | Above SLA     | Pasadena      | 44                  |
| AAE-20338259-S-732755-mJ | Celinda Blincko     | Email       | Virginia       | Billing Question | Within SLA    | Arlington     | 19                  |
| AAE-56555470-4-160195-FX | Wendall Heinsen     | Call-Center | Texas          | Payments         | Within SLA    | Amarillo      | 45                  |
| AAE-68788374-t-102355-kw | Emalia Wilton       | Email       | Florida        | Billing Question | Within SLA    | Bradenton     | 21                  |
| AAF-12965416-Y-392290-yT | Ardelle Dunbavin    | Web         | Pennsylvania   | Billing Question | Within SLA    | Philadelphia  | 16                  |
| AAF-25933263-r-676313-sd | Sibylle Tuplin      | Web         | Arizona        | Service Outage   | Within SLA    | Phoenix       | 14                  |
| AAF-97589540-z-453138-Ca | Roselia Listone     | Call-Center | Alabama        | Payments         | Below SLA     | Tuscaloosa    | 28                  |
| AAG-74209063-w-486645-1T | Elonore Fernier     | Web         | Kentucky       | Billing Question | Above SLA     | Louisville    | 38                  |
| AAH-00792945-3-552123-Hn | Chev Quarles        | Web         | New York       | Billing Question | Within SLA    | New York City | 15                  |
| AAH-47182806-V-056613-mt | Leonhard McPharlain | Call-Center | Alabama        | Payments         | Within SLA    | Montgomery    | 42                  |
| AAI-76624824-D-681890-o9 | Barnaby Dunkinson   | Email       | Michigan       | Billing Question | Within SLA    | Flint         | 24                  |