

CALL CENTER DASHBOARD | HOME



MENU

Home

Grid

FILTERS

Date

01-10-2020

31-10-2020

Channel

All

City

All



Total Calls

32.94K



Total Call Duration (hrs)

13.74K



Total Call Duration (min)

824.22K



Average Call Duration (min)

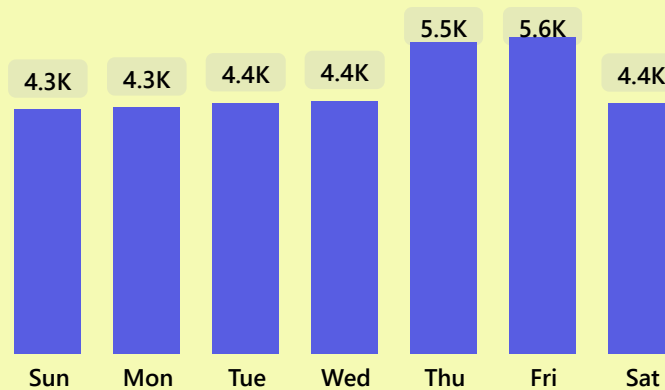
25.02



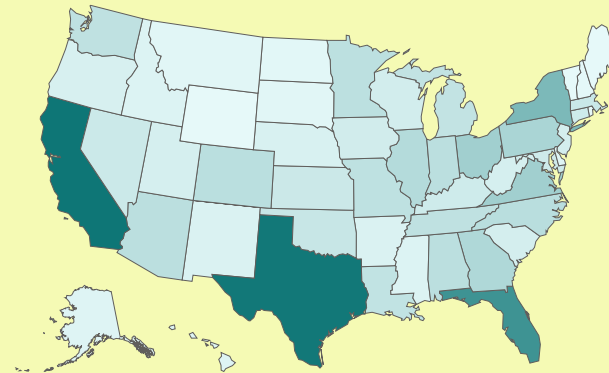
Response Time %

75.26%

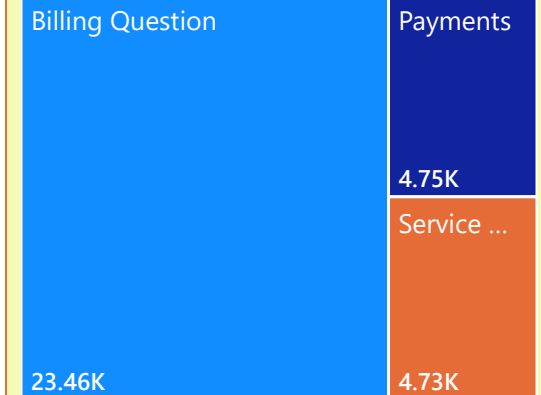
Total Calls by Day



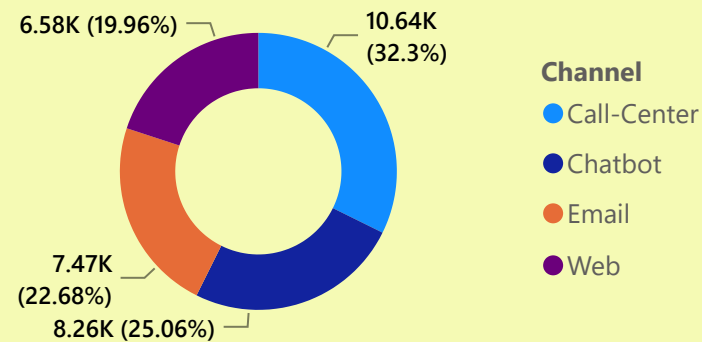
Total Calls by State



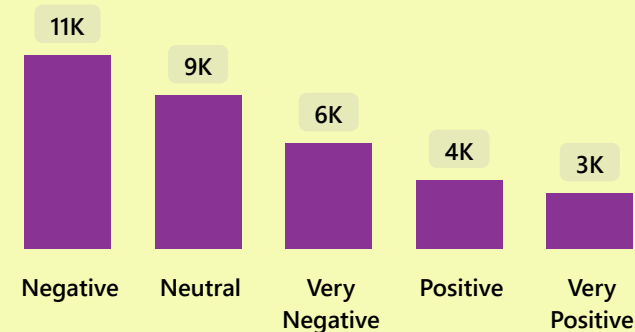
Total Calls by Reason



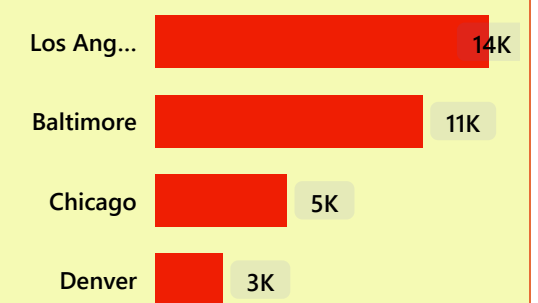
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres



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Total Calls

32.94K



Total Call Duration (hrs)

13.74K



Total Call Duration (min)

824.22K



Average Call Duration (min)

25.02



Response Time %

75.26%

Id	Customer Name	Channel	Reason	State	City	Sum of Call Duration In Minutes	Response
AAA-03321706-1-866834-lI	Andrea Bailiss	Call-Center	Payments	North Carolina	Charlotte	12	Within SLA
AAB-04923282-m-405308-yW	Othilie Strand	Web	Service Outage	Tennessee	Nashville	5	Below SLA
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Billing Question	Oregon	Salem	9	Above SLA
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Service Outage	Colorado	Littleton	20	Within SLA
AAB-68191584-X-296651-JM	Hope Verissimo	Web	Billing Question	California	Fresno	43	Within SLA
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Billing Question	Nevada	Las Vegas	28	Within SLA
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	Billing Question	California	Anaheim	8	Below SLA
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	Billing Question	California	Pasadena	20	Above SLA
AAD-37751026-T-355348-zV	Selby Poon	Web	Billing Question	Florida	Vero Beach	21	Within SLA
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	Billing Question	New Jersey	Paterson	11	Within SLA
AAE-05965563-S-424746-4p	Krysta Gonnely	Chatbot	Billing Question	California	Pasadena	44	Above SLA
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Billing Question	Virginia	Arlington	19	Within SLA
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Payments	Texas	Amarillo	45	Within SLA
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Billing Question	Florida	Bradenton	21	Within SLA
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Billing Question	Pennsylvania	Philadelphia	16	Within SLA
AAF-25933263-r-676313-sd	Sibylle Tuplin	Web	Service Outage	Arizona	Phoenix	14	Within SLA
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Payments	Alabama	Tuscaloosa	28	Below SLA