



CALL CENTER DASHBOARD | HOME



MENU

Home

Grid

Date

01-10-2020



31-10-2020



Channel

All



Cities

All



32.9K

Total Calls



13.74K

Total Calls Duration Hrs



824K

Total Call Duration MiN



25.02

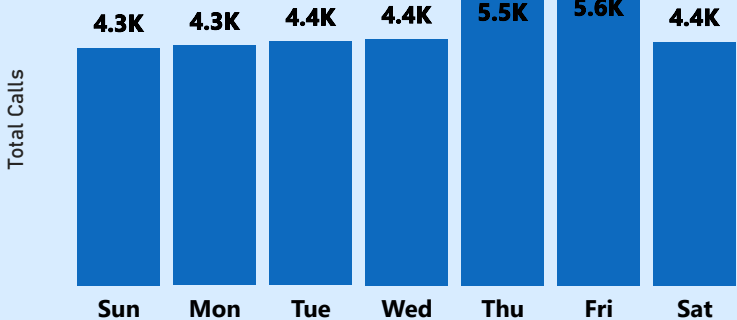
Avg Call Duration Min



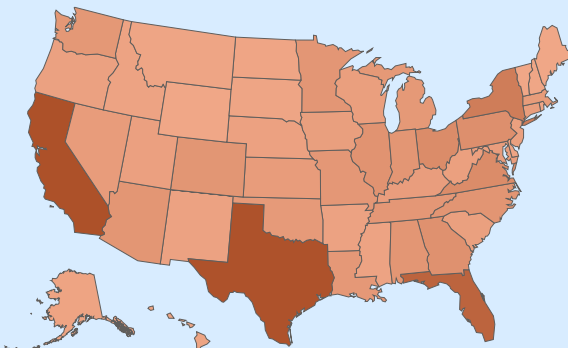
75.26%

Response Time %

Total Calls by Day



Total Calls by State



Total Calls by Reason

Billing Question

Payments

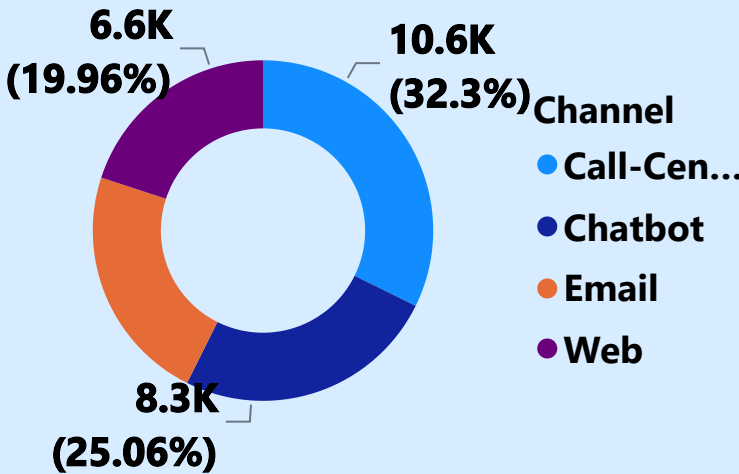
23.5K

4.7K

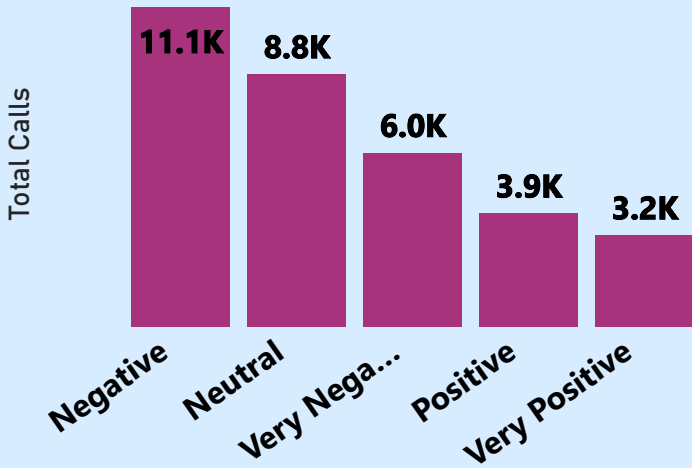
Service Ou...

4.7K

Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres

Los A...

14K

Balti...

11K

Chicago

5K

Denver

3K

Total Calls



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Avg Call Duration Min



75.26%

Response Time %

Id	Customer Name	Channel	State	Reason	Response Time %	City	Total Call Duration MiN
AAA-03321706-1-866834-l1	Andrea Bailiss	Call-Center	North Carolina	Payments	100.00%	Charlotte	12
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Service Outage		Nashville	5
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	100.00%	Salem	9
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Service Outage	100.00%	Littleton	20
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Billing Question	100.00%	Fresno	43
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Billing Question	100.00%	Las Vegas	28
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Billing Question		Anaheim	8
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	100.00%	Pasadena	20
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Billing Question	100.00%	Vero Beach	21
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Billing Question	100.00%	Paterson	11
AAE-05965563-S-424746-4p	Krysta Gonnely	Chatbot	California	Billing Question	100.00%	Pasadena	44
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Billing Question	100.00%	Arlington	19
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	100.00%	Amarillo	45
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Billing Question	100.00%	Bradenton	21
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Billing Question	100.00%	Philadelphia	16
AAF-25933263-r-676313-sd	Sibylle Tuplin	Web	Arizona	Service Outage	100.00%	Phoenix	14
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Payments		Tuscaloosa	28
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Kentucky	Billing Question	100.00%	Louisville	38
AAH-00702045-z-552122-Hn	Chen Charles	Web	New York	Billing Question	100.00%	New York City	15