

Call Center Dashboard



Home

Grid

Date

1/10/2020 10/31/202

Channel

Web

Call-Centres

All

Total calls

7K



Total call min

165K



Total call hrs

2.74K



Avg call min

25.02



Total calls

6.6K

6.6K

6.6K

6.6K

6.6K

6.6K

6.6K

Friday

Monday

Saturday

Sunday

Thursday

Tuesday

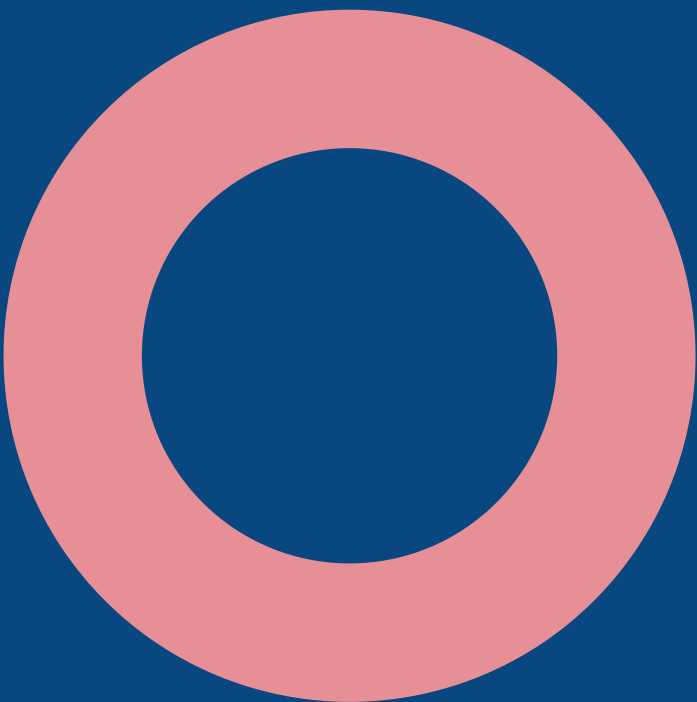
Wednesday



Map and filled map visuals aren't enabled for your org. Contact your tenant admin to fix this. [See details](#)

Total calls by Channel

Web



100%

Total calls bby Sentiments

2191

1773

1173

837

602

Negative

Neutral

Very Negative

Positive

Very Positive

Total calls by Call-Centres

Los Angeles

2.7K

Baltimore

2.3K

Chicago

1.1K

Denver

0.6K

Home

Grid

Date

10/1/2020

10/8/2020

Channel

Web

Call-Centres

Denver

Total calls

554

Total call min

14K

Total call hrs

232.82

Avg call min

25.21

Id	State	City	Channel	Call-Centres	Reason	Total calls	Avg call min	Sentiment
AEP-60017336-8-343884-AI	Alabama	Mobile	Web	Denver	Billing Question	1	43.00	Very Negative
AOS-15148530-y-411327-Sf	Alabama	Birmingham	Web	Denver	Billing Question	1	12.00	Negative
BPC-01221074-O-668688-v8	Alabama	Mobile	Web	Denver	Billing Question	1	42.00	Neutral
CGQ-96507005-Q-040284-F9	Alabama	Birmingham	Web	Denver	Billing Question	1	29.00	Negative
GAH-25847118-M-085508-2u	Alabama	Mobile	Web	Denver	Billing Question	1	31.00	Neutral
LDC-46483826-u-157654-c5	Alabama	Mobile	Web	Denver	Billing Question	1	17.00	Neutral
LIL-84912525-F-550216-KI	Alabama	Mobile	Web	Denver	Billing Question	1	23.00	Neutral
LRQ-71480357-P-380477-I5	Alabama	Birmingham	Web	Denver	Billing Question	1	10.00	Positive
NOF-44281812-Q-155092-Xo	Alabama	Birmingham	Web	Denver	Billing Question	1	43.00	Neutral
WOM-75265836-4-875044-3P	Alabama	Montgomery	Web	Denver	Billing Question	1	26.00	Very Negative
YGI-23655292-E-141143-V0	Alabama	Huntsville	Web	Denver	Billing Question	1	43.00	Neutral
CGD-12586617-V-976361-j9	Arizona	Phoenix	Web	Denver	Billing Question	1	10.00	Negative
EKI-21658641-w-838591-H4	Arizona	Mesa	Web	Denver	Billing Question	1	41.00	Positive
EZN-92322703-T-405514-85	Arizona	Tucson	Web	Denver	Billing Question	1	12.00	Negative
ICU-13480553-m-732568-YW	Arizona	Scottsdale	Web	Denver	Billing Question	1	43.00	Very Negative
MZR-03649415-g-859657-vk	Arizona	Scottsdale	Web	Denver	Billing Question	1	16.00	Negative
PKJ-83461235-Z-429638-y3	Arizona	Phoenix	Web	Denver	Billing Question	1	31.00	Positive
PMB-25052421-U-574505-yp	Arizona	Phoenix	Web	Denver	Billing Question	1	25.00	Very Positive
PZY-27210550-y-680814-AV	Arizona	Phoenix	Web	Denver	Service Outage	1	15.00	Very Negative
Total						554	25.21	