

CALL CENTRE DASHBOARD | HOME

[Home](#)[Grid](#)

Total Calls

32.94K

Total Call Duration (min)

824.22K

Total Call Duration (Hrs)

13.74K

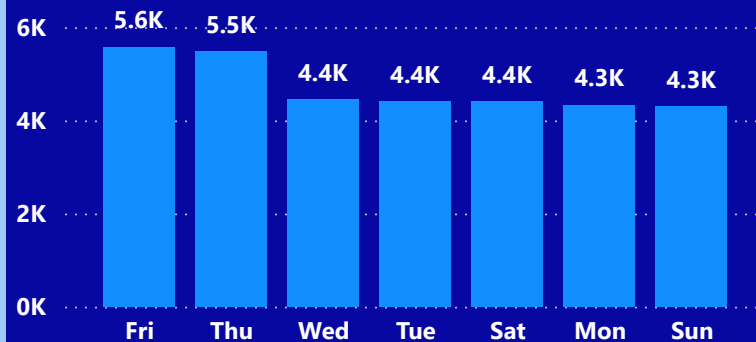
Avg Call Duration (min)

25.02

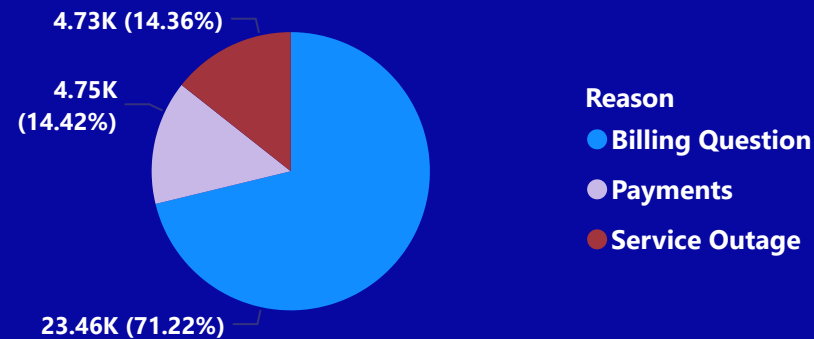
Response Time %

75.26%

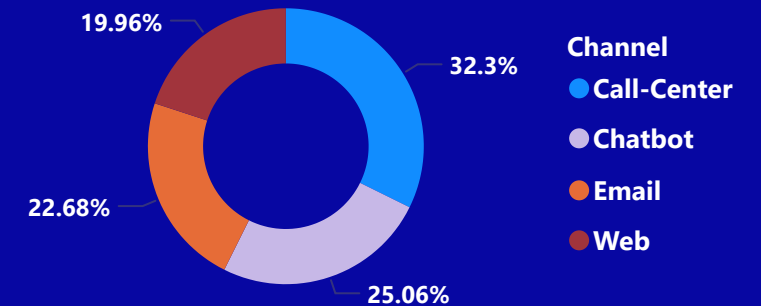
Total Calls by Day



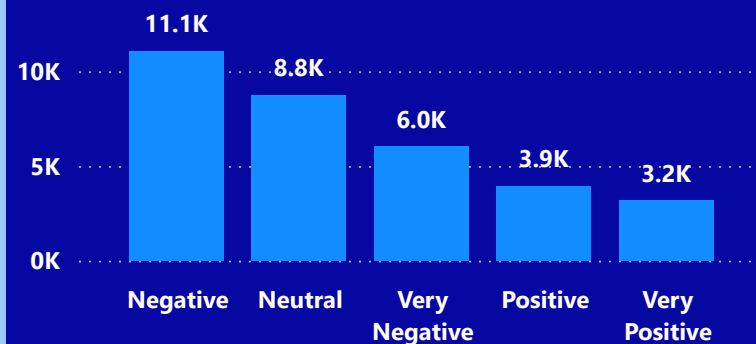
Total Calls by Reason



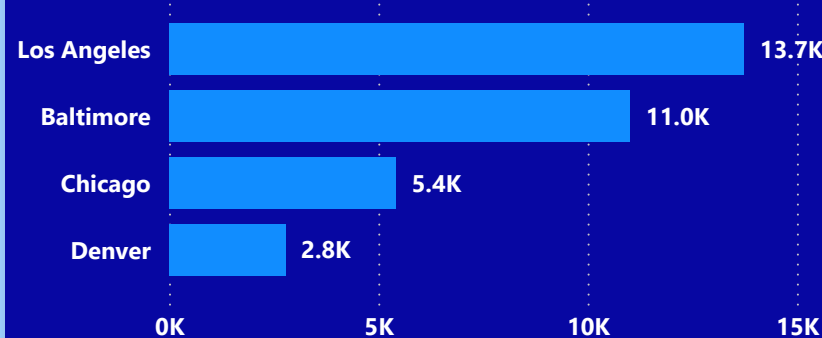
Total Calls by Channel



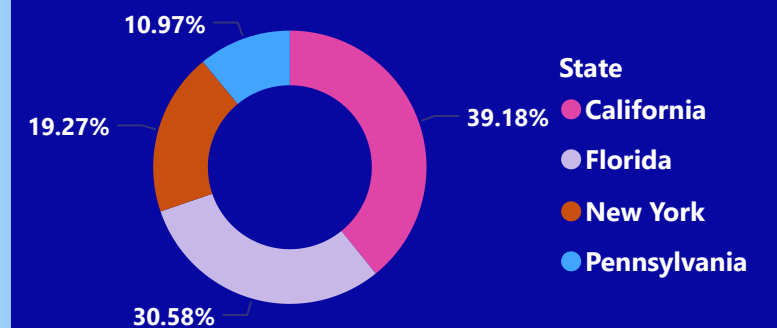
Total Calls by Sentiment



Total Calls by Call-Centres City



Total Calls by State



CALL CENTRE DASHBOARD | GRID

Home

Grid

Total Calls

7.47K

Total Call Duration (min)

187.49K

Total Call Duration (Hrs)

3.12K

Avg Call Duration (min)

25.10

Response Time %

75.61%

Date

01-10-2020

31-10-2020

Channel

☐ Call-Center

☐ Chatbot

☒ Email

☐ Web

Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (min)
AAK-01722446-R-008487-pL	Rolland Gillbey	Email	New York	Billing Question	Within SLA	Albany	30.00
ADI-18403811-N-192452-GP	Zilvia Songist	Email	New York	Service Outage	Within SLA	Albany	44.00
BAK-33644667-X-948549-Gv	Decca Colwell	Email	New York	Billing Question	Within SLA	Albany	21.00
CEF-80154526-I-844984-QF	Gerhardine Paolozzi	Email	New York	Service Outage	Within SLA	Albany	20.00
EEZ-14014726-Q-899379-v1	Launce Eatherton	Email	New York	Billing Question	Within SLA	Albany	30.00
EHW-82363878-4-875245-nE	Chloette Swanston	Email	New York	Billing Question	Within SLA	Albany	11.00
FVW-07157791-S-997401-Yk	Evie Colthard	Email	New York	Service Outage	Within SLA	Albany	31.00
GKZ-05094592-E-881269-BL	Cristiano Butchers	Email	New York	Billing Question	Within SLA	Albany	26.00
GLU-69971870-Y-894390-uz	Ursuline Toomey	Email	New York	Billing Question	Within SLA	Albany	10.00
GRI-85765828-H-644360-o1	Leelah Wilcocke	Email	New York	Billing Question	Within SLA	Albany	20.00
HAR-19454693-r-442584-3e	Axe Shrubb	Email	New York	Billing Question	Above SLA	Albany	27.00
HHZ-51031474-m-666896-Zv	Cora Snawdon	Email	New York	Billing Question	Within SLA	Albany	37.00
HMM-44145260-w-536416-gR	Kalinda Salvatore	Email	New York	Billing Question	Below SLA	Albany	16.00
IAN-71136547-r-513920-sP	Elfreda Cuniffe	Email	New York	Service Outage	Above SLA	Albany	42.00
ITG-27830459-6-891611-fp	Xylia Sambrook	Email	New York	Service Outage	Within SLA	Albany	23.00
JNW-17466397-i-412126-84	Di Whatling	Email	New York	Service Outage	Within SLA	Albany	43.00
Total							53491.00