

Call Center Dashboard | Home



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Filters

Date

1/10/2020

12/10/2020

Channel

All

City

All



33K

Total Calls



14K

Total Call Duration (Hrs)



824K

Total Call Duration (Min)



25

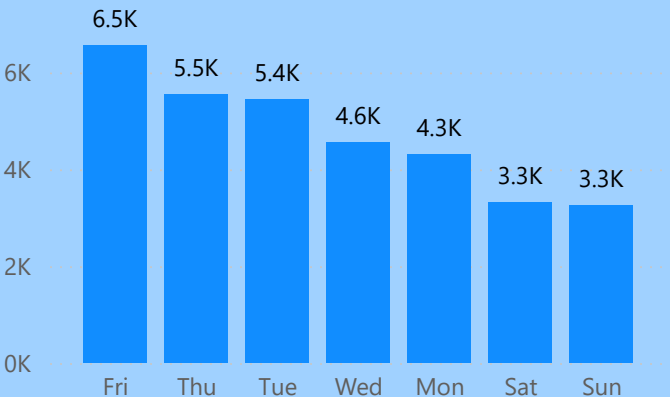
Avg. Call Duration (Min)



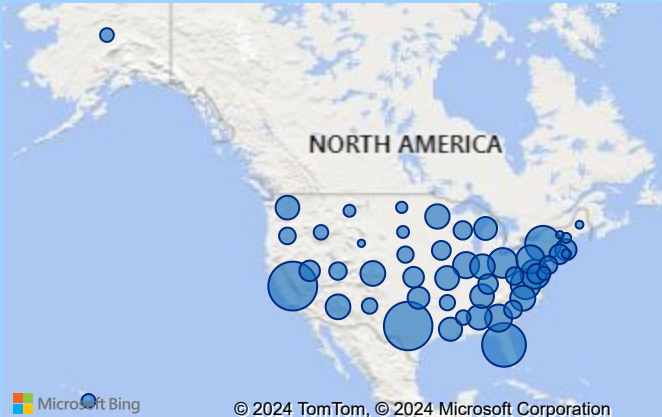
75.26%

Response Time %

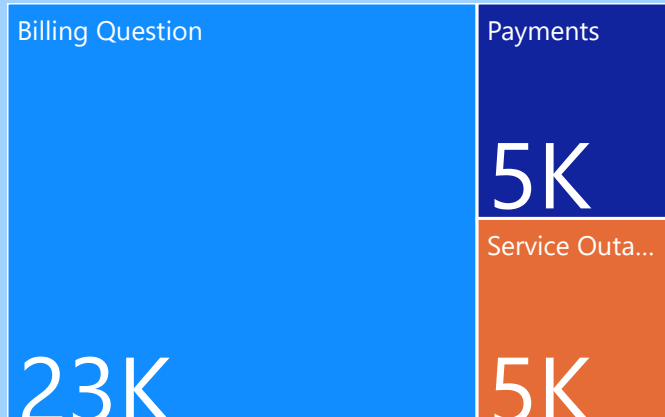
Total Calls by Day



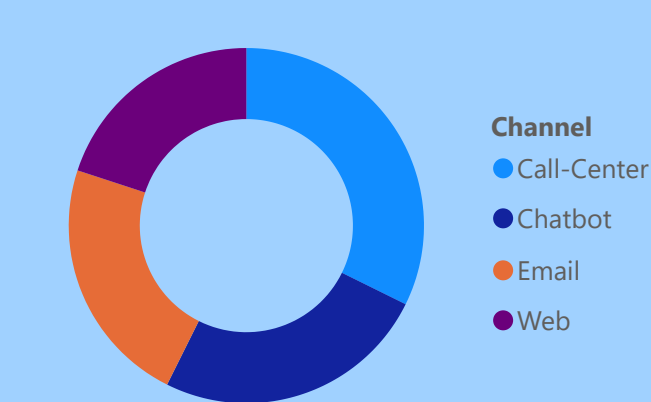
Total Calls by State



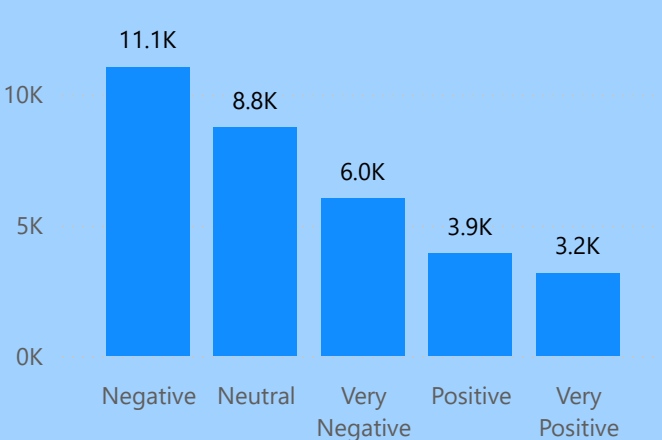
Total Calls by Reason



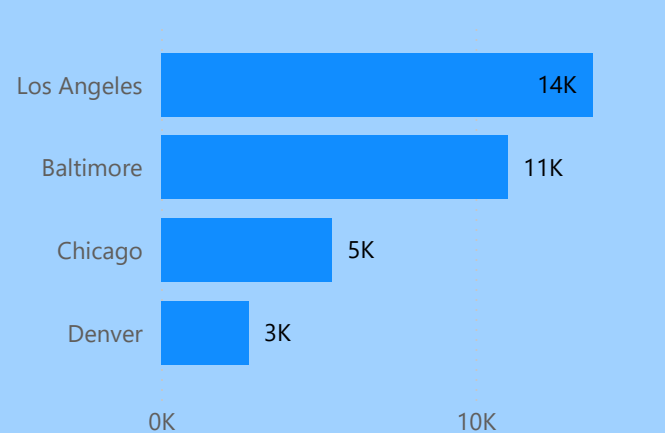
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres City



Call Center Dashboard | GRID



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Date

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Channel


All


City

All

 **33K**
Total Calls

 **14K**
Total Call Duration (Hrs)

 **824K**
Total Call Duration (Min)

 **25**
Avg. Call Duration (Min)

 **75.26%**
Response Time %

Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (Min)
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	9
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-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
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
AAI-76624824-D-681890-o9	Barnaby Dunkinson	Email	Michigan	Billing Question	Within SLA	Flint	24
AAJ-31393249-T-371030-7M	Corrine Winfred	Chatbot	Oklahoma	Billing Question	Within SLA	Oklahoma City	20
AAK-01722446-R-008487-pL	Rolland Gillbey	Email	New York	Billing Question	Within SLA	Albany	30
AAK-72648595-0-716329-0q	Janith Tregonna	Chatbot	Massachusetts	Billing Question	Within SLA	Brockton	5
AAK-89591840-T-157623-lt	Cherri Airth	Email	California	Billing Question	Above SLA	Los Angeles	7
AAM-07091179-K-410299-9Y	Antoine Pitkaithly	Chatbot	Kentucky	Billing Question	Below SLA	Lexington	36