

CALL CENTRE DASHBOARD | HOME



MENU

Home

Grid

FILTERS

Date

07-10-2020



31-10-2020



Channel

All



City

All



Total Calls

26.39K



Total Call Duration (Hrs)

11.00K



Total Call Duration (min)

659.84K



Avg Call Duration (Min)

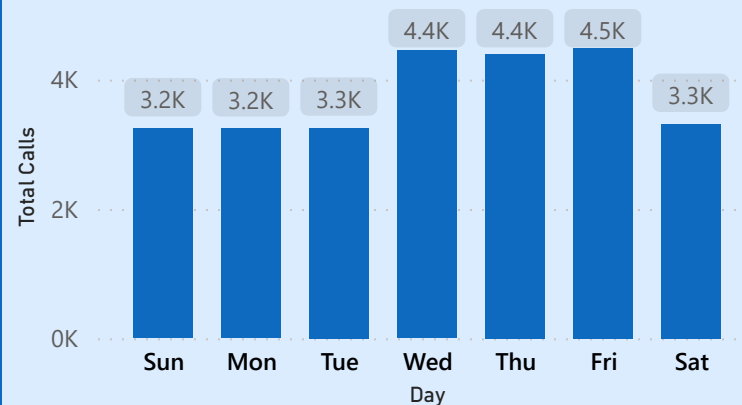
25.01



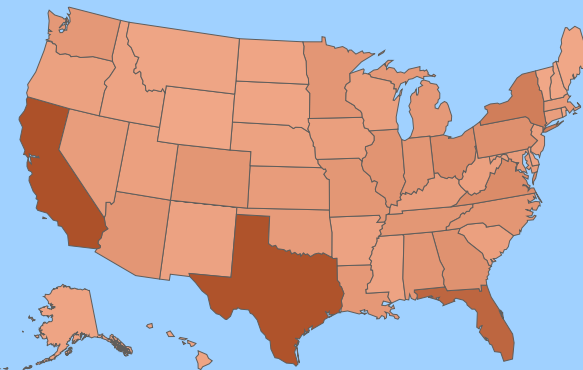
Response Time %

75.38%

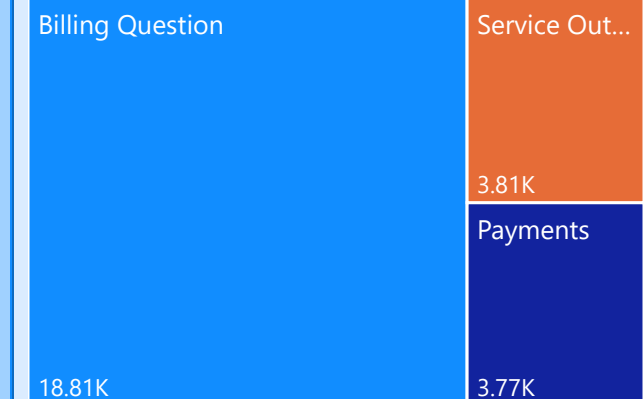
Total Calls by Day



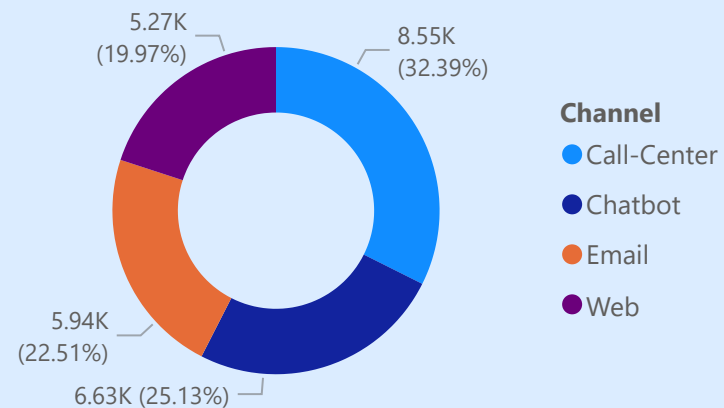
Total Calls by State



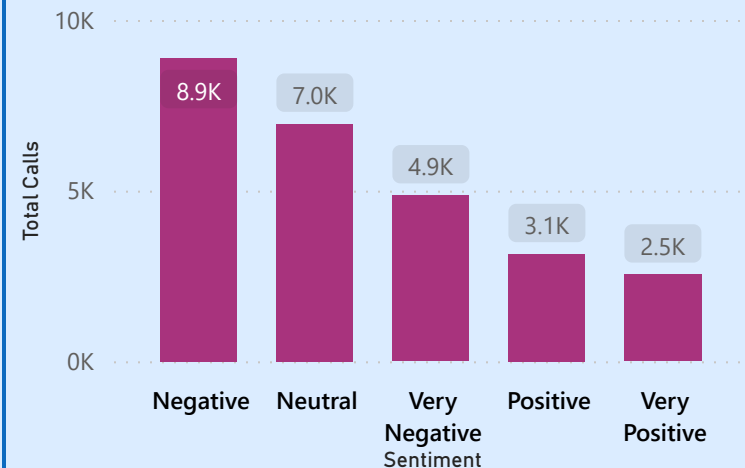
Total Calls by Reason



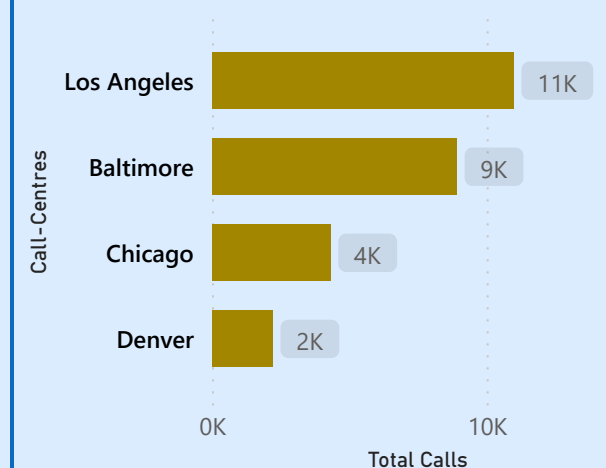
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres



CALL CENTRE DASHBOARD | GRID



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



Avg Call Duration (Min)

25.02



Response Time %

75.26%

Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (min)
VRX-83936046-6-698035-UA	Aaren Basilone	Chatbot	North Carolina	Billing Question	Within SLA	Durham	23.00
SBA-29415203-G-488963-Kf	Aaren De Lisle	Chatbot	District of Columbia	Billing Question	Within SLA	Washington	5.00
IQR-18301354-e-469960-AC	Aaren Dufore	Web	Alabama	Billing Question	Within SLA	Birmingham	24.00
PRP-33486404-C-175308-Zy	Aaren Gurnell	Chatbot	Louisiana	Billing Question	Within SLA	Baton Rouge	40.00
YOV-78608667-l-519527-4d	Aaren Stanger	Email	South Dakota	Billing Question	Within SLA	Sioux Falls	34.00
VYW-71841580-E-928616-4n	Aarika Cammidge	Web	Texas	Service Outage	Within SLA	Houston	12.00
AUM-94526230-D-571845-3Q	Aarika Ferrarese	Call-Center	Kansas	Billing Question	Above SLA	Shawnee Mission	31.00
HEK-98098504-W-379505-Zk	Aarika Lau	Email	Pennsylvania	Billing Question	Above SLA	Pittsburgh	40.00
ZGF-40345584-s-657382-DG	Aarika Partleton	Web	Georgia	Billing Question	Below SLA	Augusta	38.00
VYV-50389388-v-161671-xG	Aaron Dolle	Chatbot	Virginia	Billing Question	Within SLA	Richmond	24.00
LXC-05626010-Z-650053-zR	Aaron Skains	Web	Arizona	Billing Question	Below SLA	Phoenix	42.00
AIX-60834746-2-797099-dz	Ab Bugdell	Web	California	Billing Question	Within SLA	Los Angeles	14.00
TCF-76185462-G-581239-Uh	Ab Potteril	Email	Nevada	Billing Question	Below SLA	Las Vegas	10.00
LPI-35851564-R-317665-CR	Ab Woolacott	Call-Center	Virginia	Payments	Above SLA	Virginia Beach	33.00
ICL-57060235-b-865019-iy	Abagael Guttridge	Call-Center	Alabama	Billing Question	Within SLA	Montgomery	17.00
PEH-81042325-O-571807-s3	Abagael St Pierre	Email	Minnesota	Billing Question	Below SLA	Minneapolis	20.00
AVB-83983886-8-016572-Jv	Abagael Veeler	Email	Wisconsin	Billing Question	Within SLA	Madison	38.00
QDA-28962989-U-428448-ZA	Abigail McCarrell	Chatbot	Florida	Billing Question	Above SLA	West Palm Beach	44.00
EDM-61774217-m-371636-57	Abigail McCaughey	Call-Center	Colorado	Billing Question	Within SLA	Denver	44.00