

Call Centre Dashboard | Home



Home

Grid

Filters

Date

01-10-2020



31-10-2020



City

All



Channel

All



Total_calls

33K



Hours_call_duration

13.74K



total_duration_min

824K



Average_call_Duration

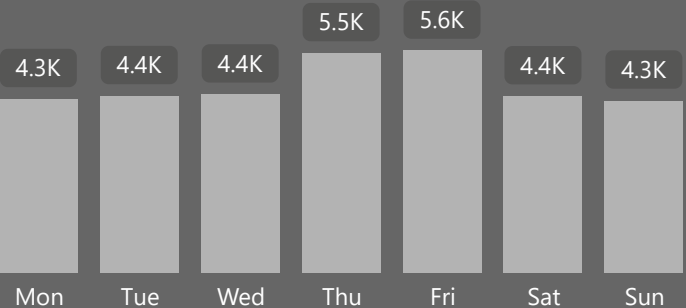
25



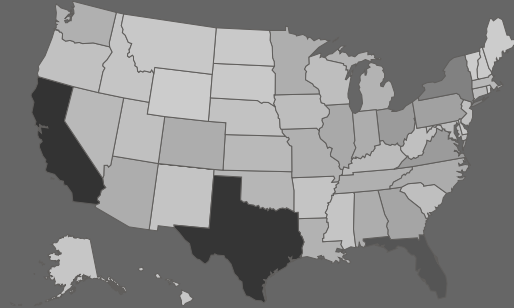
Response Time %

75.26%

Total calls by days



Total calls by State



Total calls by Reason

Billing Question

23K

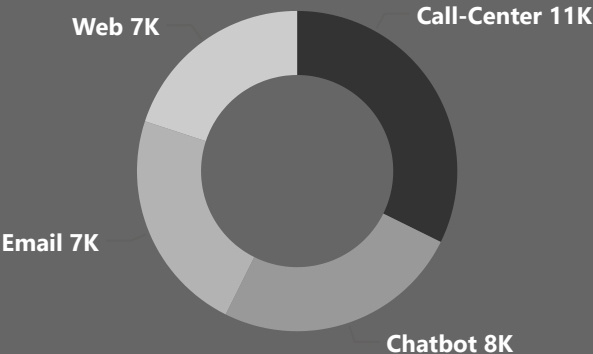
Payments

5K

Service ...

5K

Total calls by Channel



Total Calls by Sentiment

Negative | 11063

Neutral | 8754

Positive | 3928

Very Negative | 6026

Very Positive | 3170

Total calls by Center

Los Angeles

14K

Baltimore

11K

Chicago

5K

Denver

3K

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Total_calls

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Average_call_Duration

25



Response Time %

75.26%

Id	Customer Name	Channel	State	Reason	Response Time	City	total_duration_min
VRX-83936046-6-698035-UA	Aaren Basilone	Chatbot	North Carolina	Billing Question	Within SLA	Durham	23
SBA-29415203-G-488963-Kf	Aaren De Lisle	Chatbot	District of Columbia	Billing Question	Within SLA	Washington	5
IQR-18301354-e-469960-AC	Aaren Dufore	Web	Alabama	Billing Question	Within SLA	Birmingham	24
PRP-33486404-C-175308-Zy	Aaren Gurnell	Chatbot	Louisiana	Billing Question	Within SLA	Baton Rouge	40
YOV-78608667-I-519527-4d	Aaren Stanger	Email	South Dakota	Billing Question	Within SLA	Sioux Falls	34
VYW-71841580-E-928616-4n	Aarika Cammidge	Web	Texas	Service Outage	Within SLA	Houston	12
AUM-94526230-D-571845-3Q	Aarika Ferrarese	Call-Center	Kansas	Billing Question	Above SLA	Shawnee Mission	31
HEK-98098504-W-379505-Zk	Aarika Lau	Email	Pennsylvania	Billing Question	Above SLA	Pittsburgh	40
ZGF-40345584-s-657382-DG	Aarika Partleton	Web	Georgia	Billing Question	Below SLA	Augusta	38
VYV-50389388-v-161671-xG	Aaron Dolle	Chatbot	Virginia	Billing Question	Within SLA	Richmond	24
LXC-05626010-Z-650053-zR	Aaron Skains	Web	Arizona	Billing Question	Below SLA	Phoenix	42
AIX-60834746-2-797099-dz	Ab Bugdell	Web	California	Billing Question	Within SLA	Los Angeles	14
TCF-76185462-G-581239-Uh	Ab Potteril	Email	Nevada	Billing Question	Below SLA	Las Vegas	10
LPI-35851564-R-317665-CR	Ab Woolacott	Call-Center	Virginia	Payments	Above SLA	Virginia Beach	33
ICL-57060235-b-865019-iy	Abagael Guttridge	Call-Center	Alabama	Billing Question	Within SLA	Montgomery	17
PEH-81042325-O-571807-s3	Abagael St Pierre	Email	Minnesota	Billing Question	Below SLA	Minneapolis	20
AVB-83983886-8-016572-Jv	Abagael Veeler	Email	Wisconsin	Billing Question	Within SLA	Madison	38
QDA-28962989-U-428448-ZA	Abigail McCarrell	Chatbot	Florida	Billing Question	Above SLA	West Palm Beach	44
EDM-61774217-m-371636-57	Abigail McCaughey	Call-Center	Colorado	Billing Question	Within SLA	Denver	44
LAR-62410229-8-344082-80	Abigail Pfeffer	Email	Indiana	Billing Question	Within SLA	Indianapolis	21