

Call Center | Dashboard

Dashboard

Grid

Channel

All

City

All

Total Calls

32.94K

Call Duration (Min)

824.22K

Call Duration (Hrs)

13.74K

Avg_Call Duration
(Min)

25.02

Response Time %

75.26%

Date

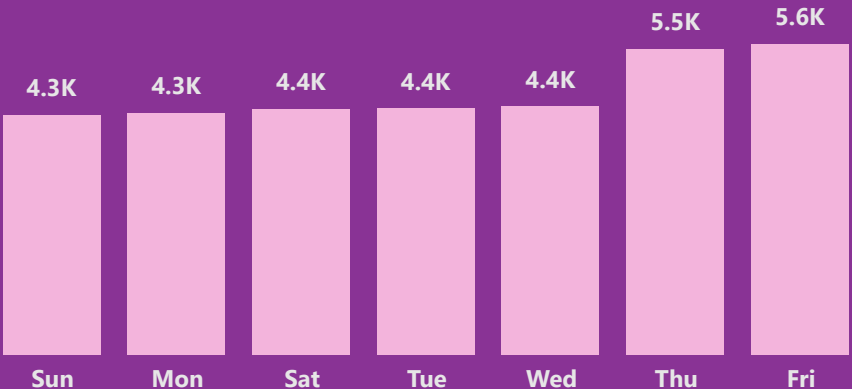
10/1/2020



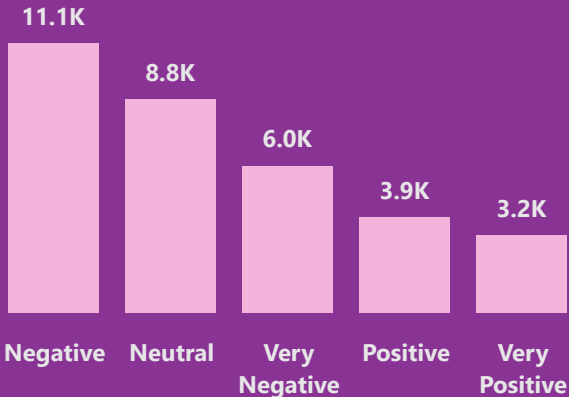
10/31/2020



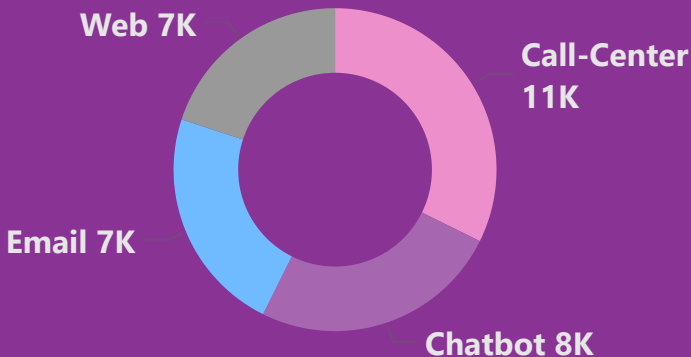
Total calls by Day



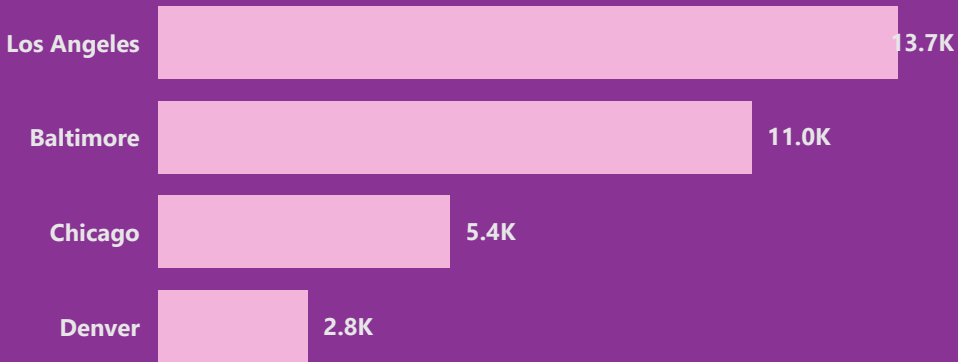
Total calls by Sentiment



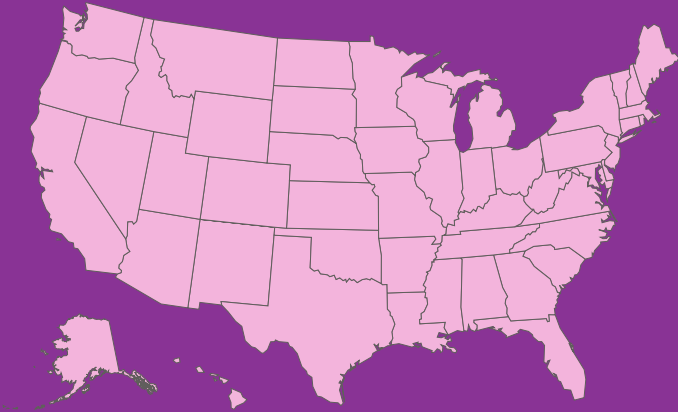
Total calls by Channel



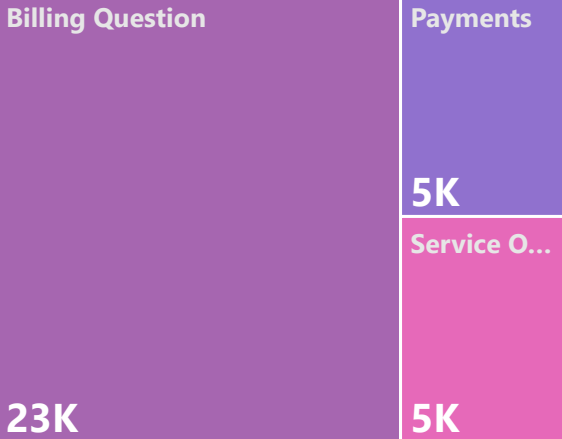
Calls by Call-Centres City



Total calls by State



Reasons for Calls



Call Center | Grid Overview

Dashboard

Grid

Channel
All

City
All

Total Calls
32.94K

Call Duration (Min)
824.22K

Call Duration (Hrs)
13.74K

Avg_Call Duration (Min)
25.02

Response Time %
75.26%

Date

10/1/2020



10/31/2020



Id	Customer Name	Channel	Reason	State	City	Response Time	Call duration MIN	Sentiment
EIY-81889640-D-458777-l2	Anatole Aldous	Chatbot	Billing Question	Texas	Abilene	Within SLA	33	Very Negative
FFP-30644756-J-954573-eE	Angel Rhodes	Call-Center	Payments	Texas	Abilene	Above SLA	44	Very Negative
WSK-94029977-A-568551-9D	Berte Deares	Call-Center	Payments	Texas	Abilene	Within SLA	34	Very Negative
RYS-98890426-9-682291-Pb	Calvin Efford	Email	Billing Question	Texas	Abilene	Within SLA	22	Neutral
FBK-45796269-p-918080-TO	Carlos Comport	Call-Center	Billing Question	Texas	Abilene	Below SLA	39	Very Negative
PRM-30843122-c-229331-ny	Catherine Sheard	Web	Billing Question	Texas	Abilene	Below SLA	25	Neutral
ESH-60954156-t-839786-bw	Catlaina Blaik	Chatbot	Billing Question	Texas	Abilene	Within SLA	24	Neutral
SYA-89574771-t-194972-tq	Charissa Rea	Call-Center	Payments	Texas	Abilene	Within SLA	22	Negative
ADR-61258105-y-130822-pB	Clo Diaper	Chatbot	Service Outage	Texas	Abilene	Within SLA	31	Very Positive
EPL-31448597-o-279288-zQ	Cynthy Richfield	Call-Center	Billing Question	Texas	Abilene	Below SLA	24	Very Negative
AJL-71410620-H-811217-43	Derk Coghlin	Email	Billing Question	Texas	Abilene	Within SLA	42	Positive
MXR-19158631-F-649692-qm	Erie Joule	Call-Center	Billing Question	Texas	Abilene	Within SLA	23	Neutral
ZXO-63540126-0-421714-06	Free Garnier	Call-Center	Billing Question	Texas	Abilene	Above SLA	19	Negative
RLD-46608684-0-118640-wc	Garrek Fawke	Call-Center	Billing Question	Texas	Abilene	Within SLA	45	Neutral
WCF-93717748-L-587725-MY	Heath Paramor	Web	Billing Question	Texas	Abilene	Below SLA	28	Neutral
EON-53815205-r-830645-1V	Ileana	Call-Center	Billing Question	Texas	Abilene	Below SLA	21	Very Negative