

Call Centre Dashboard



Menu

Home

Grid

Filters

Date

1/10/2020


31/10/2020

Channel

All


City

All




Total Calls

33K




Total call duration (hrs)

13.74K




Total call duration (Min)

824K



Avg call duration(in Min)

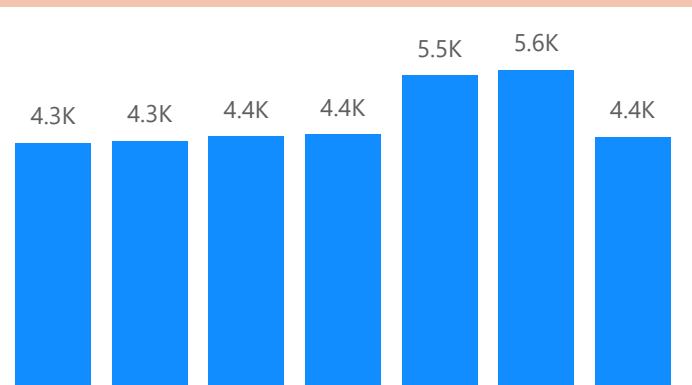
25.02



Response time %

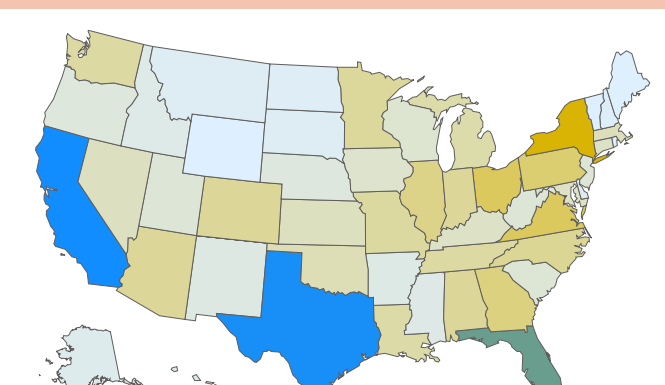
75.26%

Total Calls by Day



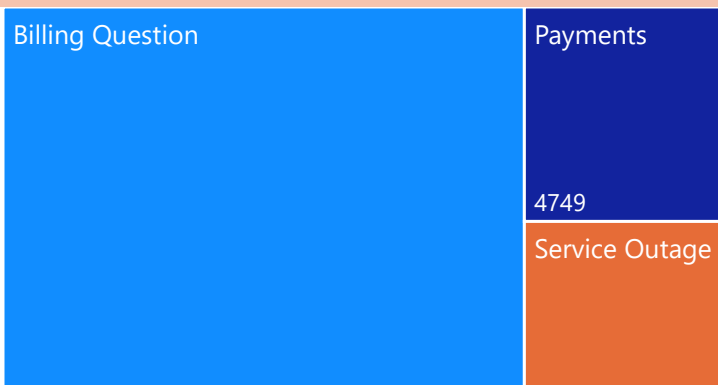
Day	Total Calls
Sun	4.3K
Mon	4.3K
Tue	4.4K
Wed	4.4K
Thu	5.5K
Fri	5.6K
Sat	4.4K

Total Calls by State



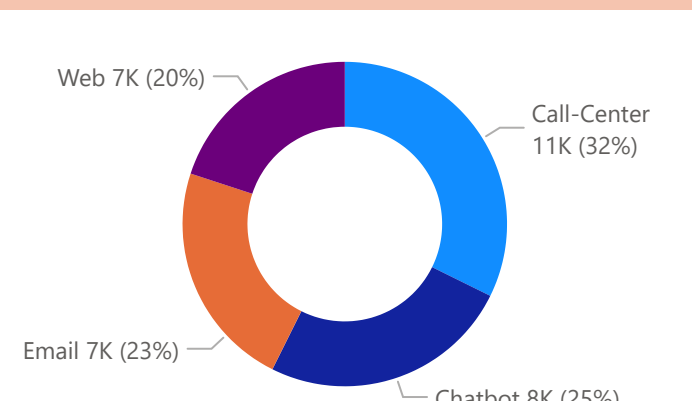
Map showing call volume by state. States with higher volume are highlighted in yellow and orange, while lower volume states are in light blue.

Total Calls by Reason



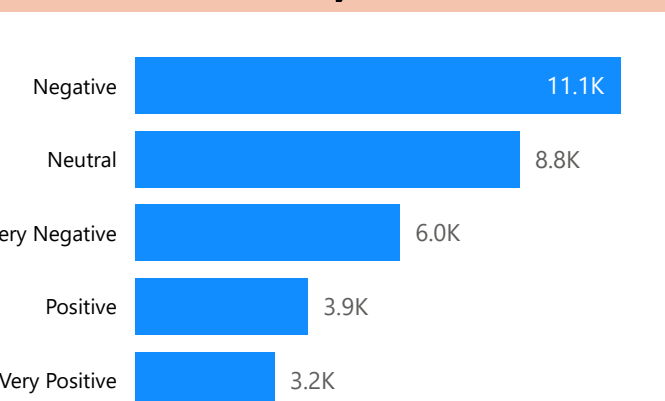
Reason	Total Calls
Billing Question	23462
Payments	4749
Service Outage	4730

Total Calls by Channel



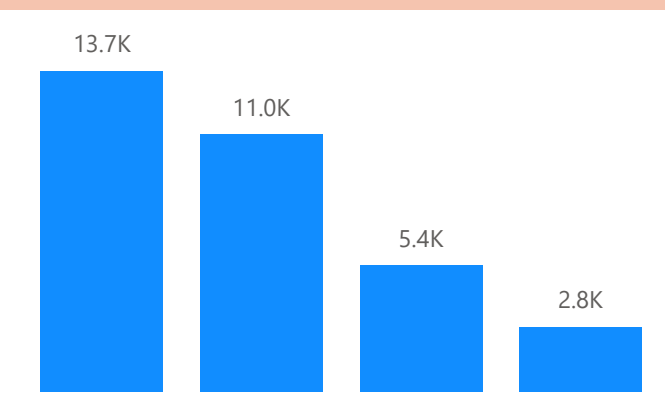
Channel	Total Calls	Percentage
Call-Center	11K	32%
Web	7K	20%
Email	7K	23%
Chatbot	8K	25%

Total Calls by Sentiment



Sentiment	Total Calls
Negative	11.1K
Neutral	8.8K
Very Negative	6.0K
Positive	3.9K
Very Positive	3.2K

Total Calls by Call-Centres City



City	Total Calls
Los Angeles	13.7K
Baltimore	11.0K
Chicago	5.4K
Denver	2.8K

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All



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33K



Total call duration (hrs)

13.74K



Total call duration (Min)

824K



Avg call duration(in Min)

25.02



Response time %

75.26%

Id	Customer Name	Channel	State	Reason	Response Time	City	Sum of Call Duration In Minutes
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-l-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