



# CALL DASHBOARD | HOME



Total calls

32.94K



Total Duration(min)

824.22K



Avg Duration(min)

25.02



Total Duration(Hrs)

13.74K



Response time %

75.26%

Date

01-10-2020

31-10-2020

State

All

City

All

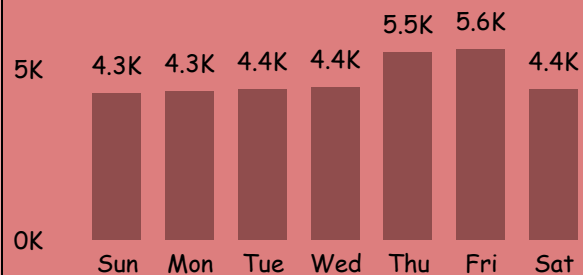
Csat Score

All

HOME

DETAILS

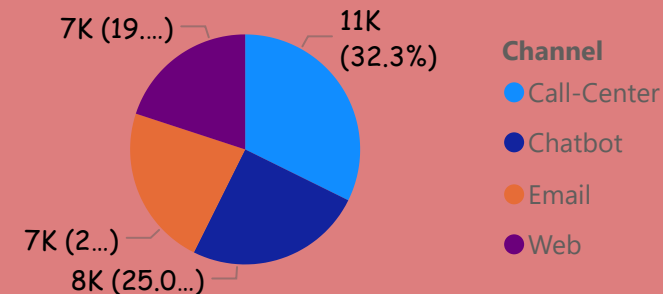
Total calls by day



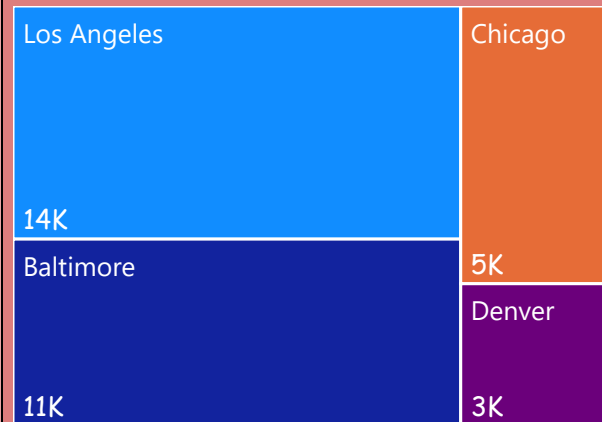
Total calls by State



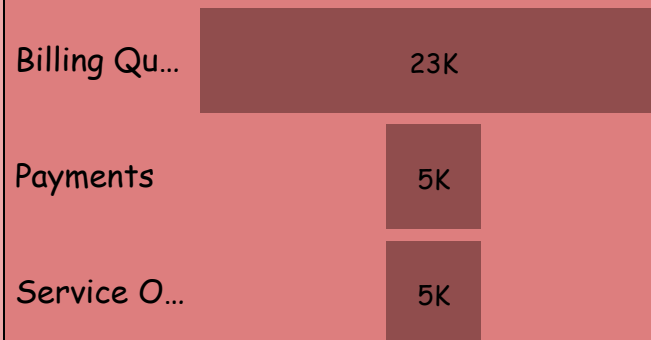
total calls by Channel



total calls by Call-Centres City



total calls by Reason



total calls by Sentiment





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HOME

DETAILS

Id	Customer Name	City	Reason	Channel	Call-Centres City	Total Duration[Min]
AAB-04923282-m-405308-yW	Othilie Strand	Nashville	Service Outage	Web	Baltimore	5
AAK-72648595-0-716329-0q	Janith Tregonna	Brockton	Billing Question	Chatbot	Baltimore	5
AAS-80379381-f-915564-cV	Halley Wilkerson	Sparks	Service Outage	Web	Baltimore	5
ABK-54886915-w-051478-MU	Berri Fairn	Cincinnati	Payments	Call-Center	Los Angeles	5
AEK-67451561-9-093115-xm	Goldina Medlar	Cleveland	Billing Question	Web	Los Angeles	5
AEO-39110215-U-229251-L4	Adena Hughman	Fresno	Billing Question	Call-Center	Denver	5
AET-57003095-s-558723-z5	Ode Lomasny	Manchester	Billing Question	Email	Baltimore	5
AFL-18902859-Y-125437-DE	Zora Idill	Bloomington	Service Outage	Chatbot	Baltimore	5
AFU-01940145-5-366819-Xx	Rogers Limpertz	Oklahoma City	Payments	Call-Center	Baltimore	5
AHR-86243550-Q-808797-YH	Joli Simmens	Chicago	Service Outage	Email	Denver	5
AIT-96330717-j-597210-yd	Maribeth Bosdet	Ventura	Billing Question	Web	Los Angeles	5
AJC-00720232-M-611257-4b	Mattias Rignold	North Las Vegas	Payments	Call-Center	Denver	5
AJM-09968809-T-735284-wN	Rickert Thaw	Charleston	Billing Question	Email	Los Angeles	5
AJR-10564366-v-087450-jw	Kaye Wofenden	Athens	Billing Question	Call-Center	Baltimore	5
AKU-71577853-W-120615-JM	Alix Rump	New York City	Billing Question	Call-Center	Los Angeles	5
ALB-29524025-J-287042-yJ	Lethia Yanshonok	Jacksonville	Payments	Call-Center	Chicago	5
ALD-65704599-Z-183665-ON	Cathyleen Lindberg	Chicago	Billing Question	Web	Los Angeles	5