

HOME

GRID

FILTERS

City

All







13.74K



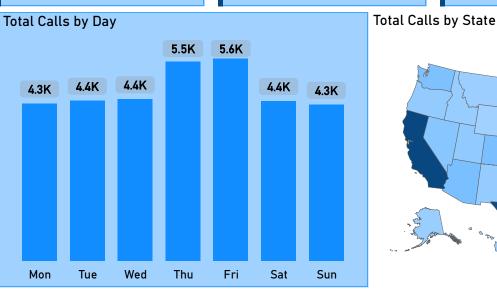
824.22K

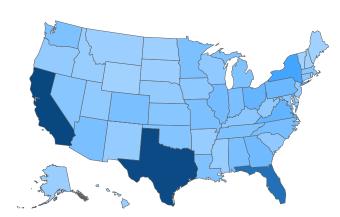


25.02

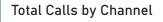


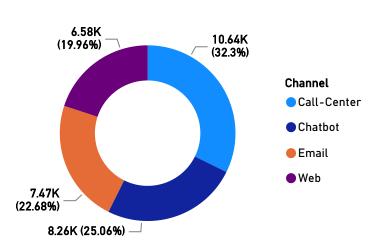
75.26 %

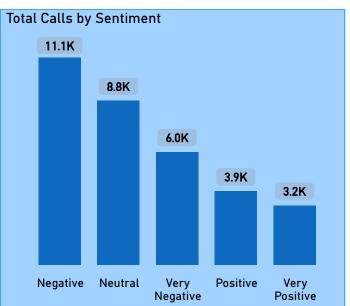


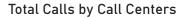


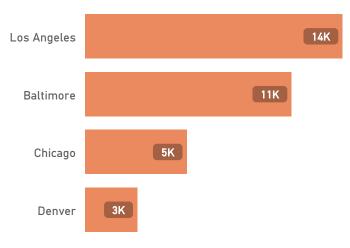
















32.94K



Channel

State

Total Call Duration (hr)

13.74K



824.22K

Reason

 $\overrightarrow{000}$

Avg Call Duration (min)

25.02

Response Time City

Response Time %

75.26 %

Total Call Duration (min) Sentiment

HOME

GRID

Date 10/01/2020 🛗 10/31/2020 🛗

City ΑII \vee



ID	Customer Name
AAA-03321706-1-866834-I1	Andrea Bailiss
AAB-04923282-m-405308-yW	Othilie Strand
AAB-23102945-b-065985-xp	Sondra Bearman
AAB-64454903-y-396859-bx	Gibb Augustine
AAB-68191584-X-296651-JM	Hope Verissimo
AAD-09890763-W-615200-jL	Eydie Firebrace
AAD-20872250-D-453978-fM	Hendrika Higgonet
AAD-28507074-R-562834-Xd	Bond Eve
AAD-37751026-T-355348-zV	Selby Poon
AAD-91253539-C-305338-wj	Shelbi Baiss
AAE-05965563-S-424746-4p	Krysta Gonnelly
AAE-20338259-S-732755-mJ	Celinda Blincko
AAE-56555470-4-160195-FX	Wendall Heinsen
AAE-68788374-t-102355-kw	Emalia Wilton
AAF-12965416-Y-392290-yT	Ardelle Dunbavin
AAF-25933263-r-676313-sd	Sibylle Tuplin
AAF-97589540-z-453138-Ca	Roselia Listone
AAG-74209063-w-486645-1T	Elonore Fernier
AAH-00792945-3-552123-Hn	Chev Quarles
AAH-47182806-V-056613-mt	Leonhard McPharlai
AAI-76624824-D-681890-o9	Barnaby Dunkinson
AAJ-31393249-T-371030-7M	Corrine Winfred
AAK-01722446-R-008487-pL	Rolland Gillbey
AAK-54246932-I-947676-dt	Aveline Goodlife
AAK-72648595-0-716329-0q	Janith Tregonna
A A I/ 00504040 T 457600 II	Cl ' A' (I

	castorner rame	Criarinier	State	11005011	nesponse mile	City Total Can D	aracion (mm)	Serientiente
AAA-03321706-1-866834-I1	Andrea Bailiss	Call-Center	North Carolina	Payments	Within SLA	Charlotte	12.00	Negative
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Service Outage	Below SLA	Nashville	5.00	Negative
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	9.00	Very Positive
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Service Outage	Within SLA	Littleton	20.00	Positive
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Billing Question	Within SLA	Fresno	43.00	Positive
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Billing Question	Within SLA	Las Vegas	28.00	Neutral
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Billing Question	Below SLA	Anaheim	8.00	Very Positive
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	Pasadena	20.00	Very Negative
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Billing Question	Within SLA	Vero Beach	21.00	Negative
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Billing Question	Within SLA	Paterson	11.00	Positive
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Billing Question	Above SLA	Pasadena	44.00	Negative
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Billing Question	Within SLA	Arlington	19.00	Positive
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	Amarillo	45.00	Negative
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Billing Question	Within SLA	Bradenton	21.00	Negative
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Billing Question	Within SLA	Philadelphia	16.00	Very Negative
AAF-25933263-r-676313-sd	Sibylle Tuplin	Web	Arizona	Service Outage	Within SLA	Phoenix	14.00	Positive
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Payments	Below SLA	Tuscaloosa	28.00	Neutral
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Kentucky	Billing Question	Above SLA	Louisville	38.00	Positive
AAH-00792945-3-552123-Hn	Chev Quarles	Web	New York	Billing Question	Within SLA	New York City	15.00	Very Positive
AAH-47182806-V-056613-mt	Leonhard McPharlain	Call-Center	Alabama	Payments	Within SLA	Montgomery	42.00	Negative
AAI-76624824-D-681890-o9	Barnaby Dunkinson	Email	Michigan	Billing Question	Within SLA	Flint	24.00	Neutral
AAJ-31393249-T-371030-7M	Corrine Winfred	Chatbot	Oklahoma	Billing Question	Within SLA	Oklahoma City	20.00	Negative
AAK-01722446-R-008487-pL	Rolland Gillbey	Email	New York	Billing Question	Within SLA	Albany	30.00	Negative
AAK-54246932-l-947676-dt	Aveline Goodlife	Call-Center	Virginia	Payments	Below SLA	Fairfax	21.00	Positive
AAK-72648595-0-716329-0q	Janith Tregonna	Chatbot	Massachusetts	Billing Question	Within SLA	Brockton	5.00	Very Negative
AAK-89591840-T-157623-lt	Cherri Airth	Email	California	Billing Question	Above SLA	Los Angeles	7.00	Positive
AAM-07091179-K-410299-9Y	Antoine Pitkaithly	Chatbot	Kentucky	Billing Question	Below SLA	Lexington	36.00	Negative
111 10000010 0 551000 50	1 1. 147 1	C C .		D.II. 0	A1 C1 A	C 11 ·	24.00	D 111