



Call Centre Dashboard | Grid



Total calls

32.94K



Total calls Duration(Hrs)

13.74K



Total Calls...

824.22K



Average call duration

25.02



Response time %

75.26%

MENU

Home1

Grid

FILTERS

Date

10/1/2020

10/31/2020

Channel

All

City

All

ID	Customer Name	Channel	State	Reason	Response Time	City	Calls Duration
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	Amarillo	45.00
AAT-75307639-3-594254-7W	Angel Durgan	Email	Colorado	Service Outage	Within SLA	Denver	45.00
ABV-19906776-N-361245-yX	Tatum Ledrane	Email	Ohio	Billing Question	Above SLA	Dayton	45.00
ACH-31995608-O-258058-kb	Maisey McKenna	Call-Center	Mississippi	Billing Question	Within SLA	Jackson	45.00
ADJ-83296429-r-777675-Lp	Leroy Shallo	Chatbot	Pennsylvania	Billing Question	Within SLA	Philadelphia	45.00
AET-47639934-U-808176-V0	Mariska L'Homme	Call-Center	Oregon	Billing Question	Below SLA	Portland	45.00
AFQ-21180836-l-202073-p4	Prince Trewartha	Chatbot	New York	Billing Question	Within SLA	Jamaica	45.00
AFX-95708400-G-635254-A7	Camella Birtwhistle	Call-Center	New York	Billing Question	Above SLA	New York City	45.00
AGD-56475681-T-137640-HU	Aldis Moring	Web	New York	Service Outage	Within SLA	Rochester	45.00
AGL-18926193-m-791969-dh	Charity Costar	Call-Center	California	Billing Question	Within SLA	Palo Alto	45.00
AGW-71605126-x-848666-rk	Marlie Dodridge	Call-Center	Ohio	Billing Question	Above SLA	Toledo	45.00
AHG-72040808-J-703860-co	Loreen Lander	Email	Texas	Billing Question	Below SLA	Austin	45.00
AJA-48171746-T-788722-VL	Bernadette Bouahton	Web	Texas	Billing Question	Within SLA	Houston	45.00

