Call Centre Dashboard | Home

Total calls
32.94K

Calls duration(Mins)
824.22K

Calls Duration(Hrs)
13.74K

Average call duration
25.02

Response time %
75.26%
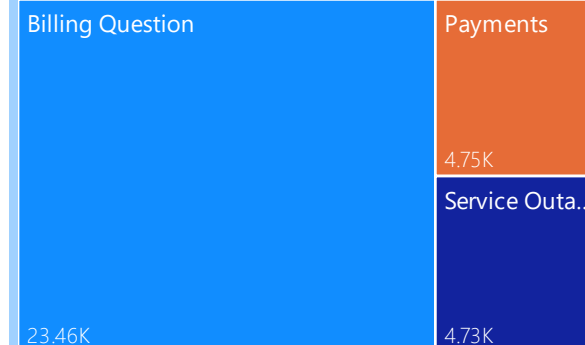
MENU

Home1

Grid

FILTERS

Date

10/1/2020

10/31/2020

Channel
All

City
All

Total calls by Day

6K — 4.3K | 4.3K | 4.4K | 4.4K | 5.5K | 5.6K | 4.4K
Sun | Mon | Tue | Wed | Thu | Fri | Sat
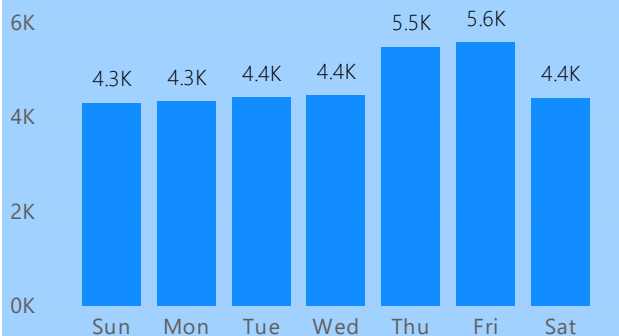
Total calls by State

Total calls by Reason

Billing Question
23.46K

Payments
4.75K

Service Outa...
4.73K

Total calls by Channel

6.58K (19.96%)
10.64K (32.3%)
7.47K (22.68%)
8.26K (25.06%)
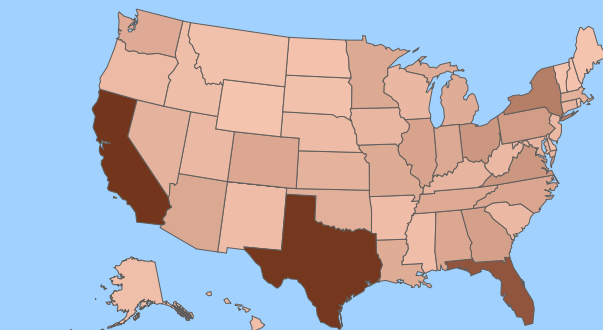
Channel
- Call-Center
- Chatbot
- Email
- Web
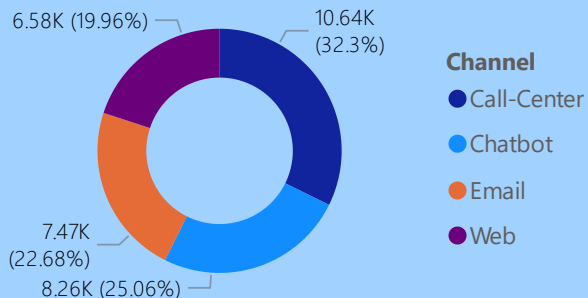
Total calls by Sentiment

11.1K | 8.8K | 6.0K | 3.9K | 3.2K
Negative | Neutral | Very Negative | Positive | Very Positive
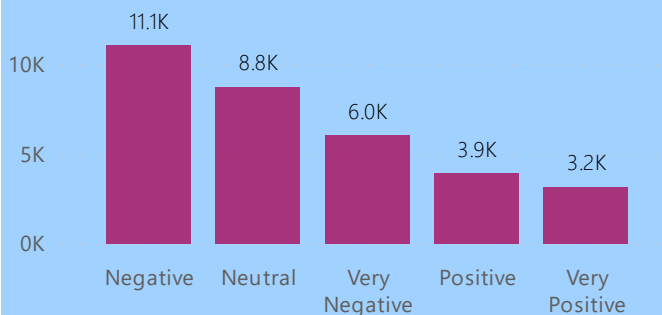
Total calls by Call-Centres

Los Angeles — 14K
Baltimore — 11K
Chicago — 5K
Denver — 3K

0K | 10K