CALL CENTRE DASHBOARD | HOME

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Home

Grid

FILTERS

Date

01-10-2020

31-10-2020

Channel

All

City

All

Total Calls	**Total Call Duration (Hrs)**	**Total Call Duration (Min)**	**Avg Call Duration (Min)**	**Response Time %**
32.94K	13.74K	824.22K	25.02	75.26%

Total Calls by Day

- Mon: 4.3K
- Tue: 4.4K
- Wed: 4.4K
- Thu: 5.5K
- Fri: 5.6K
- Sat: 4.4K
- Sun: 4.3K

Total Calls by State

Total Calls by Reason

- Billing Question: 23.46K
- Payments: 4.75K
- Service O...: 4.73K

Total Calls by Channel

- 10.64K (32.3%)
- 6.58K (19.9...)
- 7.47K (2...)
- 8.26K (25.06%)

Channel
- Call-Center
- Chatbot
- Email
- Web

Total Calls by Sentiment

- Negative: 11K
- Neutral: 9K
- Very Negative: 6K
- Positive: 4K
- Very Positive: 3K

Total Calls by Call-Centres

- Los Angeles: 14K
- Baltimore: 11K
- Chicago: 5K
- Denver: 3K

Build a visual

Visual types

Off — Suggest a type

Data

+Add data

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Total Calls	Total Call Duration (Hrs)	Total Call Duration (Min)	Avg Call Duration (Min)	Response Time %
32.94K	13.74K	824.22K	25.02	75.26%

Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (Min)
AAA-03321706-1-866834-I1	Andrea Bailiss	Call-Center	North Carolina	Payments	Within SLA	Charlotte	12.00
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Service Outage	Below SLA	Nashville	5.00
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	9.00
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Service Outage	Within SLA	Littleton	20.00
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Billing Question	Within SLA	Fresno	43.00
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Billing Question	Within SLA	Las Vegas	28.00
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Billing Question	Below SLA	Anaheim	8.00
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	Pasadena	20.00
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Billing Question	Within SLA	Vero Beach	21.00
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Billing Question	Within SLA	Paterson	11.00
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Billing Question	Above SLA	Pasadena	44.00
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Billing Question	Within SLA	Arlington	19.00
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	Amarillo	45.00
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Billing Question	Within SLA	Bradenton	21.00
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Billing Question	Within SLA	Philadelphia	16.00
AAF-25933263-r-676313-sd	Sibylle Tuplin	Web	Arizona	Service Outage	Within SLA	Phoenix	14.00