

CALL CENTRE DASHBOARD | HOME



HOME

GRID

Filter

Date

10/1/2020

11/24/2020

City

All

Channel

All



Total Calls

33K



Total Call Duration (min)

824K



Total Call Duration (Hrs)

13.74K



Average Call Duration...

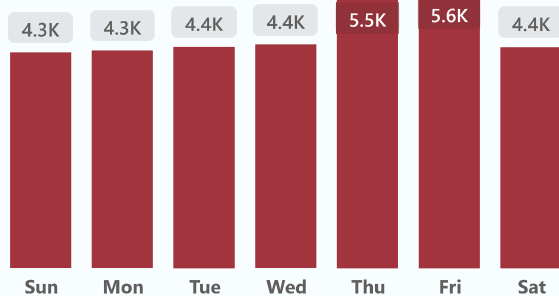
25.02



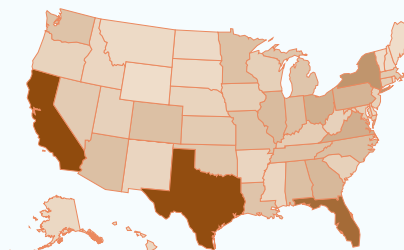
Response Time %

75.26%

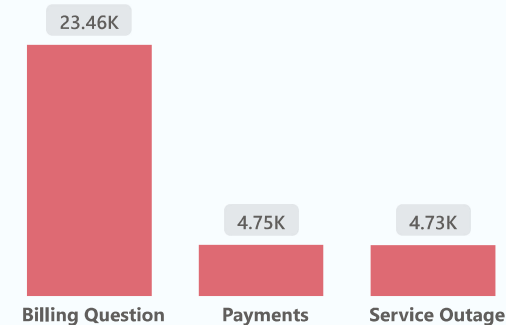
Total Calls by Day



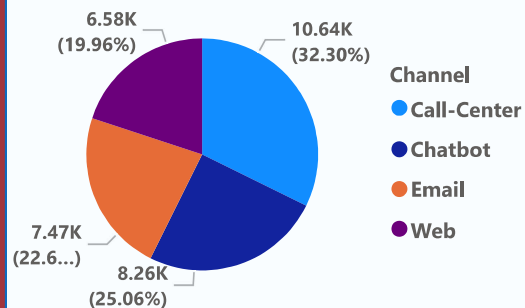
Total Calls by State



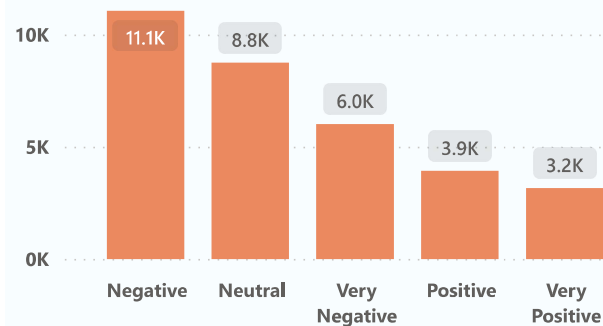
Total Calls by Reason



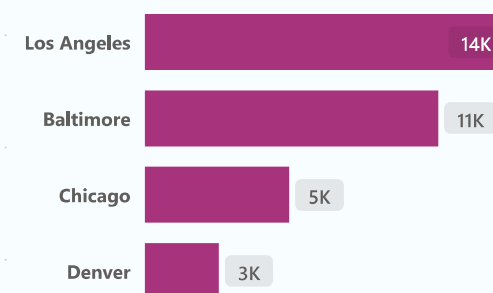
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres City



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Average Call Duration...

25.02



Response Time %

75.26%

Id	Day	City	Channel	Average Call Duration (min)	Reason	Sentiment
AAB-23102945-b-065985-xp	Tue	Salem	Call-Center	9.00	Billing Question	Very Positive
AAB-68191584-X-296651-JM	Fri	Fresno	Web	43.00	Billing Question	Positive
AAD-09890763-W-615200-jL	Fri	Las Vegas	Web	28.00	Billing Question	Neutral
AAD-20872250-D-453978-fM	Wed	Anaheim	Email	8.00	Billing Question	Very Positive
AAD-28507074-R-562834-Xd	Fri	Pasadena	Call-Center	20.00	Billing Question	Very Negative
AAD-37751026-T-355348-zV	Thu	Vero Beach	Web	21.00	Billing Question	Negative
AAD-91253539-C-305338-wj	Sat	Paterson	Call-Center	11.00	Billing Question	Positive
AAE-05965563-S-424746-4p	Tue	Pasadena	Chatbot	44.00	Billing Question	Negative
AAE-20338259-S-732755-mJ	Thu	Arlington	Email	19.00	Billing Question	Positive
AAE-68788374-t-102355-kw	Thu	Bradenton	Email	21.00	Billing Question	Negative
AAF-12965416-Y-392290-yT	Sun	Philadelphia	Web	16.00	Billing Question	Very Negative
AAG-74209063-w-486645-1T	Mon	Louisville	Web	38.00	Billing Question	Positive
AAH-00792945-3-552123-Hn	Tue	New York City	Web	15.00	Billing Question	Very Positive
AAI-76624824-D-681890-o9	Mon	Flint	Email	24.00	Billing Question	Neutral
AAJ-31393249-T-371030-7M	Mon	Oklahoma City	Chatbot	20.00	Billing Question	Negative