

CALL CENTRE DASHBOARD | HOME



MENU

HOME

GRID

FILTERS

Date

01-10-2020



31-10-2020



Channel

All



City

All



Total Calls

33K



Total call duration(Hrs)

13.7K



Total call duration(min)

824K



Average call...

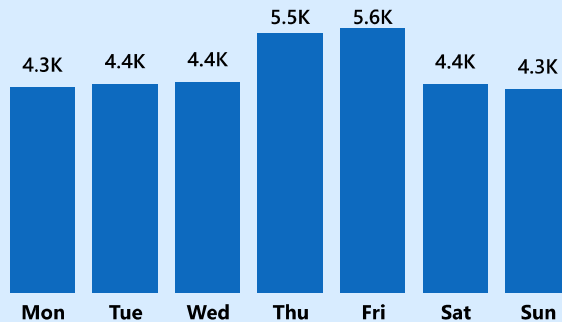
25.02



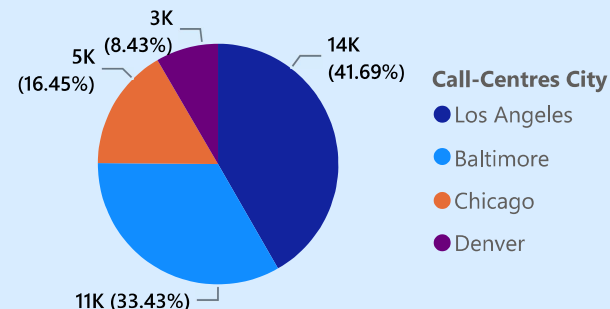
Satisfactory response %

75.3%

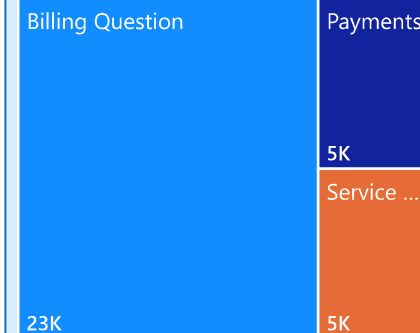
Total Calls by day



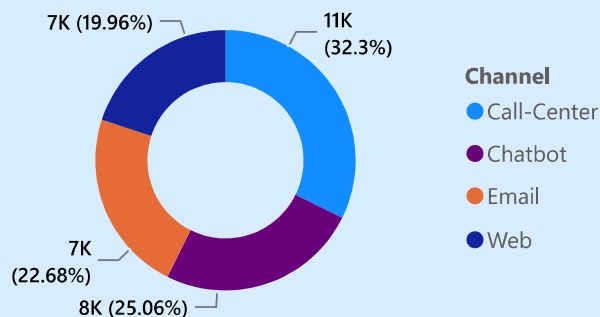
Total Calls by Call-Centres



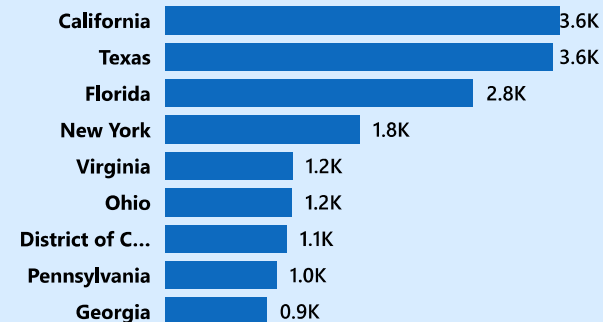
Total Calls by Reason



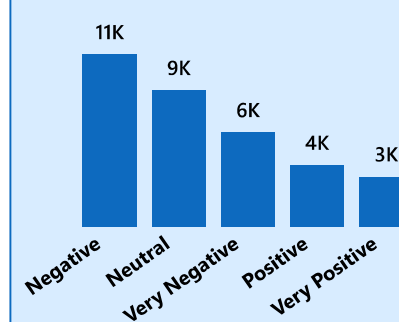
Total Calls by Channel



Total Calls by State



Total Calls by Sentiment



CALL CENTRE DASHBOARD | GRID



MENU

HOME

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FILTERS

Date

01-10-2020

31-10-2020

Channel

Call-Center

City

Akron

Total Calls

36

Total call duration(Hrs)

15.7

Total call duration(min)

943

Average call...

26.19

Satisfactory response %

77.8%

Id	Customer Name	State	Call-Centres City	Reason	Response Time	Sentiment	Average call duration(min)
BTH-18843779-S-653845-8d	Ealasaid Jacop	Ohio	Baltimore	Billing Question	Within SLA	Very Negative	45.00
BYQ-59433908-Z-950504-t4	Daisi Grabert	Ohio	Los Angeles	Billing Question	Within SLA	Positive	15.00
DJQ-16477585-3-319996-Dn	Lucienne Syce	Ohio	Baltimore	Billing Question	Above SLA	Neutral	24.00
EXP-79496128-z-062077-os	Pauletta Dripp	Ohio	Baltimore	Billing Question	Within SLA	Positive	44.00
FYS-50595852-i-893322-W8	Fanni Pascoe	Ohio	Chicago	Billing Question	Within SLA	Negative	23.00
GKW-07979014-Q-405139-lw	Chancey Chevalier	Ohio	Los Angeles	Payments	Within SLA	Very Positive	24.00
GMT-43980817-i-671997-H1	Tobie Conyer	Ohio	Los Angeles	Billing Question	Below SLA	Neutral	31.00
HKY-82613141-M-535489-8T	Cynthia Ephgrave	Ohio	Baltimore	Billing Question	Above SLA	Neutral	39.00
JSH-74321794-i-813594-pu	Patric Cripps	Ohio	Los Angeles	Billing Question	Within SLA	Very Negative	10.00
JXA-01707652-G-585992-tB	Jolyn Mashal	Ohio	Baltimore	Payments	Within SLA	Very Positive	37.00
KZE-67057064-6-124126-CW	Zolly Harry	Ohio	Los Angeles	Billing Question	Within SLA	Neutral	32.00
LUF-04784025-D-113218-df	Auria Moukes	Ohio	Chicago	Billing Question	Within SLA	Very Positive	12.00
MFS-18552227-K-054280-uv	Knox Docherty	Ohio	Baltimore	Billing Question	Below SLA	Negative	19.00
MNZ-31871424-Y-836981-yJ	Ewell Primrose	Ohio	Baltimore	Billing Question	Within SLA	Negative	9.00
MRM-05253621-b-365303-SO	Toiboid Caldicott	Ohio	Chicago	Payments	Below SLA	Very Positive	19.00
NHF-83362830-C-353911-3I	Cyrus Commucci	Ohio	Los Angeles	Billing Question	Below SLA	Negative	23.00
NKT-85492310-Z-112576-pR	Rickie McCollum	Ohio	Baltimore	Billing Question	Within SLA	Very Positive	34.00
NOV-30096923-X-505802-sa	Arie Marler	Ohio	Los Anaeles	Pavments	Within SLA	Neutral	24.00