

## CALL CENTER DASHBOARD | HOME



### MENU

DASHBOARD

GRID

### FILTERS

#### Date

01-10-2020

31-10-2020

#### Channel

All

#### City

All



Total calls

32.94K



total call duration (hrs)

13.74K



Total call duration (min)

824.22K



average call duration...

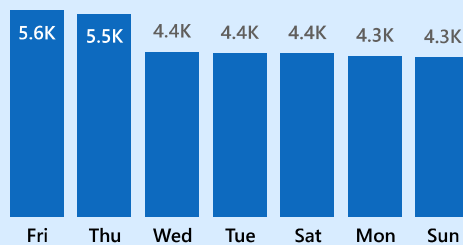
25.02



Response Time %

75.26%

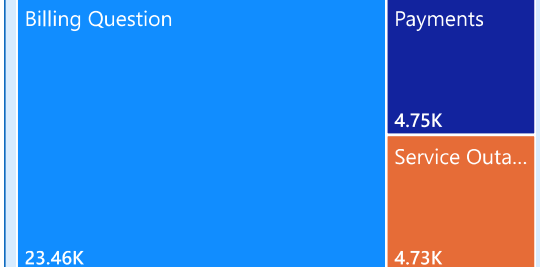
#### Total calls by Day



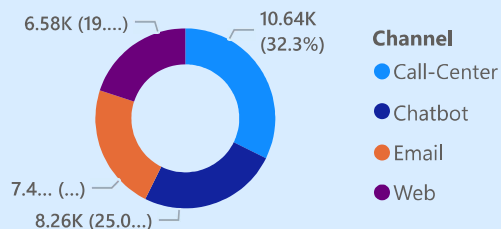
#### Total calls by State



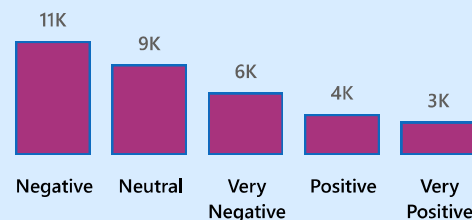
#### Total calls by Reason



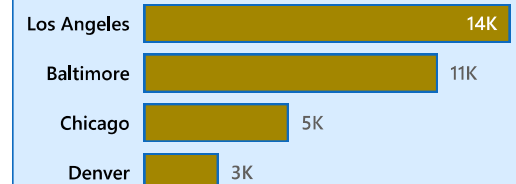
#### Total calls by Channel



#### Total calls by Sentiment



#### Total calls by Call-Centres City



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total call duration (hrs)

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average call duration...

25.02



Response Time %

75.26%

Id	Customer Name	Channel	State	Reason	Response Time	City	Total call duration (min)
VRX-83936046-6-698035-UA	Aaren Basilone	Chatbot	North Carolina	Billing Question	Within SLA	Durham	23.00
SBA-29415203-G-488963-Kf	Aaren De Lisle	Chatbot	District of Columbia	Billing Question	Within SLA	Washington	5.00
IQR-18301354-e-469960-AC	Aaren Dufore	Web	Alabama	Billing Question	Within SLA	Birmingham	24.00
PRP-33486404-C-175308-Zy	Aaren Gurnell	Chatbot	Louisiana	Billing Question	Within SLA	Baton Rouge	40.00
YOV-78608667-I-519527-4d	Aaren Stanger	Email	South Dakota	Billing Question	Within SLA	Sioux Falls	34.00
VYW-71841580-E-928616-4n	Aarika Cammidge	Web	Texas	Service Outage	Within SLA	Houston	12.00
AUM-94526230-D-571845-3Q	Aarika Ferrarese	Call-Center	Kansas	Billing Question	Above SLA	Shawnee Mission	31.00
HEK-98098504-W-379505-Zk	Aarika Lau	Email	Pennsylvania	Billing Question	Above SLA	Pittsburgh	40.00
ZGF-40345584-s-657382-DG	Aarika Partleton	Web	Georgia	Billing Question	Below SLA	Augusta	38.00
VYV-50389388-v-161671-xG	Aaron Dolle	Chatbot	Virginia	Billing Question	Within SLA	Richmond	24.00