

# CALL CENTER DASHBOARD | HOME



Home

Grid

DATE

1/10/2020



12/10/2020



Channel

All



Channel

All



Total Calls

32.94K



Total Call Duration (mins)

824.22K



Total Call Duration (hrs)

13.74K



Avg Call Duration (mins)

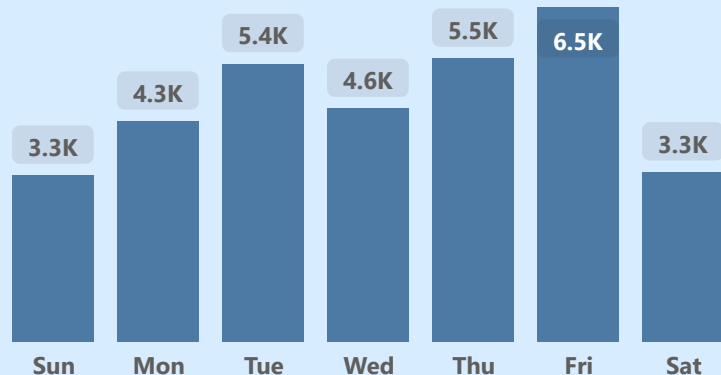
25.02



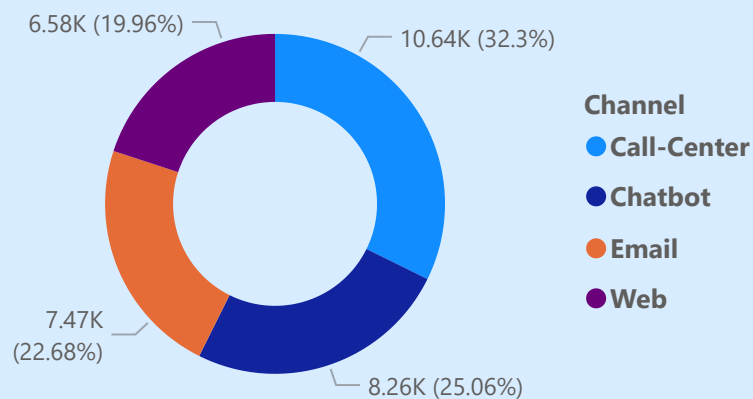
Response Time %

75.26%

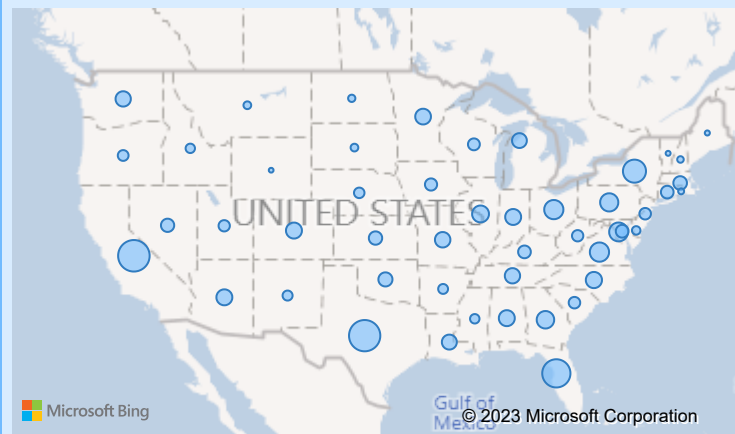
Total Calls by Day



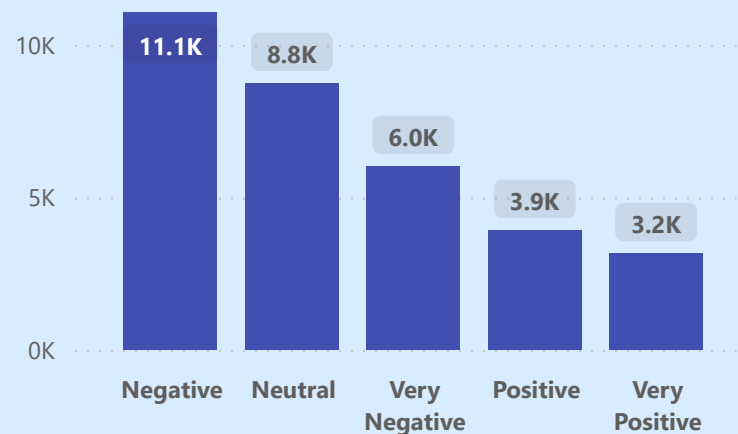
Total Calls by Channel



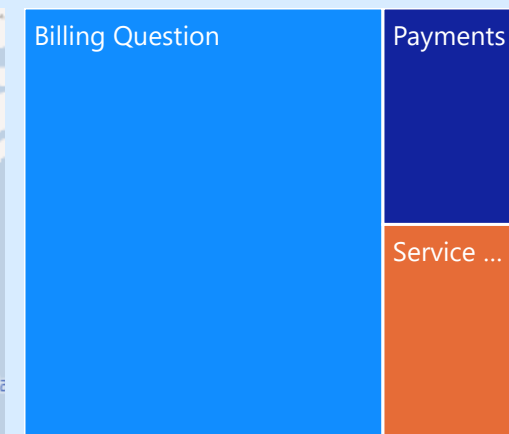
Total Calls by State



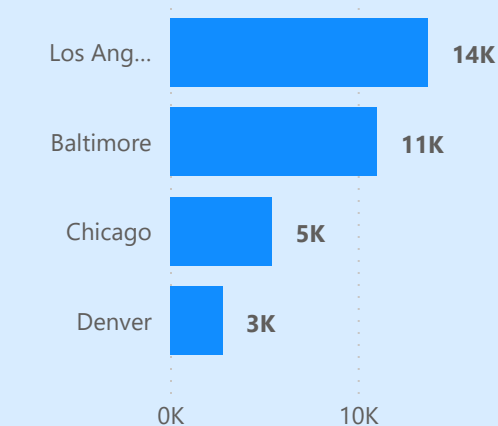
Total Calls by Sentiment



Total Calls by Reason



Total Calls by Call-Centres City



# CALL CENTER DASHBOARD | GRID



Total Calls

32.94K



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824.22K



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25.02



Response Time %

75.26%

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Channel



All



Channel



All



Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (mins)
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 Gonnely	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
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Payments	Below SLA	Tuscaloosa	28.00
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Kentucky	Billing Question	Above SLA	Louisville	38.00
AAH-00792945-3-552123-Hn	Chev Quarles	Web	New York	Billing Question	Within SLA	New York City	15.00
AAH-47182806-V-056613-mt	Leonhard McPharlain	Call-Center	Alabama	Payments	Within SLA	Montgomery	42.00