



# CALL CENTER DASHBOARD | HOME

HOME

CUST DETAILS

Date

01-10-2020

31-10-2020

City

All

State

All

Csat Score

All



total calls

32.94K



total duration(Min)

824.2...



total duration(Hrs)

13.74K



avg duration(Min)

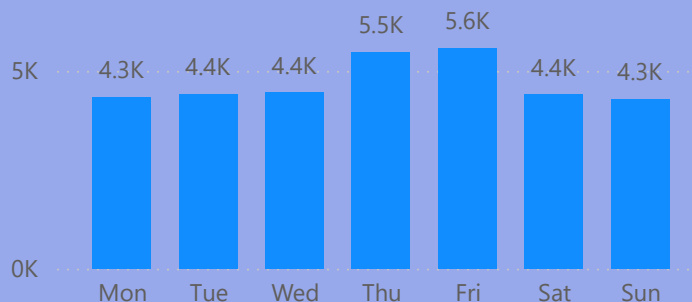
25.02



response time %

75.26%

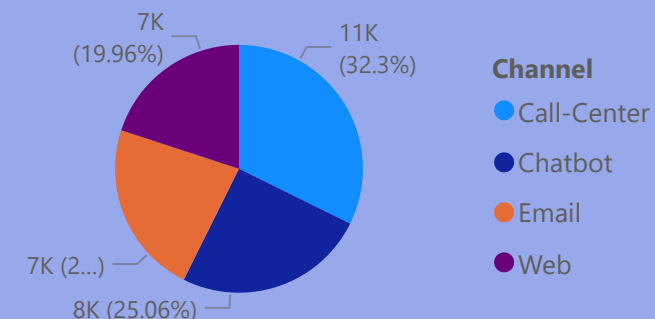
Total Calls by Day



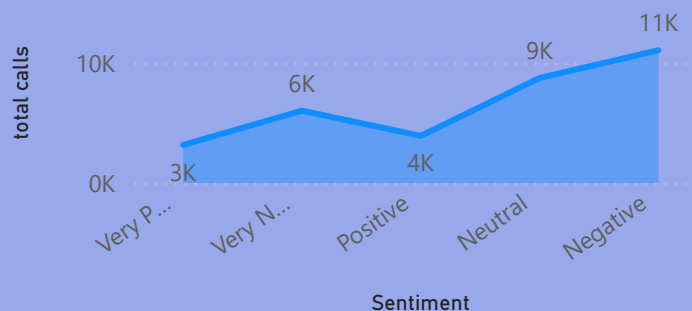
Total Calls by State



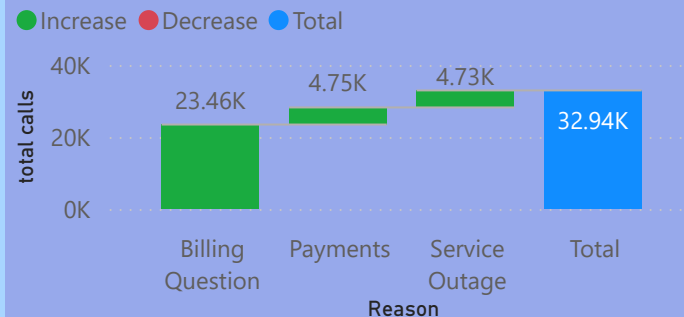
Total Calls by Channel



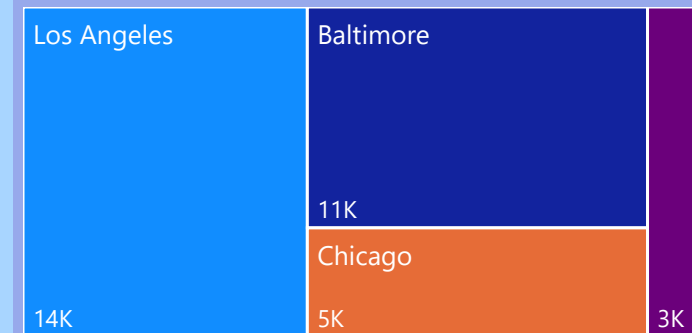
Total Calls by Sentiment



Total Calls by Reason



Total Calls by Call-Centres City





# CALL CENTER DASHBOARD | HOME

HOME

CUST DETAILS



total calls

32.94K



total duration(Min)

824.2...



total duration(Hrs)

13.74K



avg duration(Min)

25.02



response time %

75.26%

Date

01-10-2020

31-10-2020

City

All

State

All

Csat Score

All

Id	Customer Name	City	Reason	Channel	Call-Centres City	Total Duration(Min)
AAA-03321706-1-866834-I1	Andrea Bailiss	Charlotte	Payments	Call-Center	Baltimore	12
AAB-23102945-b-065985-xp	Sondra Bearman	Salem	Billing Question	Call-Center	Chicago	9
AAD-28507074-R-562834-Xd	Bond Eve	Pasadena	Billing Question	Call-Center	Baltimore	20
AAD-91253539-C-305338-wj	Shelbi Baiss	Paterson	Billing Question	Call-Center	Baltimore	11
AAE-56555470-4-160195-FX	Wendall Heinsen	Amarillo	Payments	Call-Center	Los Angeles	45
AAF-97589540-z-453138-Ca	Roselia Listone	Tuscaloosa	Payments	Call-Center	Chicago	28
AAH-47182806-V-056613-mt	Leonhard McPharlain	Montgomery	Payments	Call-Center	Denver	42
AAK-54246932-l-947676-dt	Aveline Goodlife	Fairfax	Payments	Call-Center	Baltimore	21
AAM-13006642-0-551960-P9	Laughton Weeks	Gulfport	Billing Question	Call-Center	Los Angeles	31
AAM-16476750-f-900342-c6	Harmonia Ippwell	Tulsa	Billing Question	Call-Center	Baltimore	22
AAM-24463809-s-463609-8c	Lissi Catonne	Lancaster	Payments	Call-Center	Baltimore	24
AAM-28160436-9-466005-Ps	Vinson Renyard	Paterson	Payments	Call-Center	Los Angeles	10
AAN-17425474-f-089955-ZI	Roxanne Burl	Manchester	Payments	Call-Center	Chicago	32
AAO-79477258-4-901603-hL	Tate Chidwick	Pittsburgh	Billing Question	Call-Center	Los Angeles	6
AAO-97925279-N-959600-iS	Emilee Pudan	Durham	Payments	Call-Center	Los Angeles	34
AAR-06190528-r-994754-PN	Newton Hedderly	Charlotte	Billing Question	Call-Center	Chicago	7