CALL CENTRE DASHBOARD | HOME



Total Calls 32.94K

Total Call Duration (Hrs)

13.74K

Total Call Duration (min)

824.22K

Avg Call Duration(Min)

25.02



Response Time %

75.26%

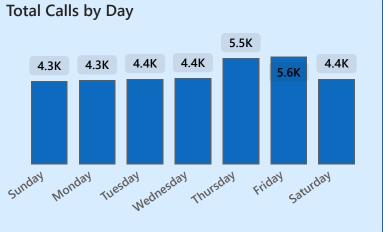
Home

Grid

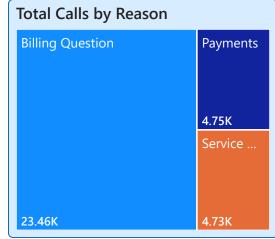
Date

01-10-2020 🛅

31-10-2020





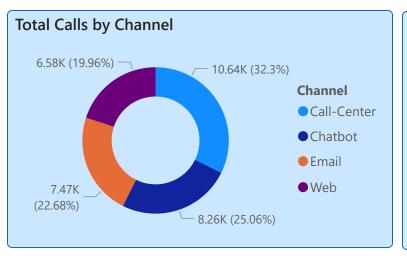


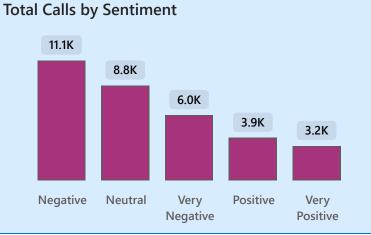
Channel

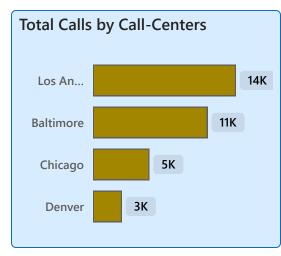
All

City

All







CALL CENTRE DASHBOARD | GRID







Total Call Duration (Hrs)

13.74K



Total Call Duration (min)

824.22K



Avg Call Duration(Min)

25.02



Response Time %

75.26%

Date								
	01-10-2020							
	31-10-2020							

Channel

All ~

City

All



Id	Customer Name	Channel	State •	Reason	Response Time	City	Total Call Duration (min)
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Payments	Below SLA	Tuscaloosa	28.00
AAH-47182806-V-056613-mt	Leonhard McPharlain	Call-Center	Alabama	Payments	Within SLA	Montgomery	42.00
AAR-72355759-x-505886-4w	Ignacius Maurice	Call-Center	Alabama	Payments	Below SLA	Montgomery	7.00
ABK-65702060-X-640676-C7	Clayborne Arlott	Email	Alabama	Billing Question	Within SLA	Birmingham	14.00
ABT-54121115-T-403439-oJ	Emmi Ferrotti	Call-Center	Alabama	Payments	Within SLA	Gadsden	10.00
AED-99008046-h-766475-5I	Cosetta Scoullar	Email	Alabama	Billing Question	Above SLA	Anniston	32.00
AEP-60017336-8-343884-AI	Kerrie Powlesland	Web	Alabama	Billing Question	Within SLA	Mobile	43.00
AFH-55414603-N-936348-Ze	Teriann Ault	Chatbot	Alabama	Billing Question	Within SLA	Mobile	28.00
AHB-75378428-A-736943-6o	Julee Yapp	Call-Center	Alabama	Billing Question	Within SLA	Birmingham	31.00
AIG-50712617-X-263128-kn	Renaldo Claque	Email	Alabama	Billing Question	Within SLA	Birmingham	16.00
AIT-61813654-Z-632072-oQ	Kat Roswarne	Call-Center	Alabama	Billing Question	Within SLA	Birmingham	18.00
AND-11197133-H-206043-FB	Abrahan Sansum	Email	Alabama	Billing Question	Within SLA	Birmingham	40.00
AOS-15148530-y-411327-Sf	Sven Bembridge	Web	Alabama	Billing Question	Within SLA	Birmingham	12.00
AOY-31318129-Q-195755-oZ	Evey Joule	Web	Alabama	Service Outage	Within SLA	Mobile	45.00
APT-27467127-J-620552-Lh	Remy Sperry	Email	Alabama	Billing Question	Within SLA	Montgomery	22.00
AQF-80850124-a-660076-IW	Mikkel Ricardou	Call-Center	Alabama	Payments	Within SLA	Birmingham	11.00
AOT-75516915-a-341305-do	Mahmoud Alston	Chathot	Alahama	Rilling Question	Within SI A	Mohile	26.00
Total							824222.00