



HOME

GRID

Date

01-10-2020

31-10-2020

Channel

All

City

All

**32.94K**  
Total Calls

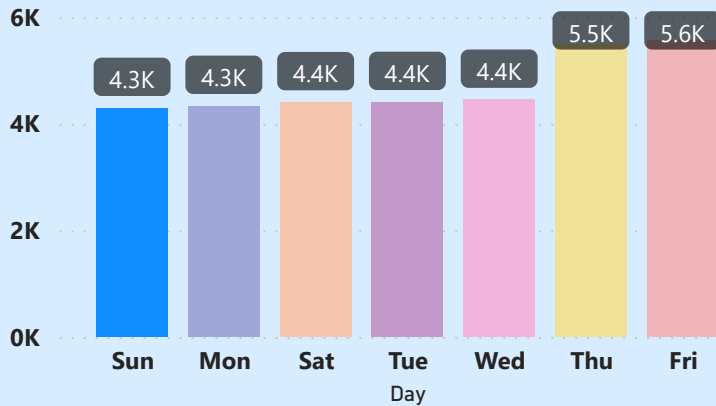
**13.74K**  
Total Call Duration(Hrs)

**824.22K**  
Total Call Duration (Min)

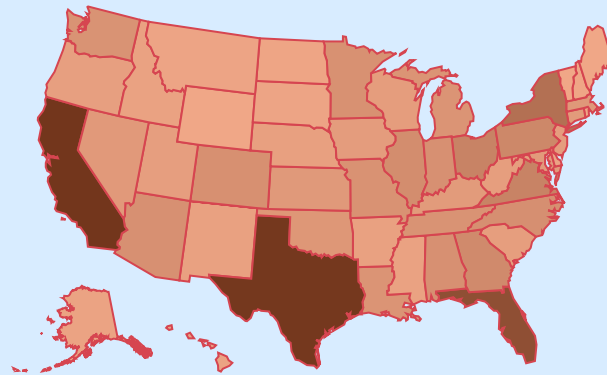
**25.02**  
Avg. Call Duration(Min)

**75.26%**  
Response Time %

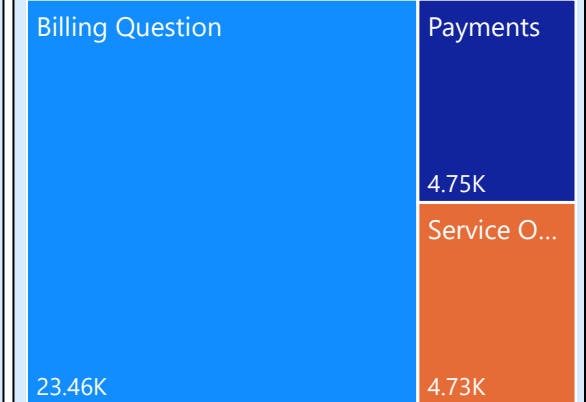
Total Calls by Day



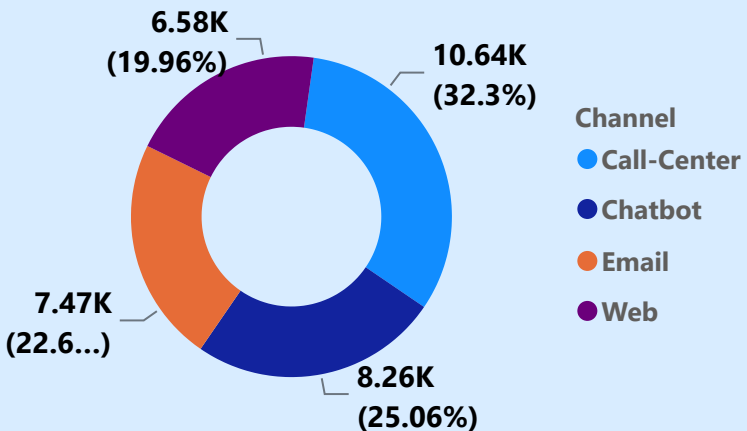
Total Calls by State



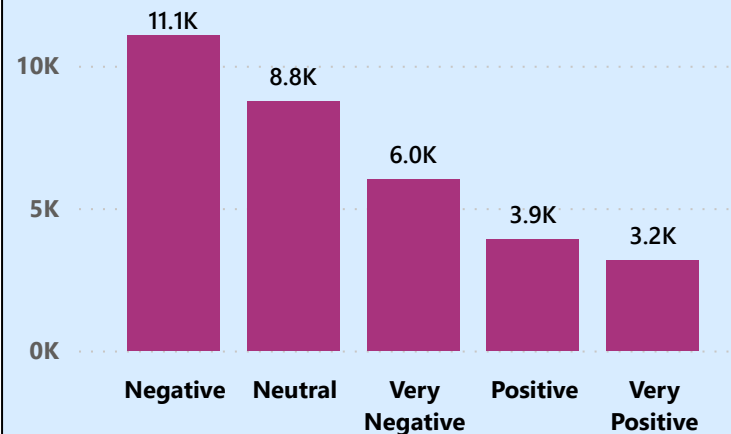
Total Calls by Reason



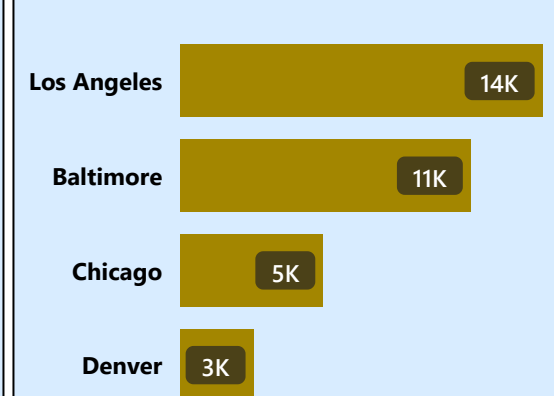
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres




# CALL CENTER DASHBOARD | GRID



HOME

GRID

DATE

01-10-2020 

31-10-2020 

Channel

All 

CITY

All 



32.94K

Total Calls



13.74K

Total Call Duration(Hrs)



824.22K

Total Call Duration (Min)



25.02

Avg. Call Duration(Min)



75.26%

Response Time %

Id	Customer Name	Channel	State	Reason	Response Time	Sum of Call Duration In Minute
AAA-03321706-1-866834-l1	Andrea Bailiss	Call-Center	North Carolina	Payments	Within SLA	1
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Service Outage	Below SLA	1
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	1
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Service Outage	Within SLA	2
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Billing Question	Within SLA	4
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Billing Question	Within SLA	2
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Billing Question	Below SLA	1
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	2
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Billing Question	Within SLA	2
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Billing Question	Within SLA	1
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Billing Question	Above SLA	4
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Billing Question	Within SLA	1
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	4
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Billing Question	Within SLA	2
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Billing Question	Within SLA	1