

CALL CENTRE DASHBOARD | HOME



MENU

Home

Gride

FILTER

Date

1/10/2020



12/10/2020



Channel

All



City

All



TotalCalls

13.06K



Total Call Duration (Hrs)

5.46K



Total Call Duration(Min)

327.7K



Avg Call Duration (Mins)

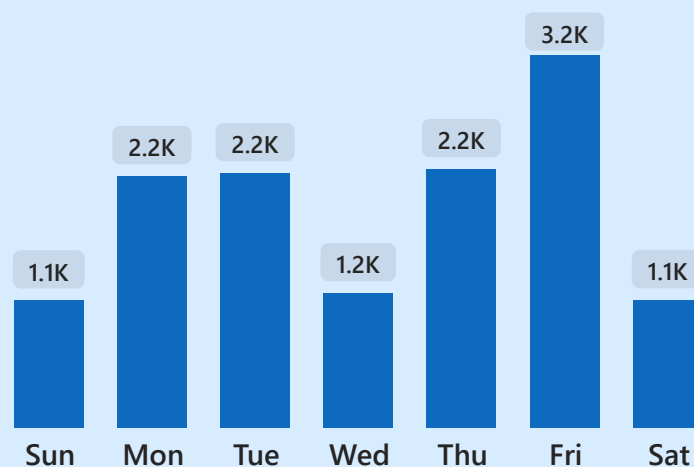
25.10



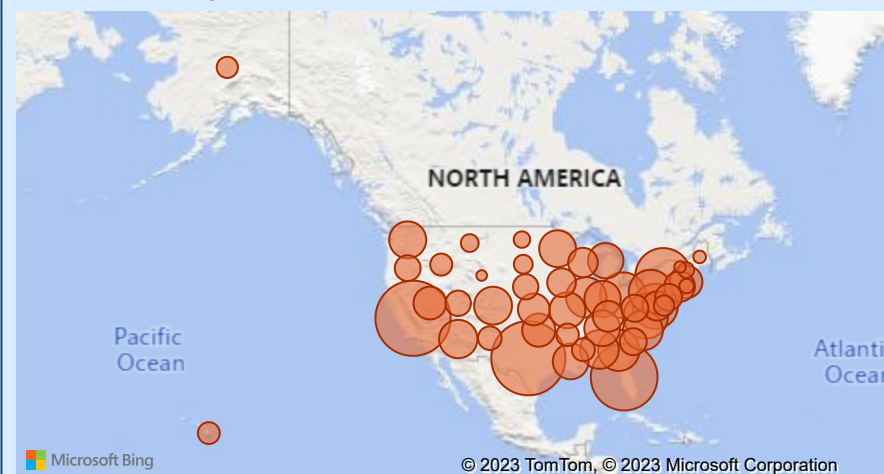
ResponseTime %

75.47%

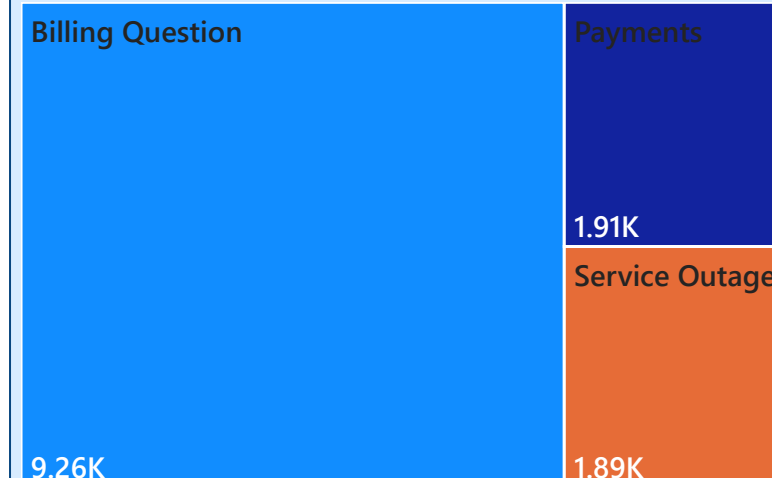
TotalCalls by Day



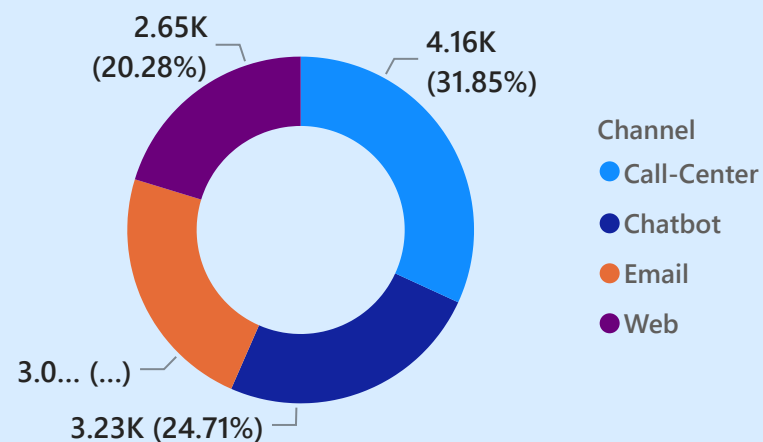
TotalCalls by State



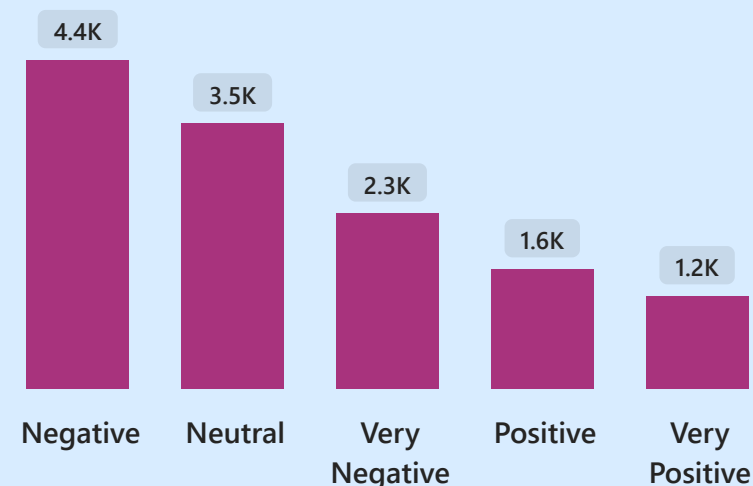
TotalCalls by Reason



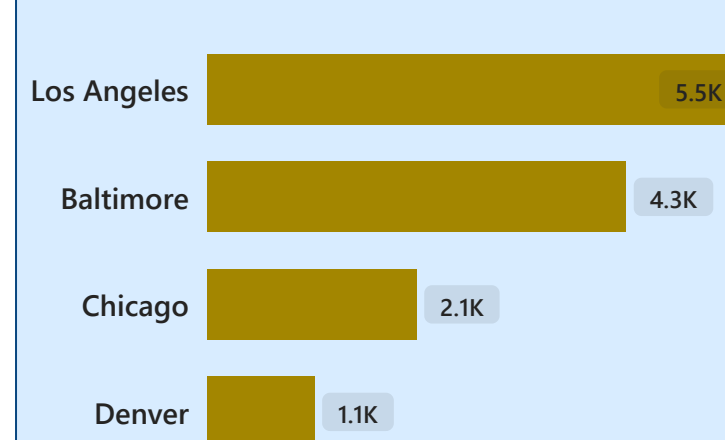
TotalCalls by Channel



TotalCalls by Sentiment



TotalCalls by Call-Centres



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327.7K



Avg Call Duration (Mins)

25.10



ResponseTime %

75.47%

Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (Mins)
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	9.0
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Kentucky	Billing Question	Above SLA	Louisville	38.0
AAK-89591840-T-157623-lt	Cherri Airth	Email	California	Billing Question	Above SLA	Los Angeles	7.0
AAM-13006642-0-551960-P9	Laughton Weeks	Call-Center	Mississippi	Billing Question	Above SLA	Gulfport	31.0
ABE-47352675-l-931537-ug	Marjy Griffith	Call-Center	Georgia	Payments	Above SLA	Alpharetta	35.0
ACP-97216480-Y-020641-3S	Johannah Geering	Call-Center	South Carolina	Billing Question	Above SLA	Columbia	16.0
ADU-05799168-P-466644-LC	Winnifred Dofty	Web	South Carolina	Billing Question	Above SLA	Columbia	28.0
ADZ-92606518-J-557743-oC	Aline Chadd	Chatbot	District of Columbia	Billing Question	Above SLA	Washington	16.0
AEF-61893335-8-713447-Jw	Beaufort Kedward	Chatbot	Texas	Service Outage	Above SLA	El Paso	39.0
AEI-58369400-k-366035-FP	Arlee Gracewood	Web	Arizona	Billing Question	Above SLA	Tucson	24.0