

Call Center Dashboard | Home



MENU

Home

GRID

FILTERS

Date

01-10-2020



31-10-2020



Channel

All



City

All



Total Calls

32.9K



Total Call Duration(Hours)

13.74K



Total Call Duration (min)

824.22K



Average Call Duration(Min)

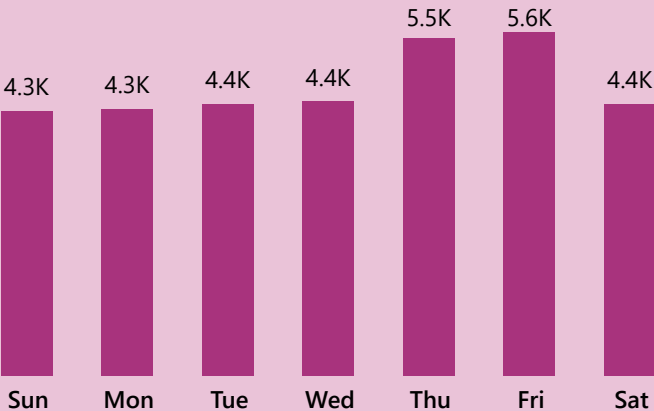
25.02



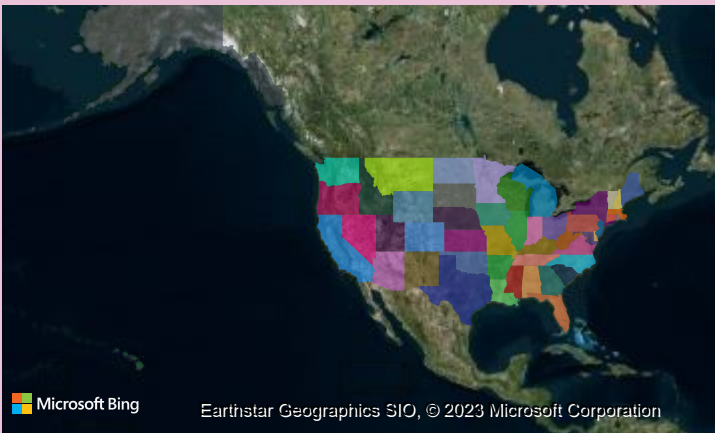
Response Time %

75%

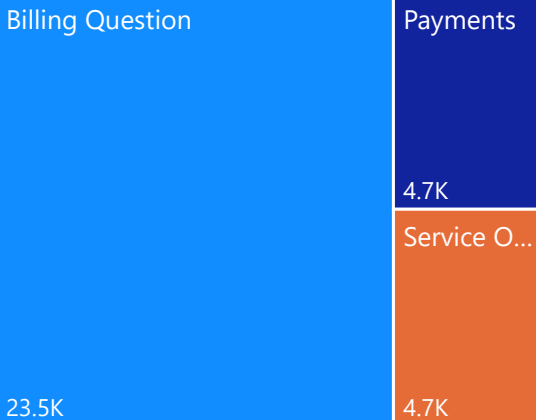
Total Calls by Day



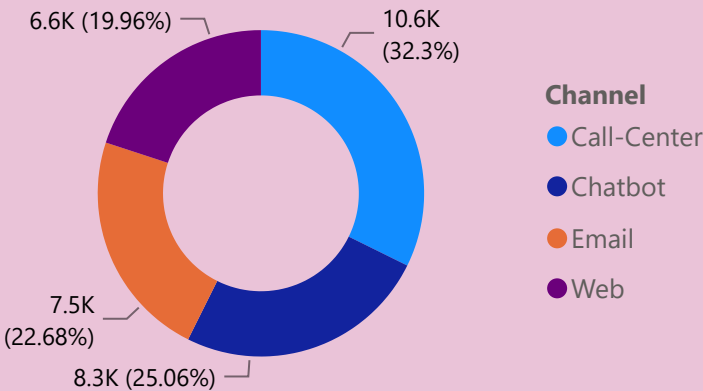
Total Calls by State and State



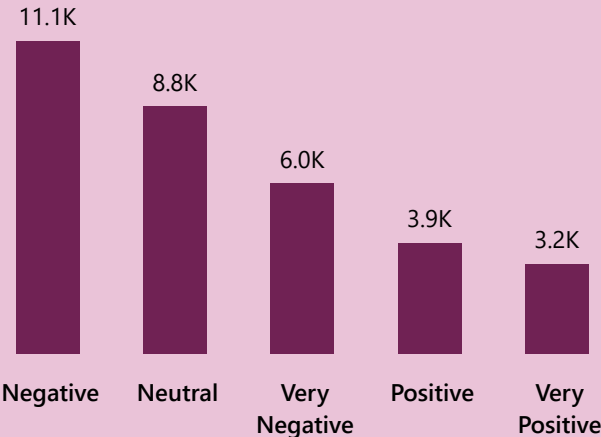
Total Calls by Reason



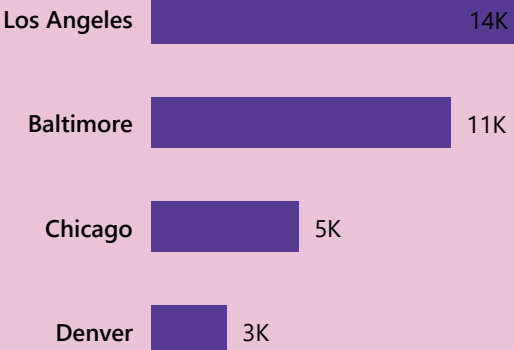
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres



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City

All



Total Calls

32.9K



Total Call Duration(Hours)

13.74K



Total Call Duration (min)

824.22K



Average Call Duration(Min)

25.02



Response Time %

75%

Id	Customer Name	Channel	State	City	Reason	Response Time	Total Call Duration (min)
AAA-03321706-1-866834-I1	Andrea Bailiss	Call-Center	North Carolina	Charlotte	Payments	Within SLA	12.00
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Nashville	Service Outage	Below SLA	5.00
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Salem	Billing Question	Above SLA	9.00
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Littleton	Service Outage	Within SLA	20.00
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Fresno	Billing Question	Within SLA	43.00
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Las Vegas	Billing Question	Within SLA	28.00
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Anaheim	Billing Question	Below SLA	8.00
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Pasadena	Billing Question	Above SLA	20.00
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Vero Beach	Billing Question	Within SLA	21.00
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Paterson	Billing Question	Within SLA	11.00
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Pasadena	Billing Question	Above SLA	44.00
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Arlington	Billing Question	Within SLA	19.00
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Amarillo	Payments	Within SLA	45.00
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Bradenton	Billing Question	Within SLA	21.00
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Philadelphia	Billing Question	Within SLA	16.00
AAF-25933263-r-676313-sd	Sibylle Tuplin	Web	Arizona	Phoenix	Service Outage	Within SLA	14.00
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Tuscaloosa	Payments	Below SLA	28.00
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Kentucky	Louisville	Billing Question	Above SLA	38.00
AAH-00792945-3-552123-Hn	Chev Quarles	Web	New York	New York City	Billing Question	Within SLA	15.00