

CALL CENTRE DASHBOARD

HOME



MENU

Home

Grid

FILTER

DATE

01-10-2020



31-10-2020



CHANNEL

All



CITY

All



Total Calls

32.94K



Total Call Duration (Min)

824.22K



Total Call Duration (Hrs)

13.74K



Avg Call Duration (Min)

25.02

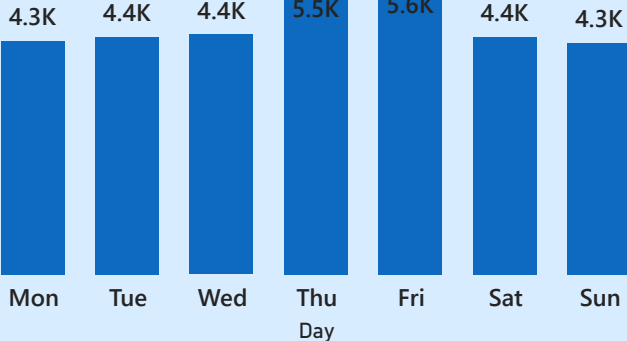


Response Time %

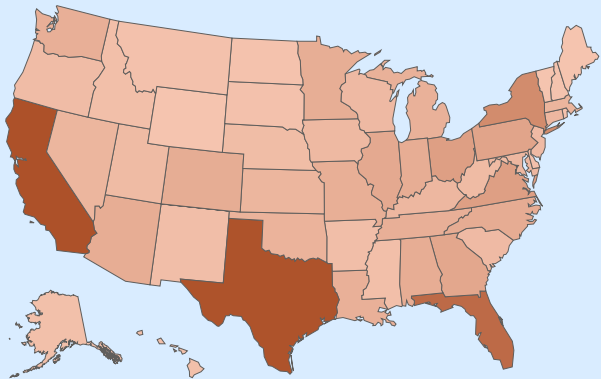
75.26%

Total Calls by Day

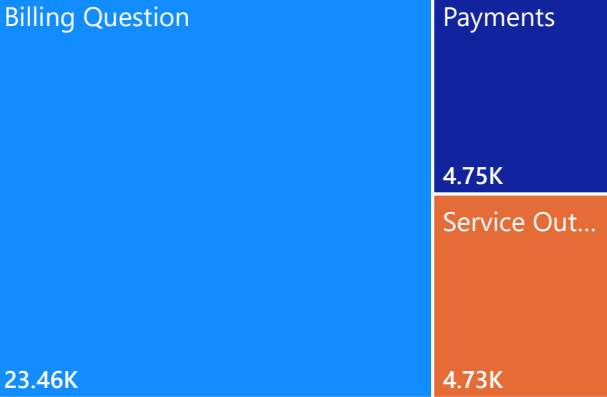
Total Calls



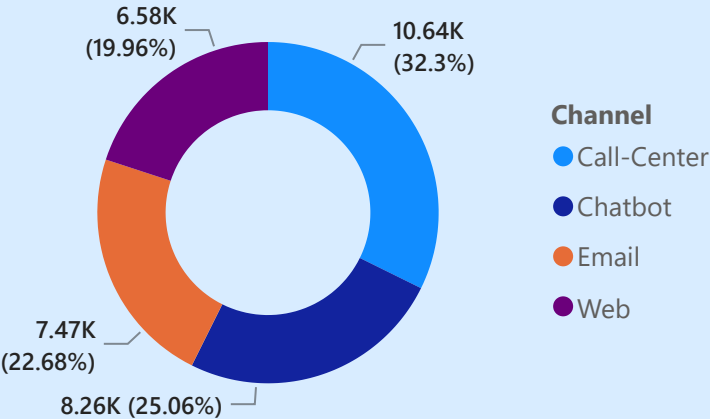
Total Calls by State



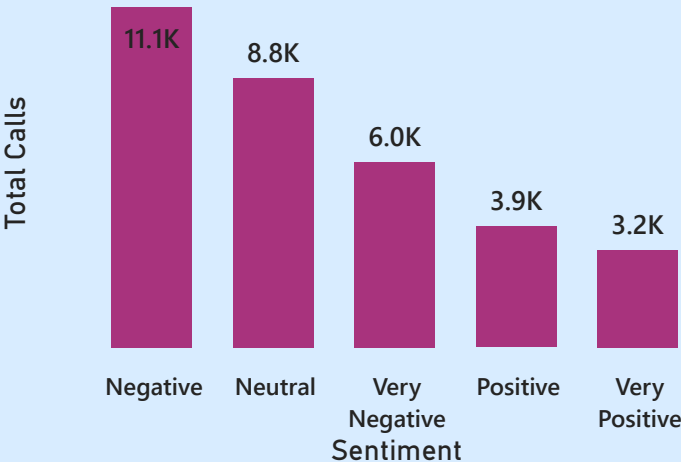
Total Calls by Reason



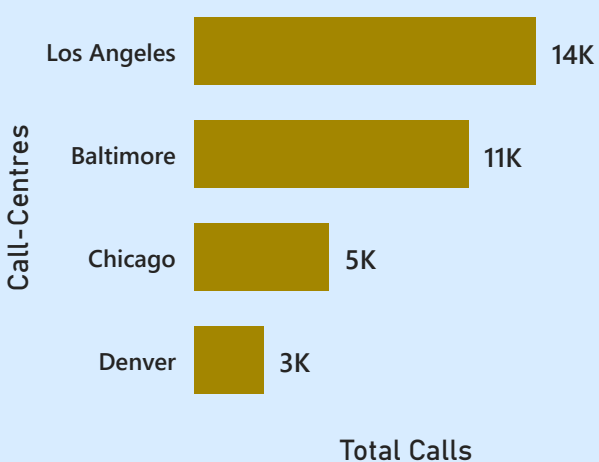
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres



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Total Calls

32.94K



Total Call Duration (Min)

824.22K



Total Call Duration (Hrs)

13.74K



Avg Call Duration (Min)

25.02



Response Time %

75.26%

ID	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (Min)
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	Amarillo	45.00
AAT-75307639-3-594254-7W	Angel Durgan	Email	Colorado	Service Outage	Within SLA	Denver	45.00
ABV-19906776-N-361245-yX	Tatum Ledrane	Email	Ohio	Billing Question	Above SLA	Dayton	45.00
ACH-31995608-O-258058-kb	Maisey McKenna	Call-Center	Mississippi	Billing Question	Within SLA	Jackson	45.00
ADJ-83296429-r-777675-Lp	Leroy Shallo	Chatbot	Pennsylvania	Billing Question	Within SLA	Philadelphia	45.00
AET-47639934-U-808176-V0	Mariska L'Homme	Call-Center	Oregon	Billing Question	Below SLA	Portland	45.00
AFQ-21180836-I-202073-p4	Prince Trewartha	Chatbot	New York	Billing Question	Within SLA	Jamaica	45.00
AFX-95708400-G-635254-A7	Camella Birtwhistle	Call-Center	New York	Billing Question	Above SLA	New York City	45.00
AGD-56475681-T-137640-HU	Aldis Moring	Web	New York	Service Outage	Within SLA	Rochester	45.00
AGL-18926193-m-791969-dh	Charity Costar	Call-Center	California	Billing Question	Within SLA	Palo Alto	45.00
AGW-71605126-x-848666-rk	Marlie Dodridge	Call-Center	Ohio	Billing Question	Above SLA	Toledo	45.00
AHG-72040808-J-703860-co	Loreen Lander	Email	Texas	Billing Question	Below SLA	Austin	45.00
AJA-48171746-T-788722-VL	Bernadette Boughton	Web	Texas	Billing Question	Within SLA	Houston	45.00
AJF-59870982-2-287904-Cx	Wesley MacPaik	Email	Michigan	Billing Question	Within SLA	Kalamazoo	45.00
AJF-75012182-K-212513-Yu	Derrek Klementz	Call-Center	Iowa	Payments	Below SLA	Des Moines	45.00
AJW-37644818-Y-854940-O5	Mordecai Waslin	Call-Center	Michigan	Billing Question	Below SLA	Kalamazoo	45.00
AKM-47164308-L-055121-oV	Rutledge Flecknell	Web	California	Service Outage	Within SLA	Sacramento	45.00
ALG-59662676-o-400132-oS	Pryce Moggach	Call-Center	North Carolina	Payments	Within SLA	Charlotte	45.00
Total							824222.00