



MENU

home

GRID

DATE

Date

01-10-2020

31-10-2020

City

All

Channel

All



Total Calls

32.94K



Responce Time %

75.26%



Total Call Durations(Hrs)

13.74K



Total Call...

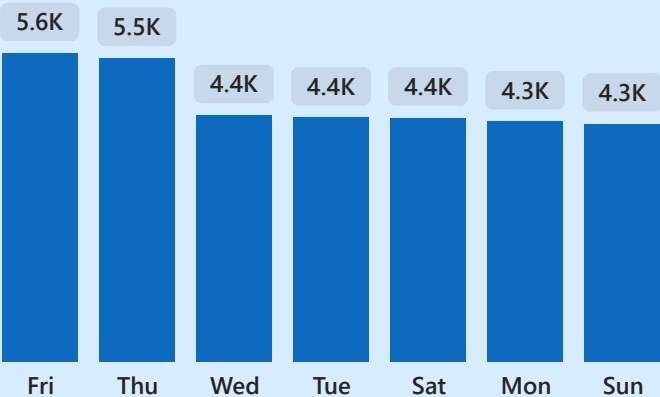
824.22K



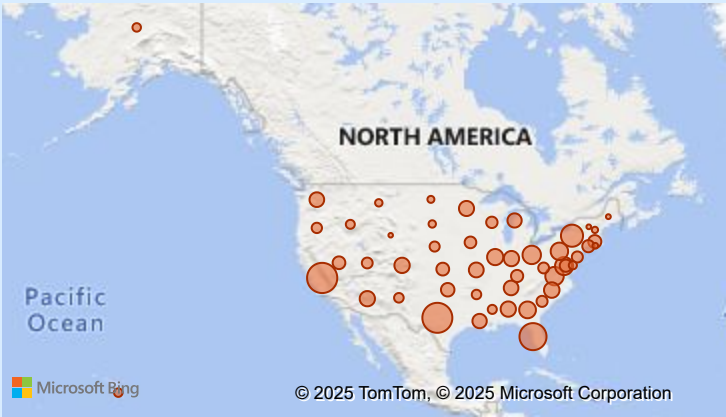
Avg Call Duration (Min)

25.02

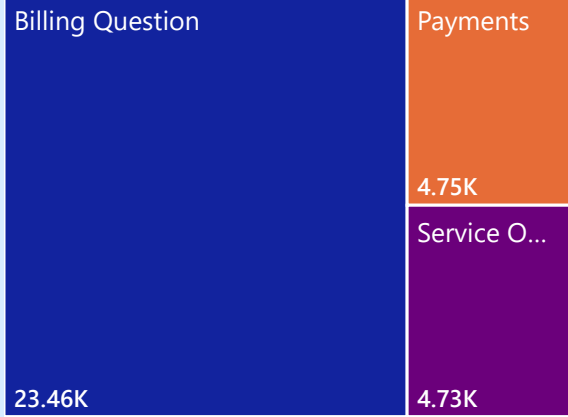
Total Calls by Day



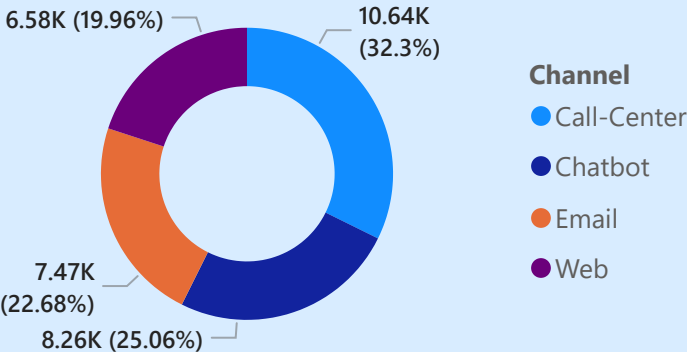
Total Calls by State



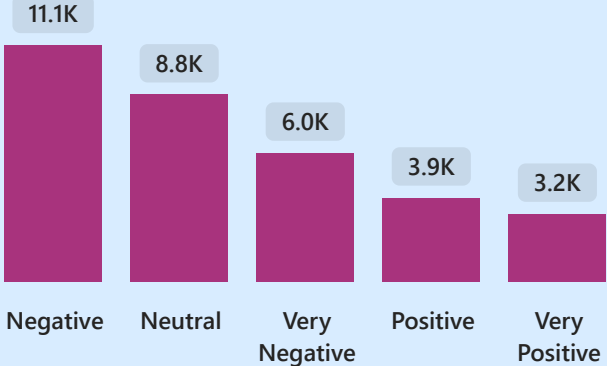
Total Calls by Reason



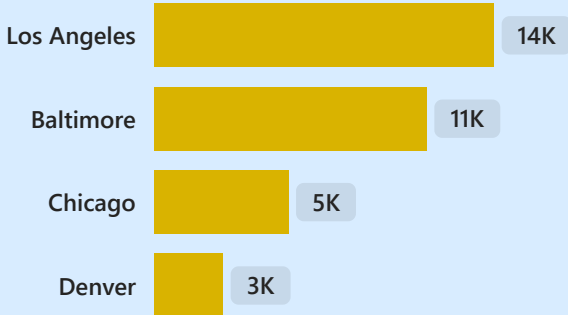
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres




**MADE BY PRATHMESH**

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## GRID

## Date

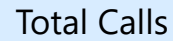
31-10-2020 

City

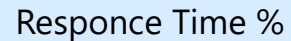
All 

## Channel

All



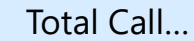
32.94K



**75.26%**



13.74K



824.22K



25.02

Channel	City	Customer Name	Id	Reason	Response Time	State	Total Call Durations(min)
▲							
Call-Center	Abilene	Angel Rhodes	FFP-30644756-J-954573-eE	Payments	Above SLA	Texas	44.00
Call-Center	Abilene	Berte Deares	WSK-94029977-A-568551-9D	Payments	Within SLA	Texas	34.00
Call-Center	Abilene	Carlos Comport	FBK-45796269-p-918080-TO	Billing Question	Below SLA	Texas	39.00
Call-Center	Abilene	Charissa Rea	SYA-89574771-t-194972-tq	Payments	Within SLA	Texas	22.00
Call-Center	Abilene	Cynthy Richfield	EPL-31448597-o-279288-zQ	Billing Question	Below SLA	Texas	24.00
Call-Center	Abilene	Erie Joule	MXR-19158631-F-649692-qm	Billing Question	Within SLA	Texas	23.00
Call-Center	Abilene	Free Gernier	ZXO-63540126-0-421714-06	Billing Question	Above SLA	Texas	19.00
Call-Center	Abilene	Garrek Fawke	RLD-46608684-0-118640-wc	Billing Question	Within SLA	Texas	45.00
Call-Center	Abilene	Ileana Klemensiewicz	EON-53815205-r-830645-1V	Billing Question	Below SLA	Texas	21.00
Call-Center	Abilene	Lydie Abramamov	RDQ-71039847-1-521042-dL	Billing Question	Within SLA	Texas	11.00
Call-Center	Abilene	Marjy Shattock	WDU-77585352-5-154125-Y2	Payments	Within SLA	Texas	5.00
Call-Center	Abilene	Phaedra Dewen	HKT-37756809-z-208581-ai	Billing Question	Within SLA	Texas	33.00
Call-Center	Abilene	Phyllida Bonelle	SRM-43757375-Y-983830-Dm	Billing Question	Within SLA	Texas	22.00
Call-Center	Abilene	Rustin McNickle	CXW-54470843-a-836914-52	Billing Question	Within SLA	Texas	9.00
Call-Center	Abilene	Skippy McGettrick	OVS-71902786-d-458699-ml	Payments	Within SLA	Texas	44.00
Call-Center	Aiken	Belle Stannas	NGP-50053206-w-582683-u9	Payments	Below SLA	South Carolina	43.00
Total							824222.00