

# CALL-CENTER REPORT #HOME PAGE

# ANTONY  
MACHARIA



MENU

HOME PAGE

GRID VIEW

FILTER PANEL

Date

1/10/2020

10/31/2020

City

All

Channel

All

Total Calls

32.94K

Total Call Duration(Hrs)

13.74K

Total call Duration(min)

824.22K

Avg call Duration(Min)

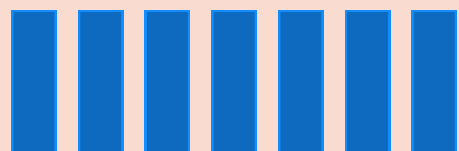
25.02

Response Time %

75.26%

Total Calls by Day

33K 33K 33K 33K 33K 33K 33K



Sun Mon Tue Wed Thu Fri Sat

Total Calls by Reason

Billing Question

23.46K

Payments

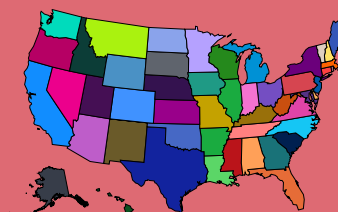
4.75K

Service Outage

4.73K

Total Calls by State

State California Texas Florida New York



Total Calls by Sentiment

Negative 11K

Neutral 9K

Very Negative 6K

Positive 4K

Very Positive 3K

Total Calls by Call-Centres

14K

11K

5K

3K

Los Angeles

Baltimore

Chicago

Denver

Total Calls by Channel

Channel Call-Center Chatbot Email Web

6.58K (19.96%)

10.64K (32.3%)

7.47K (22.68%)

8.26K (25.06%)

# CALL-CENTER REPORT #GRID VIEW

# ANTONY  
MACHARIA



## MENU

HOME PAGE

GRID VIEW

## FILTER PANEL

Date

1/10/2020



10/31/2020



City

All



Channel

All



Total Calls

32.94K

Total Call Duration(Hrs)

13.74K

Total call Duration(min)

824.22K

Avg call Duration(Min)

25.02

Response Time %

75.26%

Id	Customer Name	Channel	State	Reason	Response Time	City	Total call Duration(min)
AAA-03321706-1-866834-I1	Andrea Bailiss	Call-Center	North Carolina	Payments	Within SLA	Charlotte	12.00
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Service Outage	Below SLA	Nashville	5.00
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	9.00
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Service Outage	Within SLA	Littleton	20.00
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Billing Question	Within SLA	Fresno	43.00
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Billing Question	Within SLA	Las Vegas	28.00
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Billing Question	Below SLA	Anaheim	8.00
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	Pasadena	20.00
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Billing Question	Within SLA	Vero Beach	21.00
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Billing Question	Within SLA	Paterson	11.00
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Billing Question	Above SLA	Pasadena	44.00
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Billing Question	Within SLA	Arlington	19.00