



# CALL CENTER DASHBOARD | HOME

Home

Grid

FILTERS -

Date

01-10-2020



31-10-2020



City

All



Channel

Call-Center

Chatbot

Email

Web



Total Calls

32.94K



Total call duration (Hrs)

13.74K



Total call duration (Min)

824.2K



Avg call duration (Min)

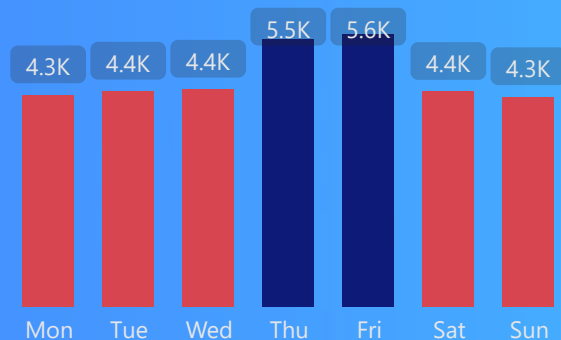
25.02



Response Time %

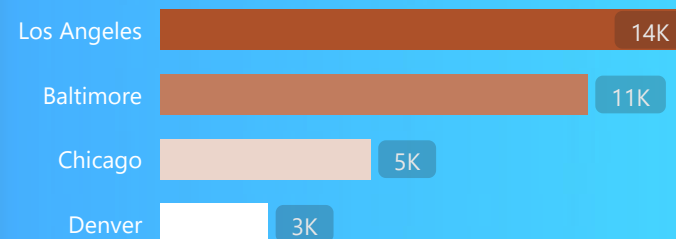
75.3%

## Total Calls by Day

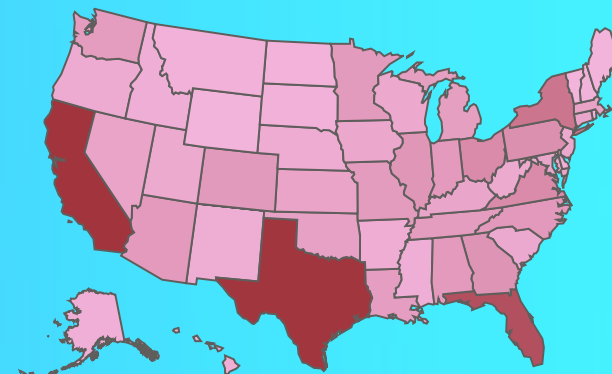


## Total Calls by Call Centres

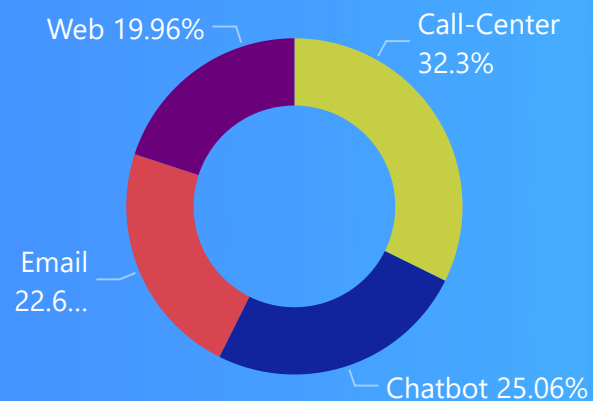
Count of Call-Centres City 2.78K 13.73K



## Total Calls by State

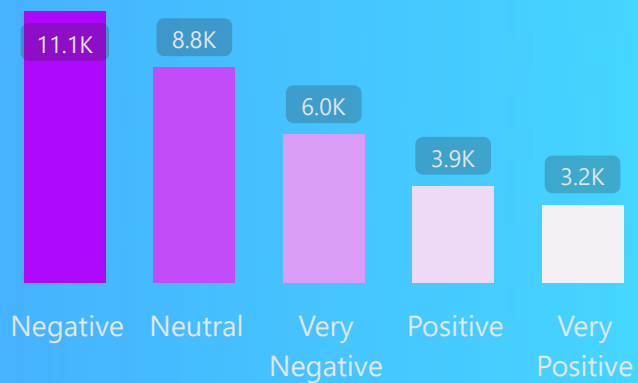


## Total Calls by Channel



## Total Calls by Sentiment

Count of Sentiment 3.17K 11.06K



## Total Calls by Reason

Billing Question

23.46K

Payments

4.75K

Service Outa...

4.73K



# CALL CENTER DASHBOARD | GRID

Home

Grid

## FILTERS -

### Date

01-10-2020



31-10-2020



### City

All



### Channel

Call-Center

Chatbot

Email

Web



Total Calls

32.94K



Total call duration (Hrs)

13.74K



Total call duration (Min)

824.2K



Avg call duration (Min)

25.02



Response Time %

75.3%

Id	Customer Name	Channel	State	Reason	Response Time	City	Total call duration (Min)
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	9.0
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Billing Question	Within SLA	Fresno	43.0
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Billing Question	Within SLA	Las Vegas	28.0
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Billing Question	Below SLA	Anaheim	8.0
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	Pasadena	20.0
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Billing Question	Within SLA	Vero Beach	21.0
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Billing Question	Within SLA	Paterson	11.0
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Billing Question	Above SLA	Pasadena	44.0
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Billing Question	Within SLA	Arlington	19.0
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Billing Question	Within SLA	Bradenton	21.0
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Billing Question	Within SLA	Philadelphia	16.0
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Kentucky	Billing Question	Above SLA	Louisville	38.0
AAH-00792945-3-552123-Hn	Chev Quarles	Web	New York	Billing Question	Within SLA	New York City	15.0
AAI-76624824-D-681890-o9	Barnaby Dunkinson	Email	Michigan	Billing Question	Within SLA	Flint	24.0
AAJ-31393249-T-371030-7M	Corrine Winfred	Chatbot	Oklahoma	Billing Question	Within SLA	Oklahoma City	20.0
AAK-01722446-R-008487-pL	Rolland Gillbey	Email	New York	Billing Question	Within SLA	Albany	30.0
AAK-72648595-0-716329-0q	Janith Tregonna	Chatbot	Massachusetts	Billing Question	Within SLA	Brockton	5.0
AAK-89591840-T-157623-lt	Cherri Airth	Email	California	Billing Question	Above SLA	Los Angeles	7.0