CALL CENTER DASHBOARD | HOME

MENU



Home

Grid View

Date

01-10-2020 🛗

31-10-2020

Channel

All ∨

City

All `





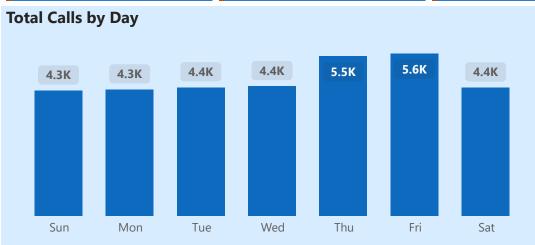




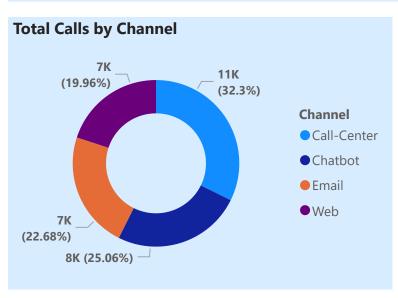


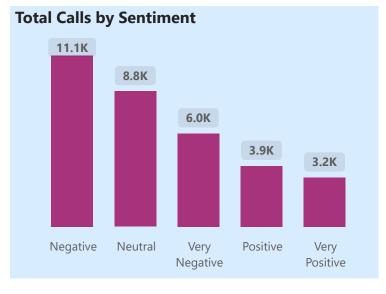


25.02











CALL CENTER DASHBOARD | GRID

MENU



Home

Grid View

Date

01-10-2020 🛗

31-10-2020 🛗

Channel

All ~

City

All



Total Call...
824K

60 min

Total Call...

13.74...

Response Time %

75.2...

Average Call...

25.02



Id	Customer Name	Channel	State	Reason	Response Time	Citv	Total Call Duration(min)
						,	▼
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	lexas	Payments	Within SLA	Amarillo	45
AAT-75307639-3-594254-7W	Angel Durgan	Email	Colorado	Service Outage	Within SLA	Denver	45
ABV-19906776-N-361245-yX	Tatum Ledrane	Email	Ohio	Billing Question	Above SLA	Dayton	45
ACH-31995608-O-258058-kb	Maisey McKenna	Call-Center	Mississippi	Billing Question	Within SLA	Jackson	45
ADJ-83296429-r-777675-Lp	Leroy Shallo	Chatbot	Pennsylvania	Billing Question	Within SLA	Philadelphia	45
AET-47639934-U-808176-V0	Mariska L'Homme	Call-Center	Oregon	Billing Question	Below SLA	Portland	45
AFQ-21180836-I-202073-p4	Prince Trewartha	Chatbot	New York	Billing Question	Within SLA	Jamaica	45
AFX-95708400-G-635254-A7	Camella Birtwhistle	Call-Center	New York	Billing Question	Above SLA	New York City	45
AGD-56475681-T-137640-HU	Aldis Moring	Web	New York	Service Outage	Within SLA	Rochester	45
AGL-18926193-m-791969-dh	Charity Costar	Call-Center	California	Billing Question	Within SLA	Palo Alto	45
AGW-71605126-x-848666-rk	Marlie Dodridge	Call-Center	Ohio	Billing Question	Above SLA	Toledo	45
AHG-72040808-J-703860-co	Loreen Lander	Email	Texas	Billing Question	Below SLA	Austin	45
AJA-48171746-T-788722-VL	Bernadette Boughton	Web	Texas	Billing Question	Within SLA	Houston	45
AJF-59870982-2-287904-Cx	Wesley MacPaik	Email	Michigan	Billing Question	Within SLA	Kalamazoo	45
AJF-75012182-K-212513-Yu	Derrek Klementz	Call-Center	lowa	Payments	Below SLA	Des Moines	45
AJW-37644818-Y-854940-O5	Mordecai Waslin	Call-Center	Michigan	Billing Question	Below SLA	Kalamazoo	45
AKM-47164308-L-055121-oV	Rutledge Flecknell	Web	California	Service Outage	Within SLA	Sacramento	45
ALG-59662676-o-400132-oS	Pryce Moggach	Call-Center	North Carolina	Payments	Within SLA	Charlotte	45
Total							824222