

Call Center Dashboard | Home



Menu

Home

Grid

Filters

Date Range

01-10-2020



31-10-2020



City

All



Channel

All



Total Calls

33K



Total Call Duratio...

13.74K



Total Call Duratio...

13.74K



Avg Call Durati...

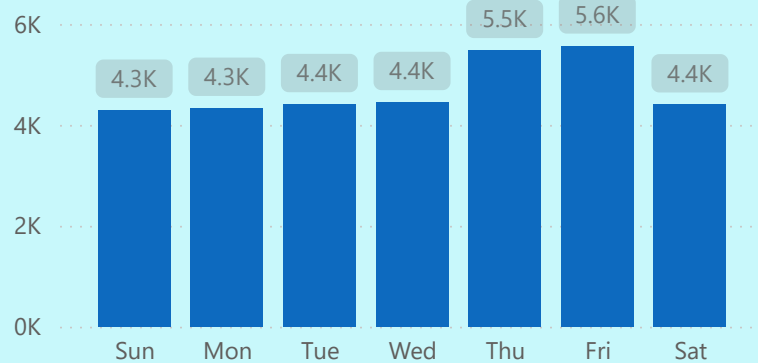
25.02



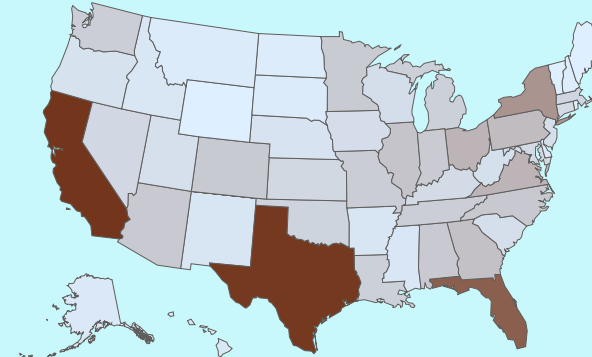
Response Time..

75.26%

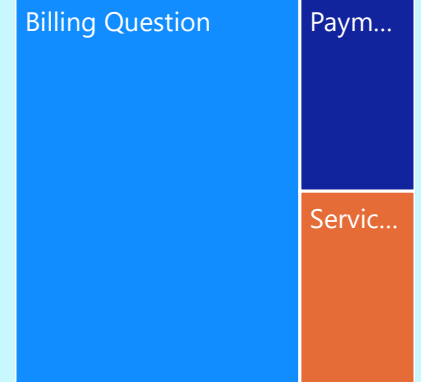
Total Calls by Day



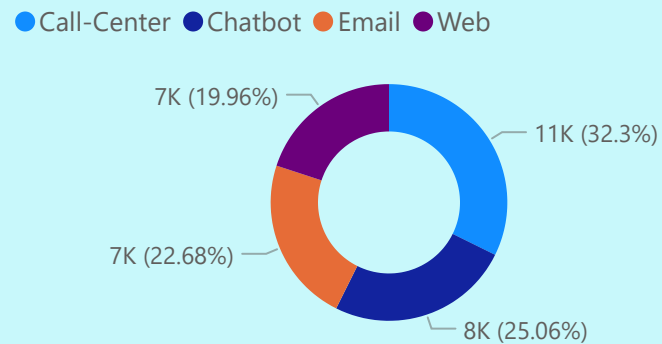
Total Calls by State



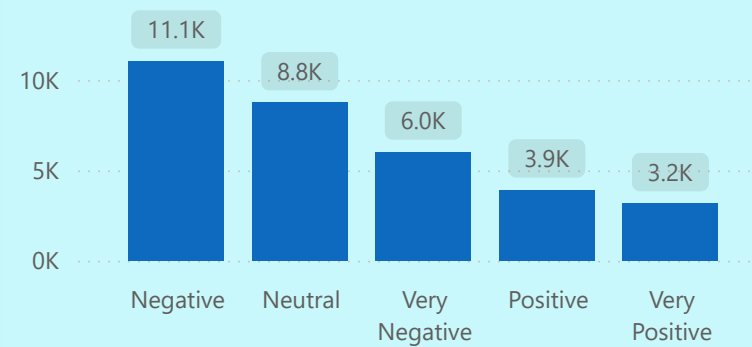
Top Reason for Call



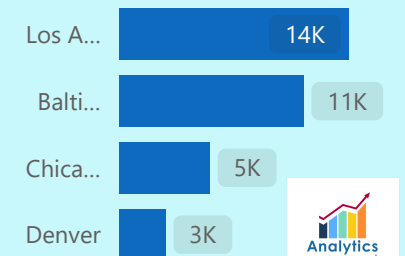
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres City



Call Center Dashboard | Home



Menu

Home

Grid

Filters

Date Range

01-10-2020



31-10-2020



City

All



Channel

All



Total Calls
33K

Total Call Duratio...
13.74K

Total Call Duratio...
13.74K

Avg Call Durati...
25.02

Response Time..
75.26%

Id	Customer Name	Channel	State	City	Response Time	Total Call Duration (
AAA-03321706-1-866834-l1	Andrea Bailiss	Call-Center	North Carolina	Charlotte	Within SLA	
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Nashville	Below SLA	
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Salem	Above SLA	
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Littleton	Within SLA	
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Fresno	Within SLA	
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Las Vegas	Within SLA	
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Anaheim	Below SLA	
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Pasadena	Above SLA	
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Vero Beach	Within SLA	
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Paterson	Within SLA	
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Pasadena	Above SLA	
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Arlington	Within SLA	
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Amarillo	Within SLA	
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Bradenton	Within SLA	
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Philadelphia	Within SLA	

Total

82.