

CALL CENTRE DASHBOARD | HOME



105.00

Total calls

43.32

Total Call Duration (HRS)

2.60K

Total Call Durations(Min)

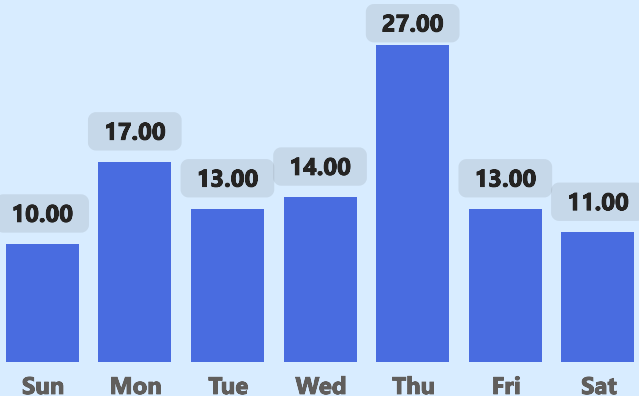
24.75

Avg Call Duration

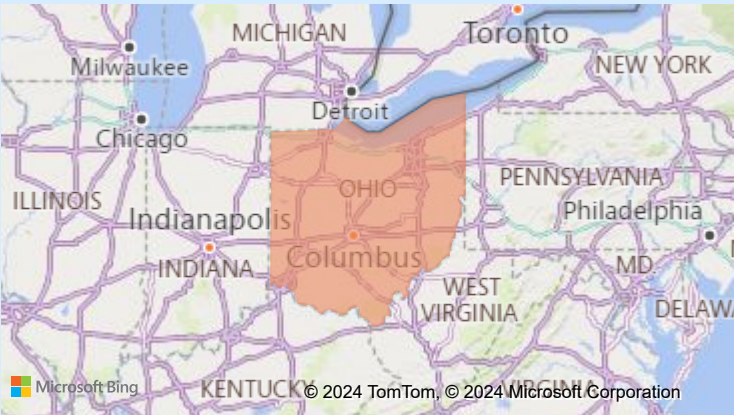
78.10%

Response Time %

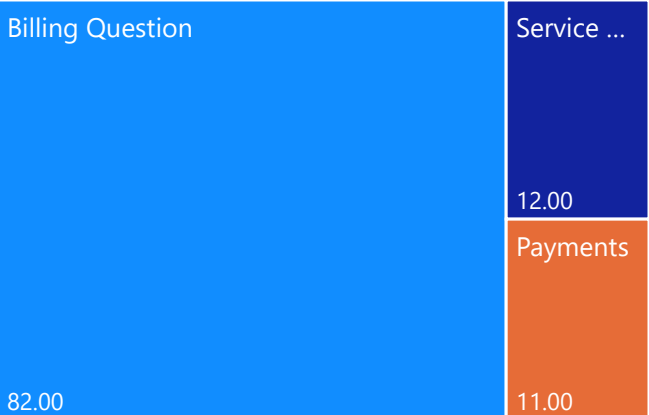
Total calls by Day



Total calls by State



Total calls by Reason



Date

1/10/2020



31/10/2020



Chanel

All

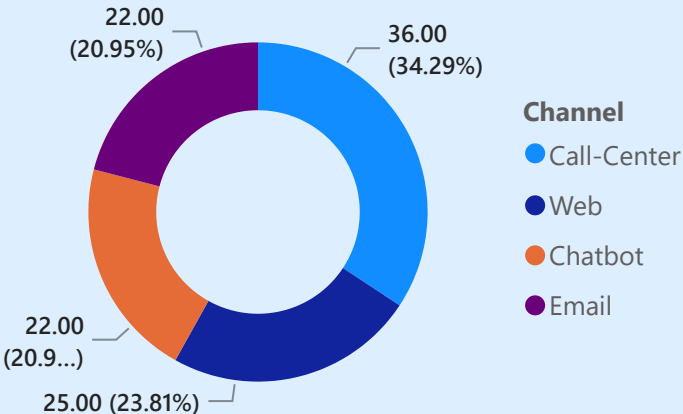


City

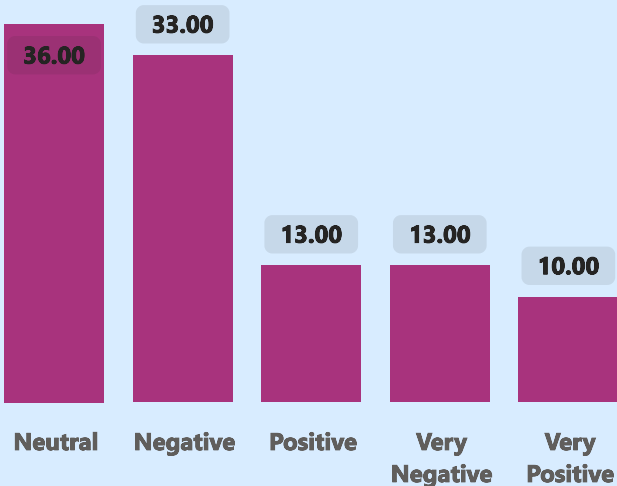
Akron



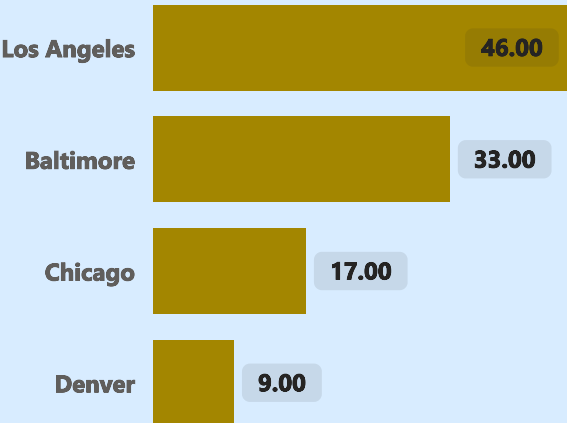
Total calls by Channel



Total calls by Sentiment



Total calls by Call-Centres



CALL CENTRE DASHBOARD | HOME



Home

Grid

Date

7/10/2020



9/10/2020



Chanel

All



City

Akron



12.00

Total calls

5.33

Total Call Duration (HRS)

320.00

Total Call Durations(Min)

26.67

Avg Call Duration

75.00%

Response Time %

Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Durations(Min)
BIR-90334664-U-332494-fp	Anna-maria Whitlam	Chatbot	Ohio	Billing Question	Within SLA	Akron	19.00
CHW-49281294-C-527721-kj	Devina Bradbury	Web	Ohio	Billing Question	Below SLA	Akron	45.00
FNB-87144351-o-911851-0j	Ambros Lewton	Email	Ohio	Billing Question	Within SLA	Akron	25.00
JXA-01707652-G-585992-tB	Jolyn Mashal	Call-Center	Ohio	Payments	Within SLA	Akron	37.00
KJI-28985417-b-435910-jR	Mame Nolleau	Web	Ohio	Billing Question	Within SLA	Akron	14.00
MOA-95153108-j-664143-sD	Gusti Murty	Email	Ohio	Service Outage	Within SLA	Akron	25.00
OBG-04999075-Y-815237-RW	Cindi Spinozzi	Email	Ohio	Billing Question	Within SLA	Akron	6.00
OXM-86043813-p-750775-3R	Marsiella Habbal	Web	Ohio	Billing Question	Within SLA	Akron	43.00
UWG-79253564-2-229300-zv	Nicky Braim	Call-Center	Ohio	Payments	Below SLA	Akron	14.00
VPU-32112971-E-267251-ST	Elli Aland	Call-Center	Ohio	Billing Question	Within SLA	Akron	12.00
WYI-38111616-n-442350-7R	Rey Grinham	Chatbot	Ohio	Billing Question	Within SLA	Akron	41.00
YJO-53447531-W-507957-gv	Teresita Hardern	Call-Center	Ohio	Billing Question	Below SLA	Akron	39.00