



MATT CALL CENTER DASHBOARD | HOME



MENU

Home

Grid

FILTERS

Date

10/13/2020



10/31/2020



Channel

All



City

All



Total Calls

19.89K



Total Call Duration (Hrs)

8.27K



Total Call Duration (min)

496.49K



Avg Call Duration (Min)

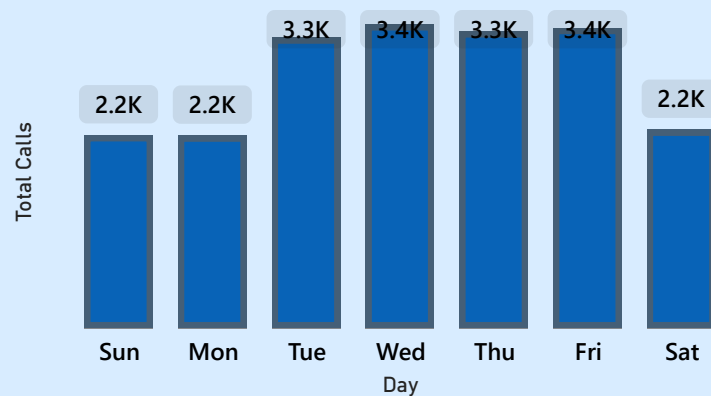
24.97



Response Time %

75.13%

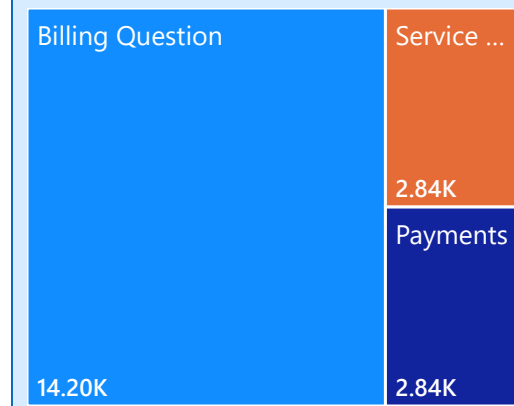
Total Calls by Day



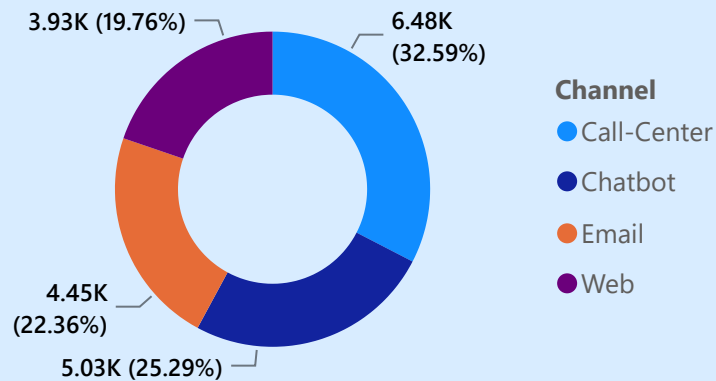
Total Calls by State



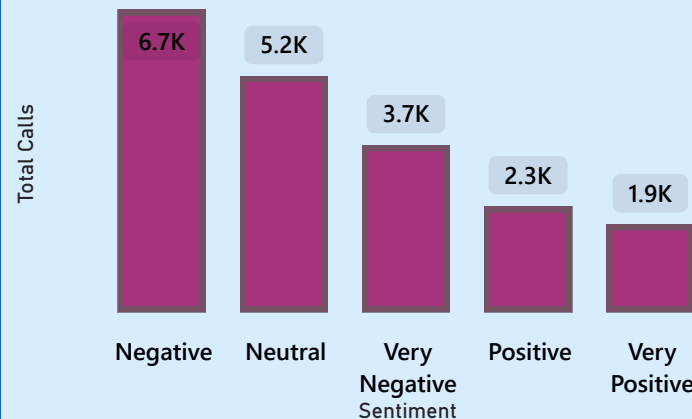
Total Calls by Reason



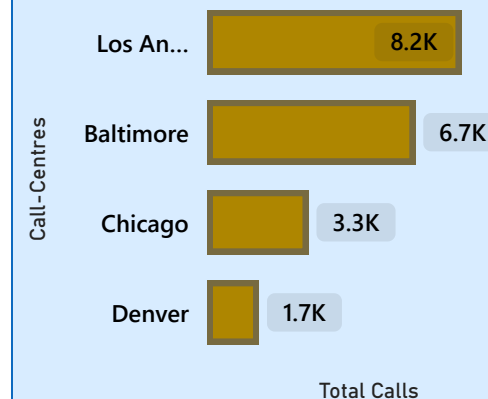
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres



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19.89K



Total Call Duration (Hrs)

8.27K



Total Call Duration (min)

496.49K



Avg Call Duration (Min)

24.97



Response Time %

75.13%

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-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Service Outage	Within SLA	Littleton	20.00
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
AAE-05965563-S-424746-4p	Krysta Gonnely	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
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	Amarillo	45.00
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Billing Question	Within SLA	Philadelphia	16.00
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Payments	Below SLA	Tuscaloosa	28.00
AAH-47182806-V-056613-mt	Leonhard McPharlain	Call-Center	Alabama	Payments	Within SLA	Montgomery	42.00
AAK-01722446-R-008487-pL	Rolland Gillbey	Email	New York	Billing Question	Within SLA	Albany	30.00
AAK-54246932-I-947676-dt	Aveline Goodlife	Call-Center	Virginia	Payments	Below SLA	Fairfax	21.00
AAK-72648595-0-716329-0q	Janith Tregonna	Chatbot	Massachusetts	Billing Question	Within SLA	Brockton	5.00
AAM-16476750-f-900342-c6	Harmonia Ipwell	Call-Center	Oklahoma	Billing Question	Within SLA	Tulsa	22.00
AAM-24463809-s-463609-8c	Lissi Catonne	Call-Center	Pennsylvania	Payments	Within SLA	Lancaster	24.00
AAM-28160436-9-466005-Ps	Vinson Renyard	Call-Center	New Jersey	Payments	Within SLA	Paterson	10.00
AAM-67344603-W-581538-qn	Orazio Houten	Web	Florida	Billing Question	Below SLA	Clearwater	36.00