

# CALL CENTER DASHBOARD



## Menu

Home

Grid

## Filters

### Date

10/1/2020



10/31/2020



### Channel

All



### City

All



Total Calls

32.94K



Total Call duration (Hrs)

13.74K



Total Call duration (Min)

824.22K



Avg Call duration (Min)

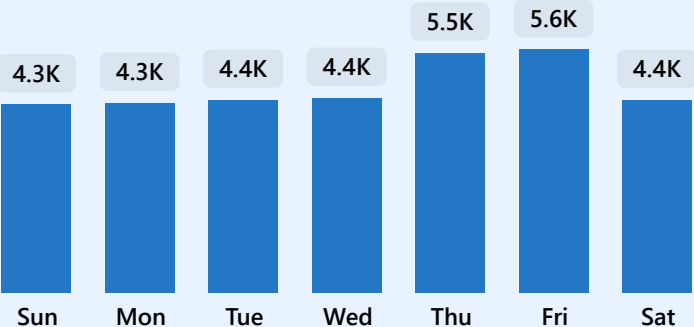
25.02



Response Time %

75.26%

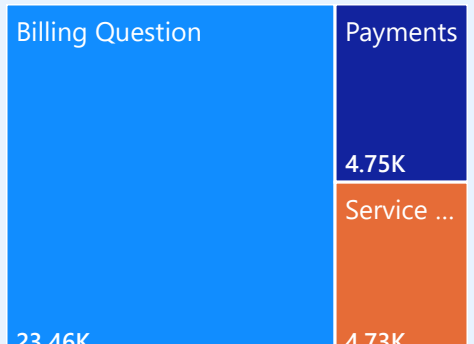
### Total Calls by Day



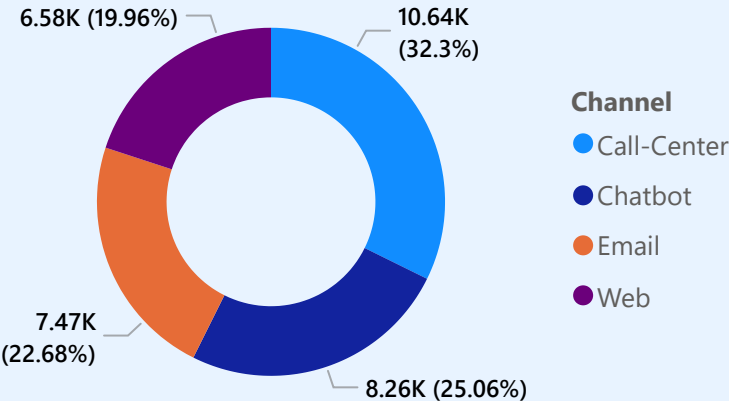
### Total Calls by State



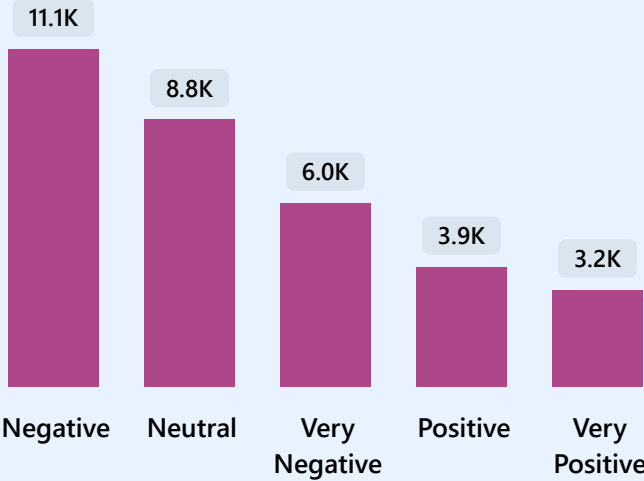
### Total Calls by Reason



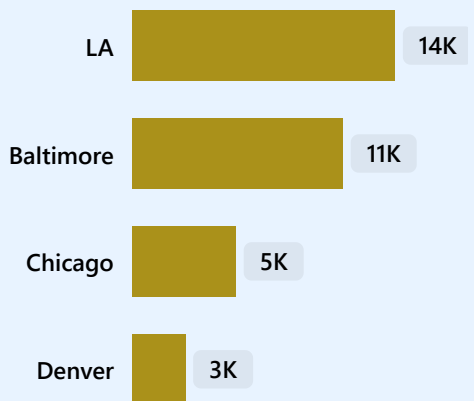
### Total Calls by Channel



### Total Calls by Sentiment



### Total Calls by Call-Centres



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Avg Call duration (Min)

25.02



Response Time %

75.26%

Id	Customer Name	Channel	City	State	Reason	Response Time	Total Call duration (Min)
AAA-03321706-1-866834-I1	Andrea Bailiss	Call-Center	Charlotte	North Carolina	Payments	Within SLA	12.00
AAB-04923282-m-405308-yW	Othilie Strand	Web	Nashville	Tennessee	Service Outage	Below SLA	5.00
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Salem	Oregon	Billing Question	Above SLA	9.00
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Littleton	Colorado	Service Outage	Within SLA	20.00
AAB-68191584-X-296651-JM	Hope Verissimo	Web	Fresno	California	Billing Question	Within SLA	43.00
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Las Vegas	Nevada	Billing Question	Within SLA	28.00
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	Anaheim	California	Billing Question	Below SLA	8.00
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	Pasadena	California	Billing Question	Above SLA	20.00
AAD-37751026-T-355348-zV	Selby Poon	Web	Vero Beach	Florida	Billing Question	Within SLA	21.00
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	Paterson	New Jersey	Billing Question	Within SLA	11.00
AAE-05965563-S-424746-4p	Krysta Gonnely	Chatbot	Pasadena	California	Billing Question	Above SLA	44.00
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Arlington	Virginia	Billing Question	Within SLA	19.00
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Amarillo	Texas	Payments	Within SLA	45.00
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Bradenton	Florida	Billing Question	Within SLA	21.00
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Philadelphia	Pennsylvania	Billing Question	Within SLA	16.00
AAF-25933263-r-676313-sd	Sibylle Tuplin	Web	Phoenix	Arizona	Service Outage	Within SLA	14.00
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Tuscaloosa	Alabama	Payments	Below SLA	28.00
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Louisville	Kentucky	Billing Question	Above SLA	38.00
AAH-00792945-3-552123-Hn	Chev Quarles	Web	New York City	New York	Billing Question	Within SLA	15.00
AAH-47182806-V-056613-mt	Leonhard McPharlain	Call-Center	Montgomery	Alabama	Payments	Within SLA	42.00