

# CALL CENTRE DASHBOARD | HOME



Total Calls

10.88K



Total Call Duration (Hrs)

4.57K



Total Call Duration (Min)

274.00K



Avg Call Duration (Mins)

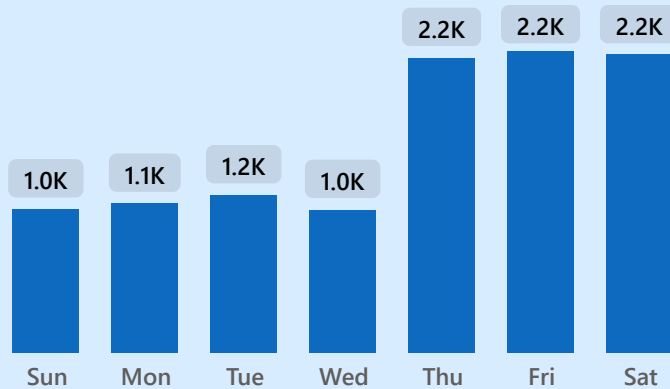
25.18



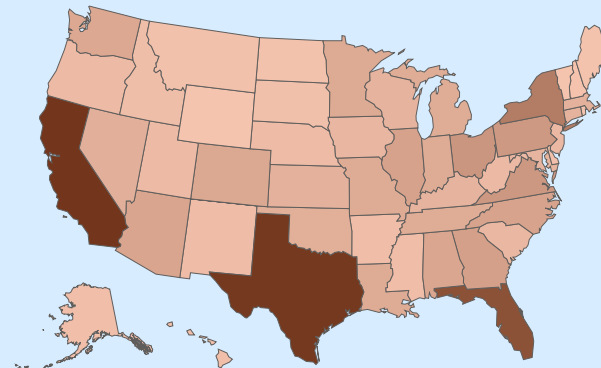
Response Time %

75.39%

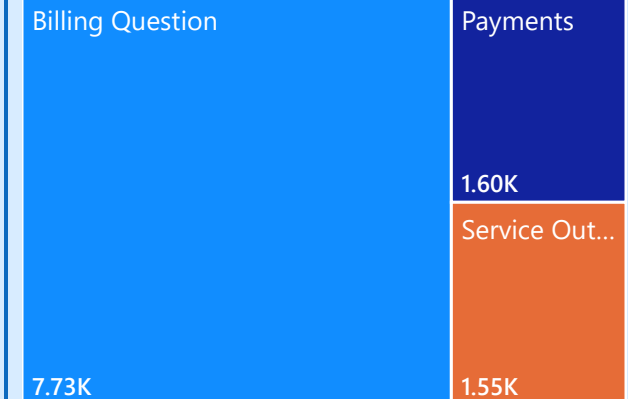
Total Calls by Day



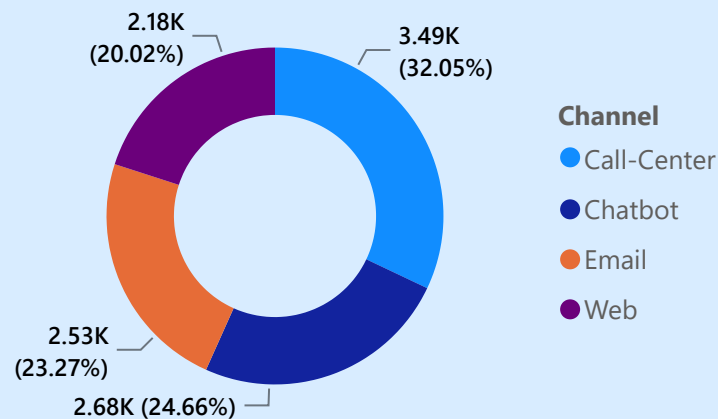
Total Calls by State



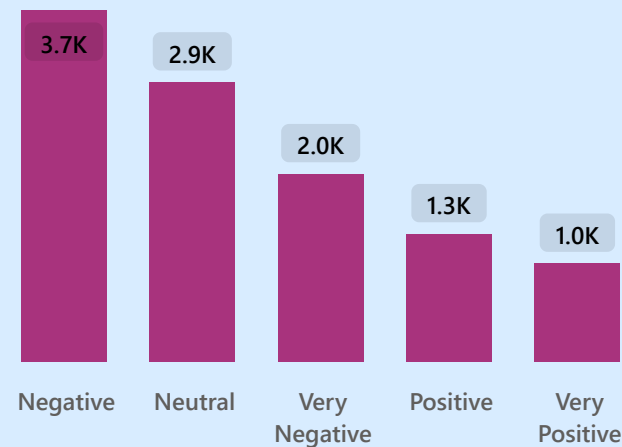
Total Calls by Reason



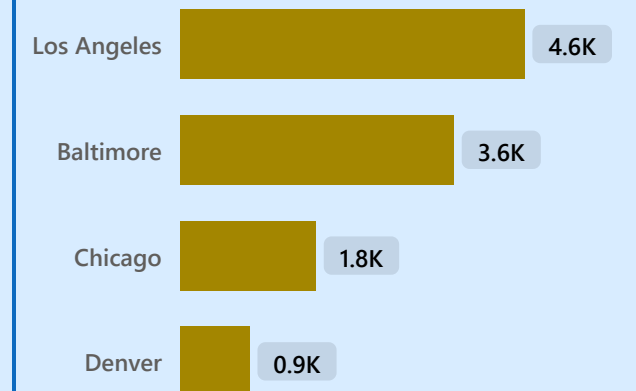
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centre



HOME

GRID

Date

01-10-2020

10-10-2020

Channel

All

City

All

# CALL CENTRE DASHBOARD | GRID



## MENU

HOME

GRID

## FILTERS

### Date

01-10-2020



10-10-2020



### Channel

All



### City

All



Total Calls

10.88K



Total Call Duration (Hrs)

4.57K



Total Call Duration (Min)

274.00K



Avg Call Duration (Mins)

25.18



Response Time %

75.39%

Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (Min)
ZZW-72903584-E-742022-b0	Jesselyn Siuda	Chatbot	California	Billing Question	Within SLA	San Francisco	40.00
ZZO-88709264-Y-602848-lm	Sheena Carde	Chatbot	New Jersey	Billing Question	Within SLA	Jersey City	41.00
ZZM-59494464-z-567261-m2	Averill Leaton	Web	Colorado	Billing Question	Within SLA	Denver	42.00
ZZL-36850360-B-469310-2r	Anna-maria Aspole	Call-Center	West Virginia	Payments	Within SLA	Huntington	13.00
ZZB-48333813-B-780633-YP	Myles Saing	Call-Center	Kentucky	Billing Question	Within SLA	Louisville	5.00
ZZA-88248522-i-694478-Ay	Benson MacBain	Call-Center	Oklahoma	Payments	Below SLA	Tulsa	43.00
ZZA-25716197-n-427389-ge	Eadith Kempshall	Chatbot	North Carolina	Billing Question	Within SLA	Raleigh	28.00
ZZA-08917286-8-226696-FM	Irita Isaaksohn	Email	Ohio	Billing Question	Below SLA	Cincinnati	35.00
ZYY-59582133-v-887526-b4	Kaye Pearle	Chatbot	Minnesota	Service Outage	Below SLA	Saint Paul	29.00
ZYY-25378426-6-192184-4n	Camey Blackway	Call-Center	New York	Billing Question	Within SLA	Mount Vernon	5.00
ZYX-62954103-b-319715-SM	Marshal Cholmondeley	Email	California	Service Outage	Within SLA	Bakersfield	28.00
ZYW-24444146-g-519936-Om	Eadie McDonogh	Chatbot	Virginia	Service Outage	Within SLA	Roanoke	42.00
ZYU-35472317-l-054099-Yz	Rubia Curnucke	Chatbot	California	Billing Question	Within SLA	Los Angeles	10.00
ZYT-32666375-F-322077-uL	Mac Uwins	Chatbot	Florida	Billing Question	Within SLA	Cape Coral	8.00
ZYP-70053011-X-739767-ew	Lorrie Shone	Web	Indiana	Billing Question	Within SLA	Muncie	36.00
ZYM-66898451-r-500555-x3	Avis McPherson	Chatbot	Texas	Billing Question	Within SLA	Arlington	41.00
ZYL-01714866-r-792662-Pd	Wald Arnowitz	Chatbot	Virginia	Billing Question	Within SLA	Suffolk	29.00
ZYJ-70238839-G-695216-4S	Dix Lowdiane	Call-Center	New York	Billing Question	Below SLA	Brooklyn	13.00
ZYG-97375887-6-996041-6Z	Matty Gainsburgh	Call-Center	Nebraska	Billing Question	Within SLA	Lincoln	45.00