Call Center Dashboard

Avg Response Time in Hours

Within SLA		Above SLA
25.04		24.95
Below SLA		
25.00		

Total Employees	Duration in Hours	Duration in Minutes	Avg Duration in Minutes	Avg Response Time
33K	13.7K	824.2K	25.0	62.6%

Date filters: 10/1/2020 — 10/31/2020
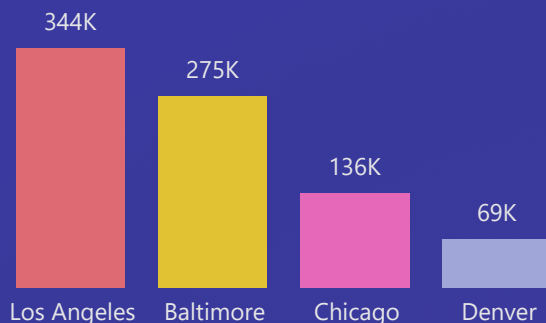
City: All

State: All

- ☐ Baltimore
- ☐ Chicago
- ☐ Denver
- ☐ Los Angeles

Call Duration In Minutes by Call-Centres City

- Los Angeles: 344K
- Baltimore: 275K
- Chicago: 136K
- Denver: 69K

Call Duration In Minutes by Channel

- Call-Center: 266K
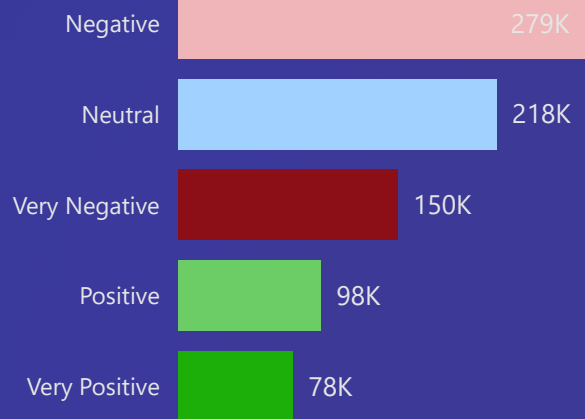- Chatbot: 206K
- Email: 187K
- Web: 165K
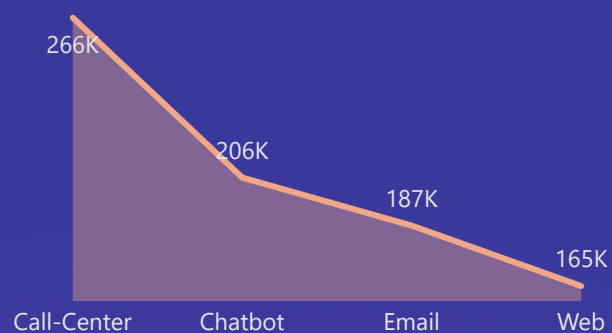
Call Duration In Minutes by Reason

- Service Outage: 14.39%
- Payments: 14.52%
- Billing Question: 71.09%
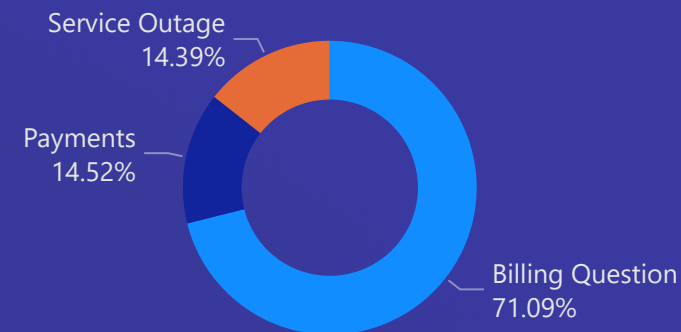
Call Duration In Minutes by Sentiment

- Negative: 279K
- Neutral: 218K
- Very Negative: 150K
- Positive: 98K
- Very Positive: 78K

Call Duration In Minutes by Csat Score

- 6: 181K
- 10: 171K
- 9: 127K
- 8: 95K
- 4: 88K
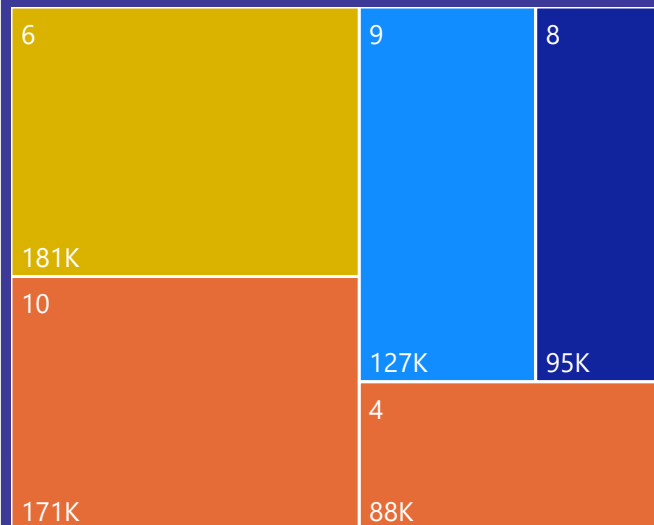
State	Above SLA	Below SLA	Within SLA
California	9382	17959	47878
Texas	9055	17395	45418
Florida	7629	12797	36192
New York	3907	9305	21969
Ohio	2760	6205	14039
Virginia	2674	5415	14772
District of Columbia	2571	5417	14427
Pennsylvania	2736	5202	13004
Georgia	2051	4295	11789
Illinois	2301	4337	10954
North Carolina	1991	3329	9800
Indiana	2250	3329	9388
Alabama	1972	3674	9060
Minnesota	2080	3448	9049
Total	**83079**	**160194**	**418020**