

Channel

Call-Center

Chatbot

Email

Web

Dates

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1/10/2020 12:00:00 AM

1/11/2020 12:00:00 AM

1/12/2020 12:00:00 AM

Centres

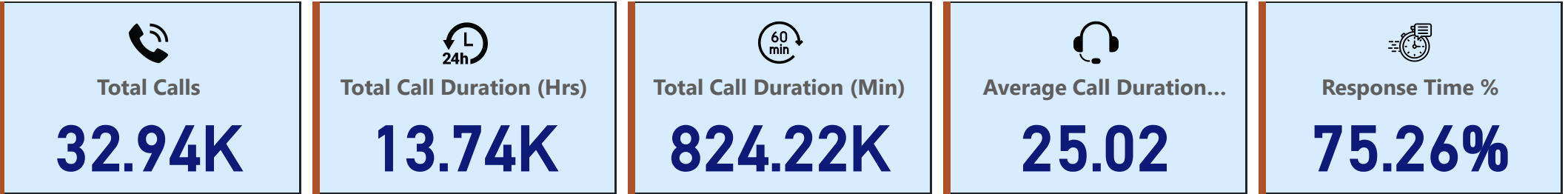
Select all


Baltimore

Chicago

Denver

Los Angeles





Channels

Select all

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1/11/2020 12:00:00 AM

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Centres






Select all

Baltimore

Chicago

Denver

Los Angeles

 Total Calls 32.94K	 Total Call Duration (Hrs) 13.74K	 Total Call Duration (Min) 824.22K	 Average Call Duration... 25.02	 Response Time % 75.26%
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Id	Customer Name	City	State	Channel	Call-Centres	Sentiment	Reason	Total Call Duration (Min)
VRX-83936046-6-698035-UA	Aaren Basilone	Durham	North Carolina	Chatbot	Los Angeles	Very Negative	Billing Question	23.00
SBA-29415203-G-488963-Kf	Aaren De Lisle	Washington	District of Columbia	Chatbot	Los Angeles	Neutral	Billing Question	5.00
IQR-18301354-e-469960-AC	Aaren Dufore	Birmingham	Alabama	Web	Baltimore	Negative	Billing Question	24.00
PRP-33486404-C-175308-Zy	Aaren Gurnell	Baton Rouge	Louisiana	Chatbot	Baltimore	Negative	Billing Question	40.00
YOV-78608667-l-519527-4d	Aaren Stanger	Sioux Falls	South Dakota	Email	Denver	Negative	Billing Question	34.00
VYW-71841580-E-928616-4n	Aarika Cammidge	Houston	Texas	Web	Baltimore	Negative	Service Outage	12.00
AUM-94526230-D-571845-3Q	Aarika Ferrarese	Shawnee Mission	Kansas	Call-Center	Baltimore	Neutral	Billing Question	31.00
HEK-98098504-W-379505-Zk	Aarika Lau	Pittsburgh	Pennsylvania	Email	Los Angeles	Negative	Billing Question	40.00
ZGF-40345584-s-657382-DG	Aarika Partleton	Augusta	Georgia	Web	Baltimore	Positive	Billing Question	38.00
VYV-50389388-v-161671-xG	Aaron Dolle	Richmond	Virginia	Chatbot	Baltimore	Very Negative	Billing Question	24.00
LXC-05626010-Z-650053-zR	Aaron Skains	Phoenix	Arizona	Web	Chicago	Positive	Billing Question	42.00