

CALL CENTRE DASHBOARD | GRID



Home

Grid

Date

15-10-2020



31-10-2020



Channel

All



City

Albuquerque



Total Calls

84.0

Total Call Duration (Hrs)

35.28

Total Call Duration (min)

2.12K

Avg Call Duration (Min)

25.20

Response Time %

72.62%

Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (min)
ACF-70496828-f-622155-2M	Torrin Brenston	Email	New Mexico	Billing Question	Within SLA	Albuquerque	12.00
AKD-04496535-q-024584-XS	Darcy Carlaw	Chatbot	New Mexico	Billing Question	Within SLA	Albuquerque	8.00
ALW-96069209-F-588448-rs	Jemie Titcumb	Email	New Mexico	Billing Question	Below SLA	Albuquerque	12.00
ANL-61289716-Y-862193-sT	Leighton Berardt	Chatbot	New Mexico	Billing Question	Within SLA	Albuquerque	17.00
AOQ-17147432-B-614058-pM	Blayne Weetch	Call-Center	New Mexico	Billing Question	Within SLA	Albuquerque	9.00
AUM-26470303-v-977859-Ne	Shane Degoix	Web	New Mexico	Billing Question	Within SLA	Albuquerque	18.00
BOB-10647049-N-015611-Gg	Burr Dwelley	Call-Center	New Mexico	Billing Question	Within SLA	Albuquerque	9.00
BPX-97311115-r-504945-sS	Avivah Le Franc	Web	New Mexico	Billing Question	Within SLA	Albuquerque	27.00
BTA-78503108-l-695169-rx	Sky McInerney	Call-Center	New Mexico	Billing Question	Within SLA	Albuquerque	28.00
BXY-11070148-Y-846957-51	Paul Freen	Chatbot	New Mexico	Billing Question	Below SLA	Albuquerque	19.00
CGK-31693302-t-939562-DP	Reggi Coston	Call-Center	New Mexico	Payments	Within SLA	Albuquerque	34.00
DCQ-68317090-E-489977-Ro	Leora Tommis	Email	New Mexico	Billing Question	Within SLA	Albuquerque	23.00
DIY-05490783-q-896657-pm	Vince Archard	Chatbot	New Mexico	Billing Question	Within SLA	Albuquerque	30.00
DLR-85212509-g-140071-xn	Jarrett Draye	Chatbot	New Mexico	Billing Question	Within SLA	Albuquerque	8.00
DMF-68035127-7-250868-qS	Philip Bouchard	Chatbot	New Mexico	Service Outage	Below SLA	Albuquerque	34.00
DOY-41182388-f-347758-Kp	Cristal De la croix	Email	New Mexico	Billing Question	Within SLA	Albuquerque	26.00
EMC-70573225-f-602402-F	Silvia G. L...	Call-Center	New Mexico	Billing Question	Within SLA	Albuquerque	6.00