



HOME VIEW

GRID VIEW

Date

1/10/2020



10/31/2020



Channel

All

City

All



total calls

32.94K



total call duration(min)

824.2K



total call duration(hours)

13.74K



avg call duration (min)

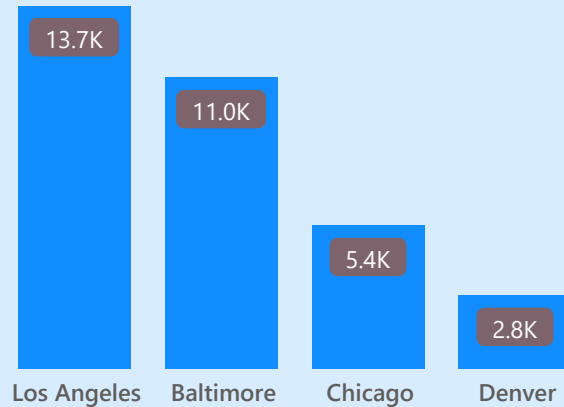
25.02



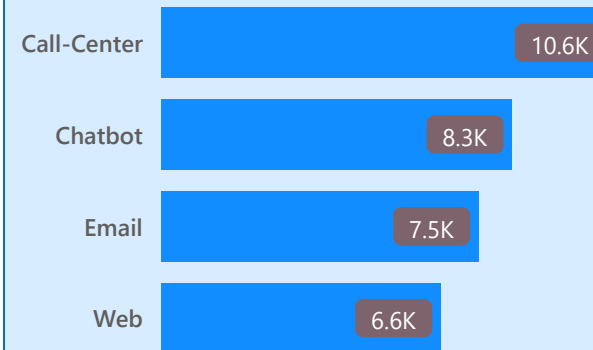
response time percentage

75.26%

total calls by Call-Centres City



total calls by Channel



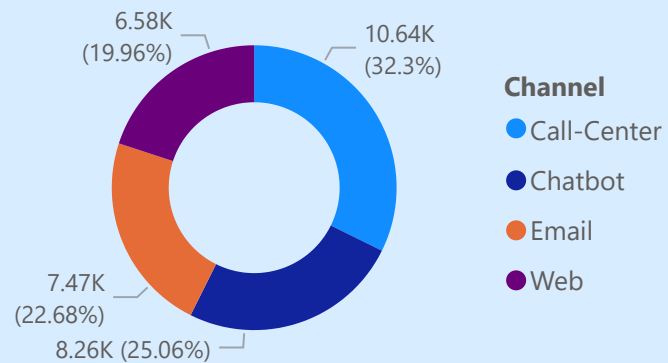
total calls by Reason

Billing Question

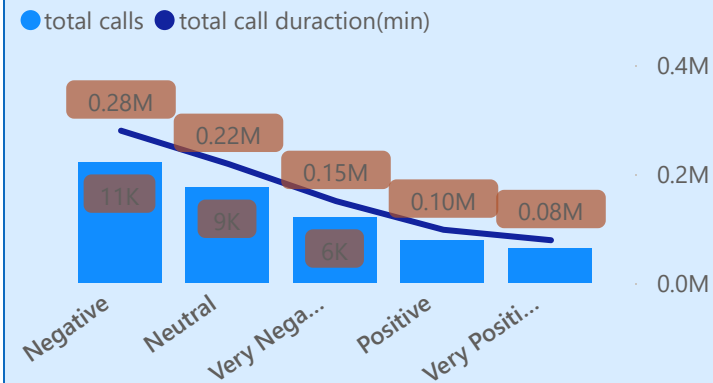
Payments

Service Out...

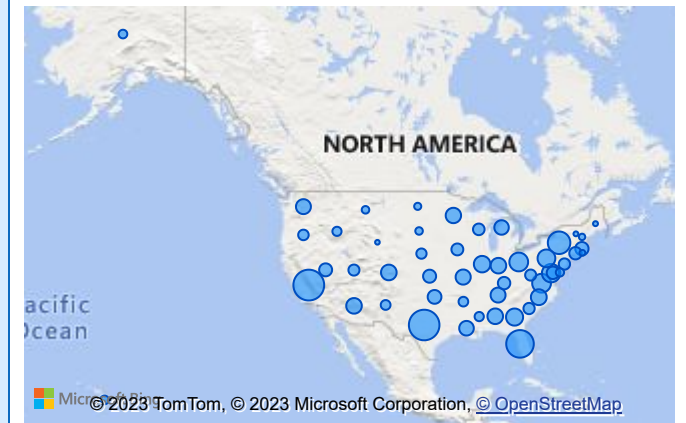
total calls by Channel



total call by Sentiment



total calls by State



# GRID



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All

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avg call duration (min)

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response time percentage

**75.26%**

ID	Customer Name	Channel	State	Reason	Response Time	City	total call duration(min)
AAA-03321706-1-866834-I1	Andrea Bailiss	Call-Center	North Carolina	Payments	Within SLA	Charlotte	12.0
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Service Outage	Below SLA	Nashville	5.0
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	9.0
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Service Outage	Within SLA	Littleton	20.0
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Billing Question	Within SLA	Fresno	43.0
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Billing Question	Within SLA	Las Vegas	28.0
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Billing Question	Below SLA	Anaheim	8.0
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	Pasadena	20.0
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Billing Question	Within SLA	Vero Beach	21.0
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Billing Question	Within SLA	Paterson	11.0
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Billing Question	Above SLA	Pasadena	44.0
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Billing Question	Within SLA	Arlington	19.0
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	Amarillo	45.0
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Billing Question	Within SLA	Bradenton	21.0
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Billing Question	Within SLA	Philadelphia	16.0
AAF-25933263-r-676313-sd	Sibylle Tuplin	Web	Arizona	Service Outage	Within SLA	Phoenix	14.0
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Payments	Below SLA	Tuscaloosa	28.0
AAI-74288862-486645-1T	Elaine Frazier	Web	Kentucky	Billing Question	Above SLA	Louisville	28.0
Total							824222.0