CALL CENTRE DASHBOARD | HOME



Total Calls

32.9K

Call Duration (min)

824.2K

Call duration (hours)

13.7K

Avg call duration...

25.0

Response time %

75.3%

HOME

GIRD

City

All ×

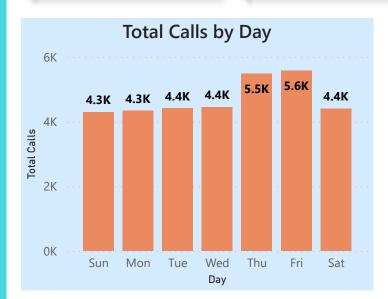
Channel

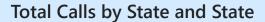
All ×

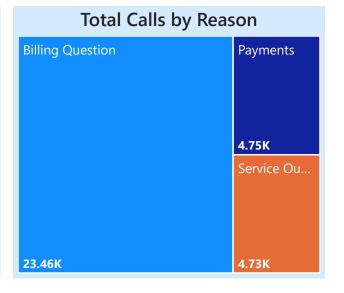
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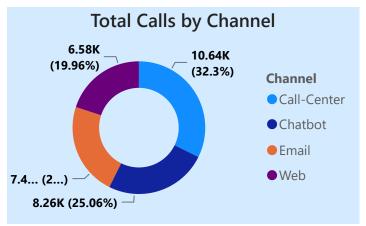
01-10-2020

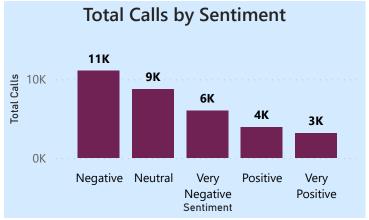
31-10-2020 🛗

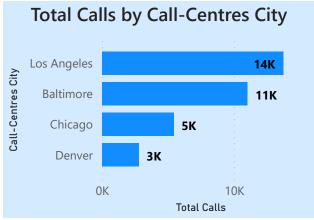












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HOME

GIRD

City

All

Channel

ΑII

Date

01-10-2020 🛗

31-10-2020 🛗

Customer Name Response Time City Call Duration (min) ld Channel State Reason AAF-97589540-z-453138-Ca Roselia Listone Call-Center Alabama **Below SLA** Tuscaloosa 28.0 **Payments** AAH-47182806-V-056613-mt Leonhard Call-Center Alabama **Payments** Within SLA Montgomery 42.0 McPharlain AAR-72355759-x-505886-4w Ignacius Maurice Call-Center Alabama **Payments Below SLA** Montgomery 7.0 ABK-65702060-X-640676-C7 Clayborne Arlott Email Alabama **Billing Question** Within SLA Birmingham 14.0 ABT-54121115-T-403439-oJ 10.0 Call-Center Alabama **Payments** Within SLA Gadsden Emmi Ferrotti AED-99008046-h-766475-51 Cosetta Scoullar Alabama **Billing Question** Above SLA 32.0 **Fmail Anniston** AEP-60017336-8-343884-AI 43.0 Web Billing Question Mobile Kerrie Powlesland Alabama Within SLA AFH-55414603-N-936348-Ze Teriann Ault Chatbot Alabama Billing Question Within SLA Mobile 28.0 AHB-75378428-A-736943-60 Within SLA 31.0 Julee Yapp Call-Center Alabama Billing Question Birmingham AIG-50712617-X-263128-kn Renaldo Claque Email Alabama Billing Question Within SLA Birmingham 16.0 AIT-61813654-Z-632072-oQ Call-Center Alabama 18.0 Billing Question Birmingham Kat Roswarne Within SLA AND-11197133-H-206043-FB Abrahan Sansum Within SLA Birmingham 40.0 Email Alabama Billing Question AOS-15148530-y-411327-Sf Sven Bembridge **Billing Question** Birmingham 12.0 Web Alabama Within SLA AOY-31318129-Q-195755-oZ Within SLA Mobile Evey Joule Web Alabama Service Outage 45.0 APT-27467127-J-620552-Lh 22.0 Remy Sperry **Billing Question** Within SLA Montgomery Email Alabama AQF-80850124-a-660076-IW Mikkel Ricardou Call-Center Alabama Within SLA Birmingham **Payments** 11.0 AQT-75516915-q-341305-do Mahmoud Alston 26.0 Billing Question Mobile Chatbot Alabama Within SLA ARK-38861923-a-115782-c3 Chatbot Within SLA Huntsville 27.0 Ricky Aburrow Alabama Billing Question 824222.0 Total