



CALL CENTRE ANALYSIS DASHBOARD | HOME



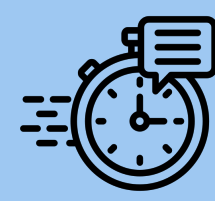
Total Calls
32.94K



Total Call Duration Min
824K



Total Call Duration Hrs
13.74K



Response Time %
75.26%



Avg Call Duration
25.02



Home



Details

Date

15/10/2020



31/10/2020



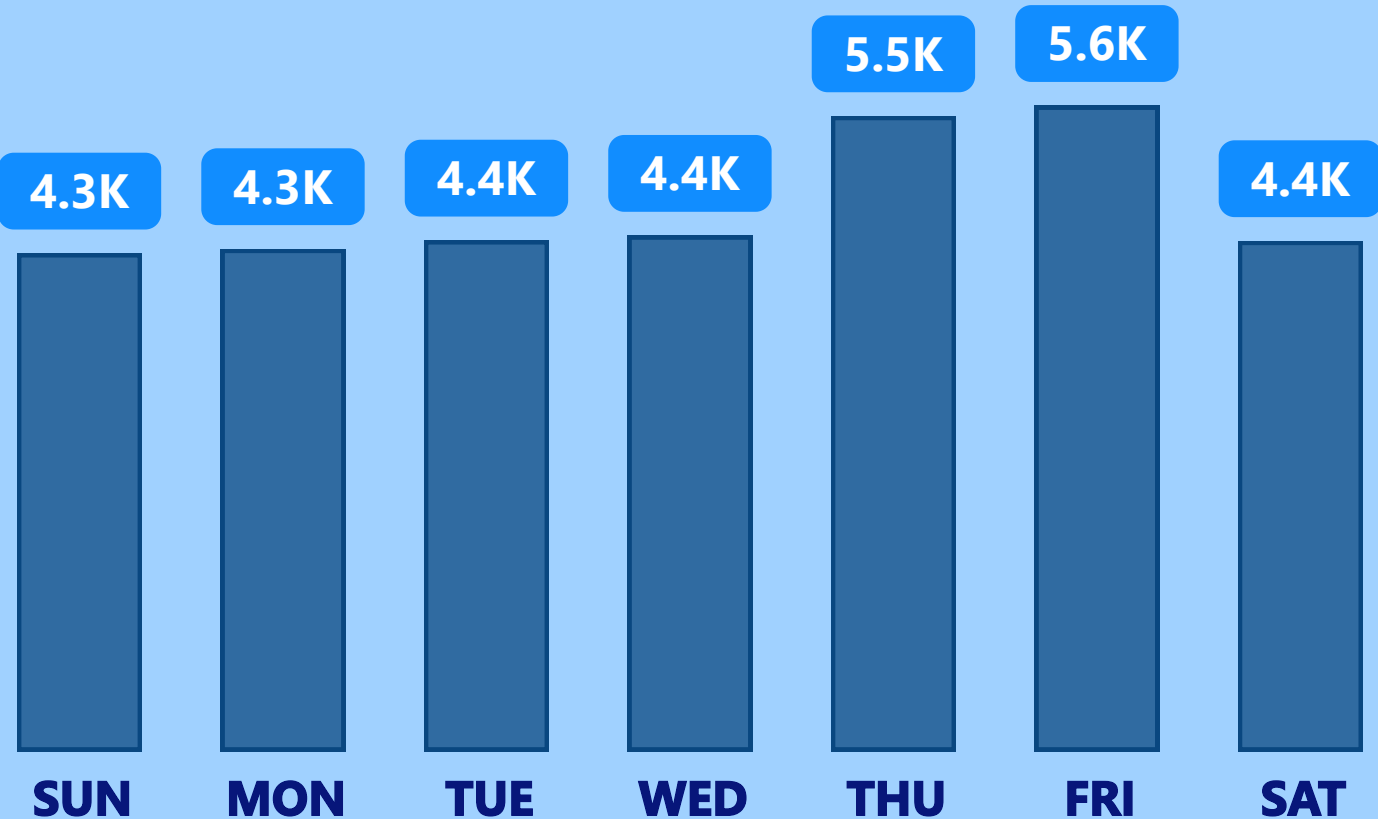
City

All

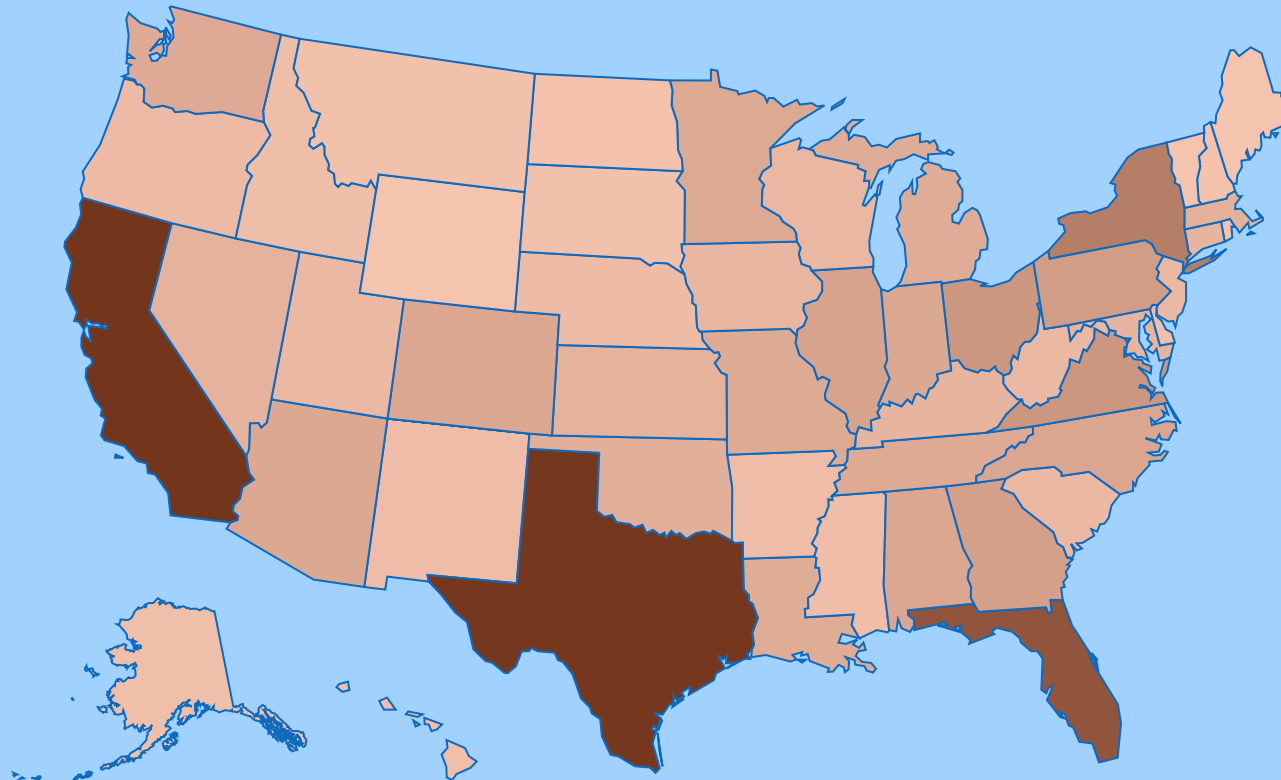
Channel

All

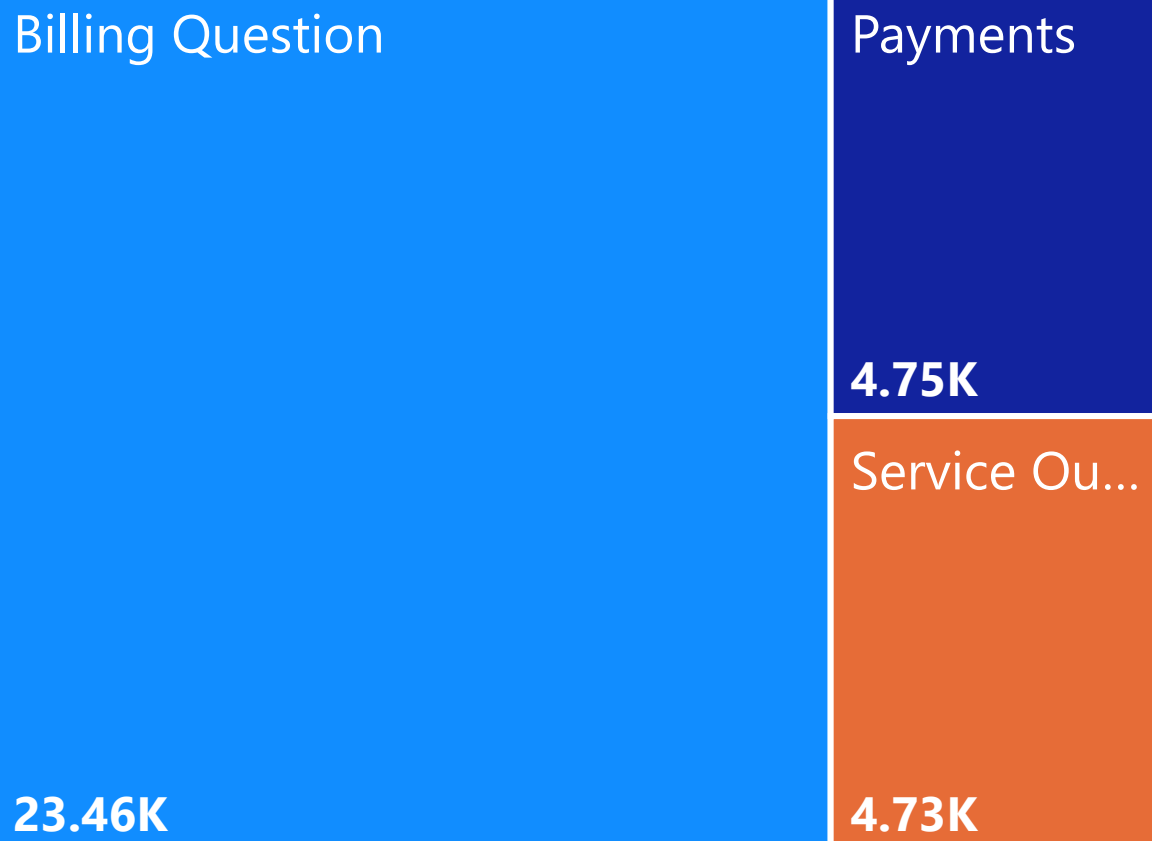
Total Calls by Day



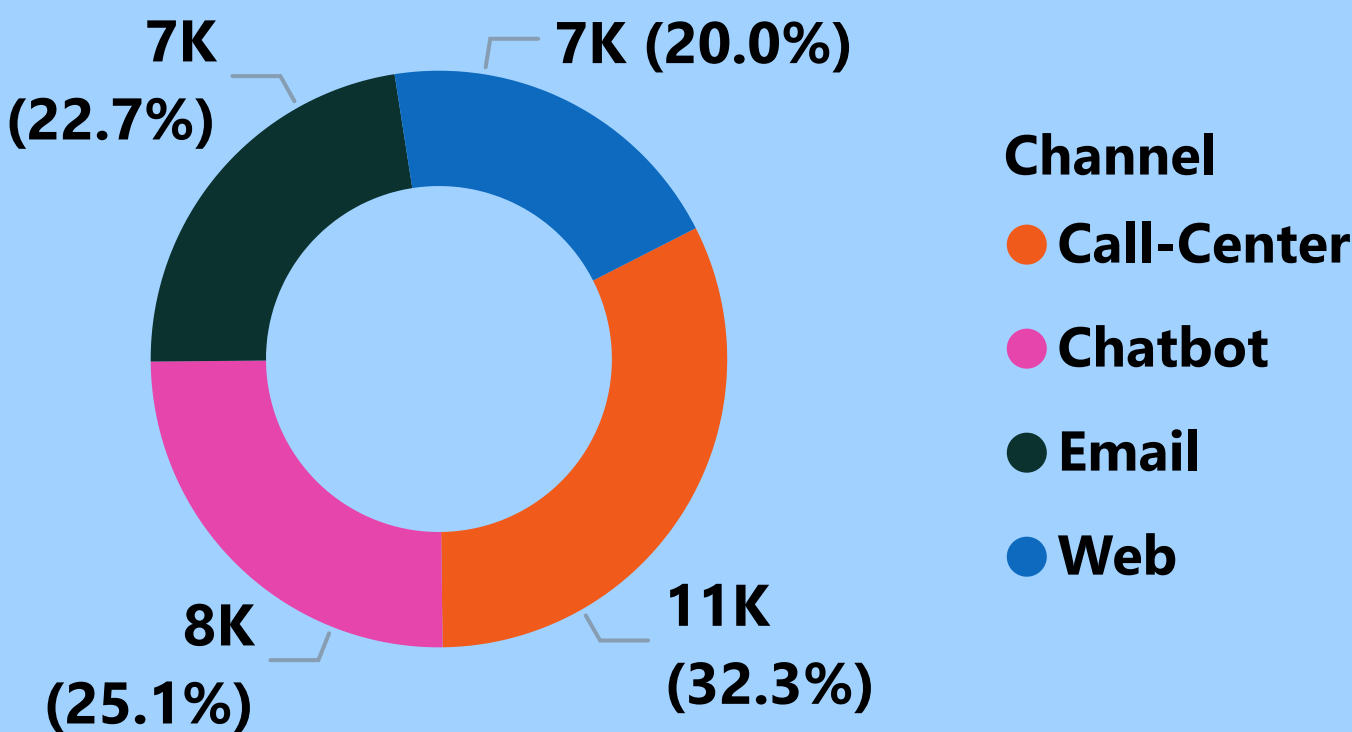
Total Calls by State



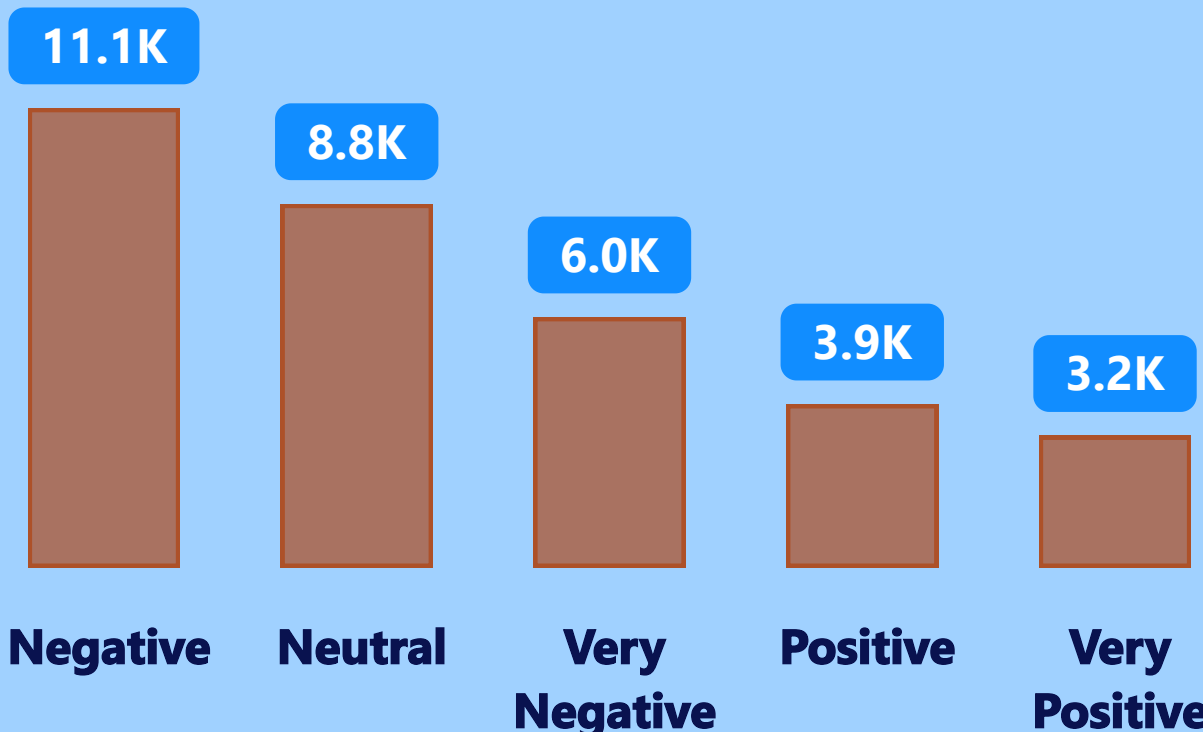
Top Reason for Calls



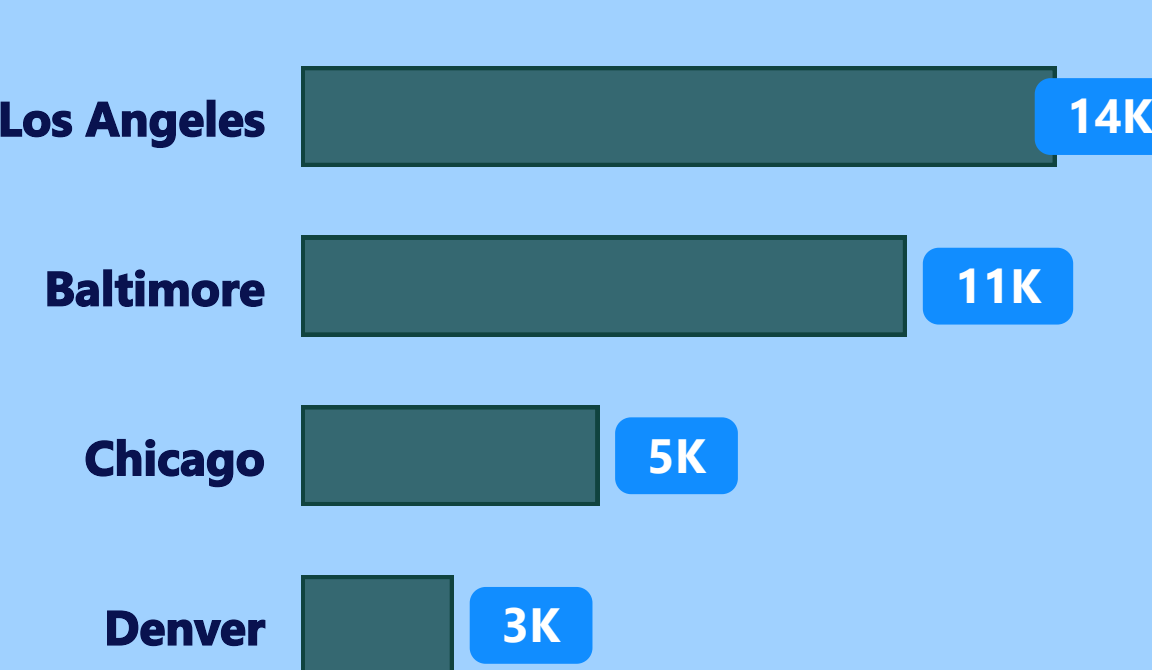
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Sentiment





Details



17/10/2020



18/10/2020



City

All



Channel

All



<div>Id</div> <div>▲</div>	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration M
AAA-03321706-1-866834-I1	Andrea Bailiss	Call-Center	North Carolina	Payments	Within SLA	Charlotte	
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Service Outage	Below SLA	Nashville	
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Service Outage	Within SLA	Littleton	
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Billing Question	Within SLA	Fresno	
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Billing Question	Within SLA	Las Vegas	
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Billing Question	Below SLA	Anaheim	
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	Pasadena	
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Billing Question	Within SLA	Vero Beach	
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Billing Question	Within SLA	Paterson	
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Billing Question	Above SLA	Pasadena	
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Billing Question	Within SLA	Arlington	
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	Amarillo	
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Billing Question	Within SLA	Bradenton	
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Billing Question	Within SLA	Philadelphia	
Total							8242