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CALL CENTRE DASHBOARD

City

All

Call Timesta...

All

Total Calls

32.94K

Total States

51

Total Call
Duration(Minutes)

824K

Total Call
Duration(Hours)

13.74K

Response Time(%)

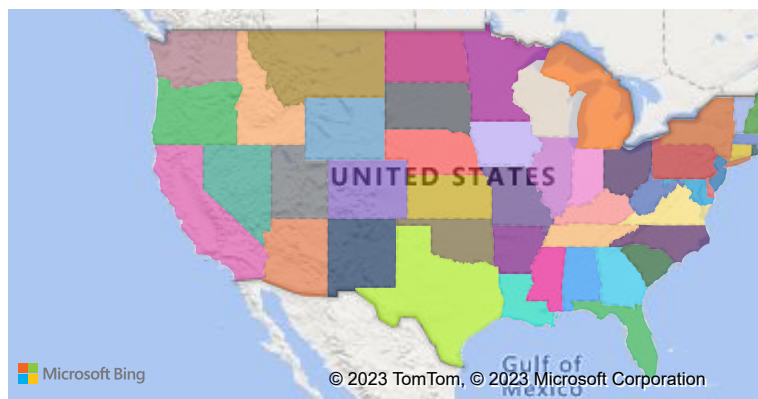
75.26%

Avg Call
Duration(Minutes)

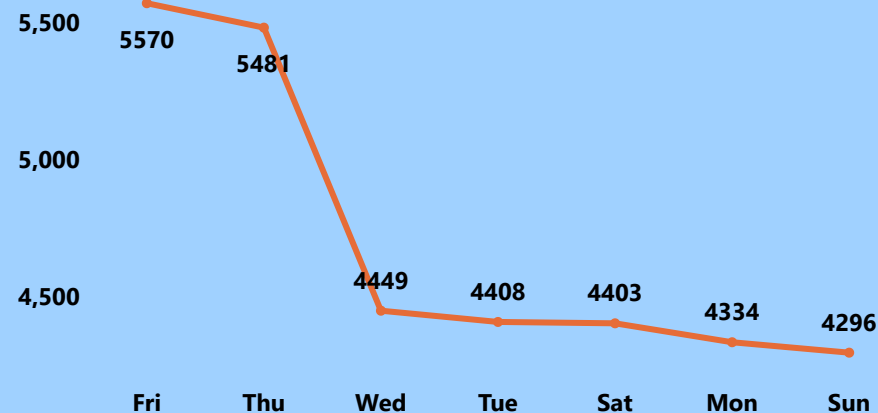
25.02

Total Calls by State and State

Alabama Alaska Arizona Arkansas California

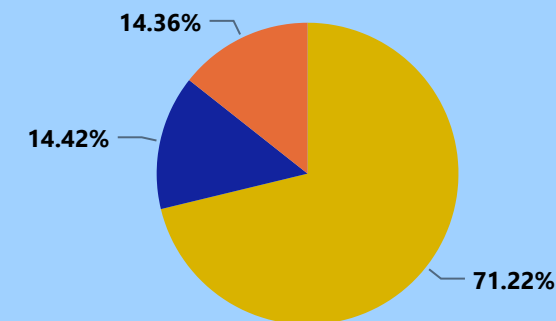


Total Calls by Day

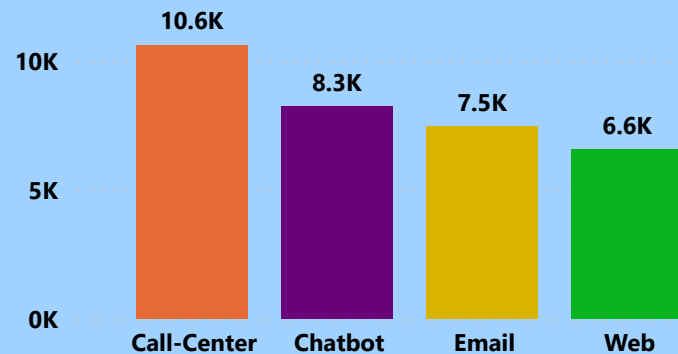


Total Calls by Reason

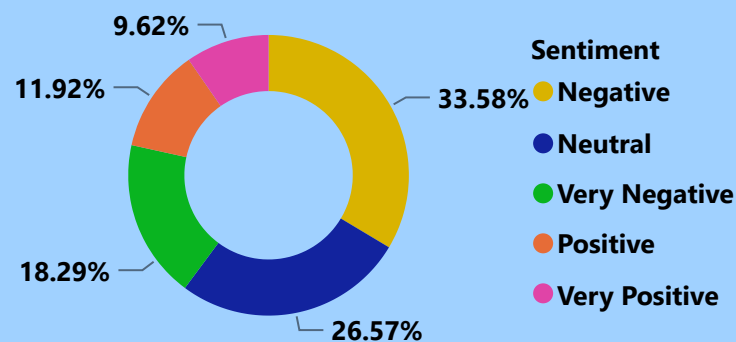
Reason Billing Question Payments Service Outage



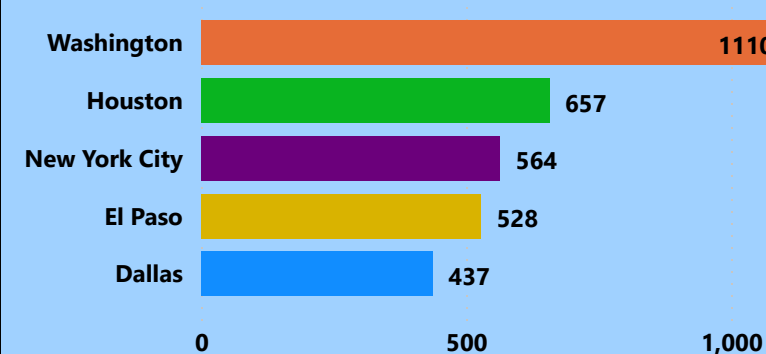
Total Calls by Channel



Total Calls by Sentiment



Total Calls by City(Top 5)



Total Calls

32.94K

Total States

51

Total Call Duration(Minutes)

824K

Total Call Duration(Hours)

13.74K

Response Time(%)

75.26%

Avg Call Duration(Minutes)

25.02

Home

State	Reason	Channel	Total Calls	Sentiment	Response Time(%)	Total Call Duration(Hrs)
Alabama	Billing Question	Call-Center	45	Negative	77.78%	17.62
Alaska	Billing Question	Call-Center	3	Negative	100.00%	1.23
Arizona	Billing Question	Call-Center	57	Negative	71.93%	21.93
Arkansas	Billing Question	Call-Center	11	Negative	81.82%	5.15
California	Billing Question	Call-Center	182	Negative	78.57%	79.03
Colorado	Billing Question	Call-Center	53	Negative	77.36%	23.18
Connecticut	Billing Question	Call-Center	27	Negative	77.78%	11.05
Delaware	Billing Question	Call-Center	7	Negative	85.71%	3.70
District of Columbia	Billing Question	Call-Center	80	Negative	71.25%	33.18
Florida	Billing Question	Call-Center	168	Negative	76.19%	67.80
Georgia	Billing Question	Call-Center	61	Negative	77.05%	23.13
Hawaii	Billing Question	Call-Center	11	Negative	72.73%	6.00
Idaho	Billing Question	Call-Center	11	Negative	72.73%	5.28
Illinois	Billing Question	Call-Center	51	Negative	76.47%	21.82
Indiana	Billing Question	Call-Center	39	Negative	76.92%	16.23
Iowa	Billing Question	Call-Center	16	Negative	68.75%	6.42
Kansas	Billing Question	Call-Center	28	Negative	78.57%	11.97
Kentucky	Billing Question	Call-Center	24	Negative	83.33%	10.10
Total			32941		75.26%	13,737.03

Call Timestamp

All

City

All

