

CALL CENTER DASHBOARD | HOME



MENU

Home

Grid

Date

10/1/2020



10/31/2020



Channels

All



City

All



Total Call

32.94K



Total Call duration (Hrs)

13.74K



Total Call Duration (min)

824.22K



Avg Call Duration (min)

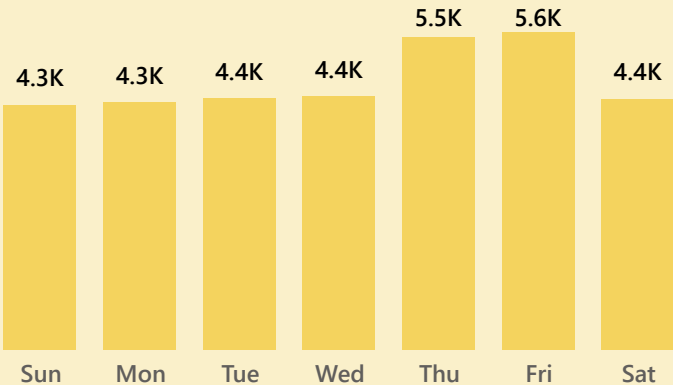
25.02



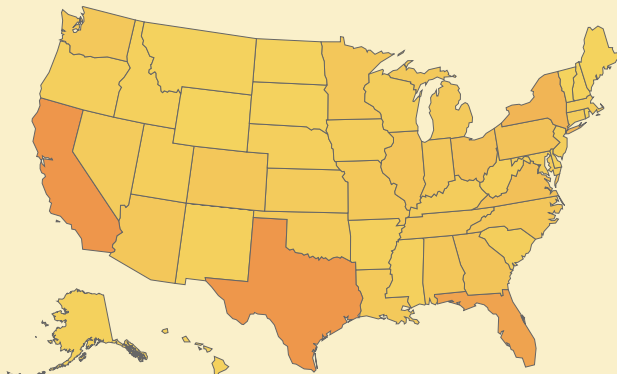
Respon Time Perncentage

75.26%

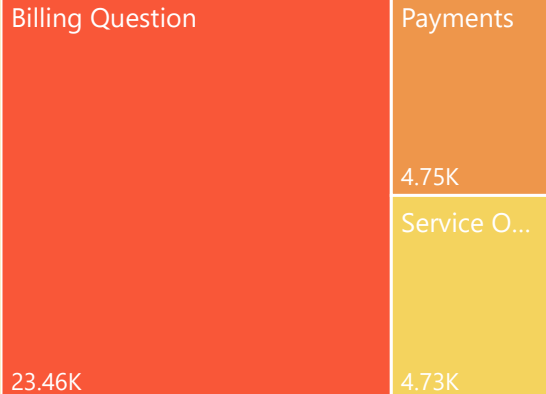
Total Call by Day



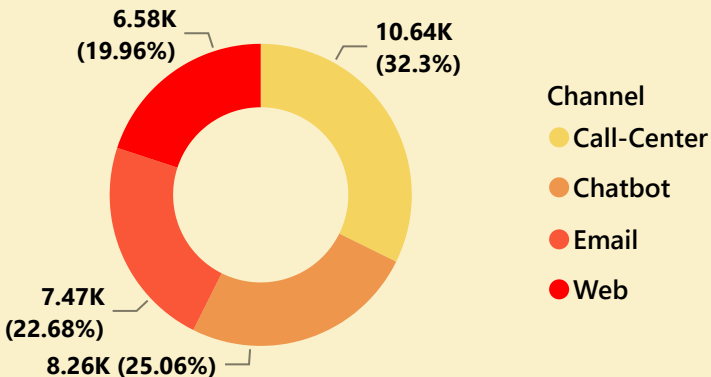
Total Call by State



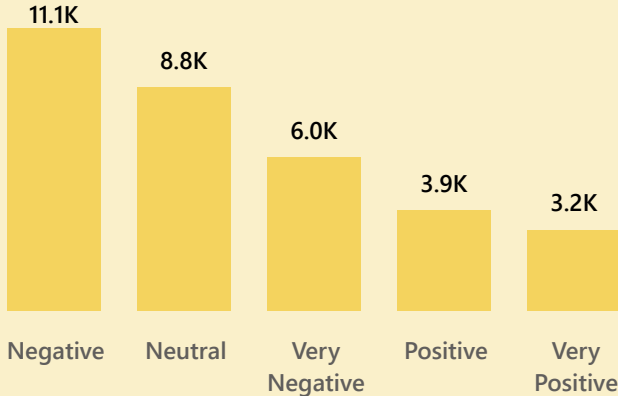
Total Call by Reason



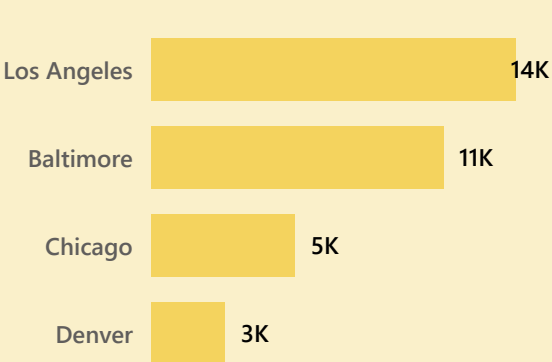
Total Call by Channel



Total Call by Sentiment



Total Call by Call-Centres City




1000




Home

Grid

Date

10/1/2020 

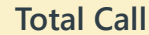
10/31/2020 

Channels

All

City

All



Total Call duration (Hrs)

Total Call Duration (min)

Avg Call Duration (min)

Respon Time Perncentage

75.26%

ID	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (min)
ZZY-74839134-p-441730-Fr	Abby Blankett	Call-Center	Virginia	Billing Question	Within SLA	Lynchburg	41.00
ZZX-89180948-0-614150-kp	Cherilyn Karpenya	Chatbot	New York	Billing Question	Below SLA	Bronx	6.00
ZZX-64959993-P-181373-6l	Eartha Howard - Gater	Email	Louisiana	Billing Question	Below SLA	Shreveport	12.00
ZZX-32063089-5-262732-Ve	Eydie Kingdon	Chatbot	Ohio	Service Outage	Below SLA	Cincinnati	10.00
ZZW-72903584-E-742022-b0	Jesselyn Siuda	Chatbot	California	Billing Question	Within SLA	San Francisco	40.00
ZZV-76944790-V-660423-s0	Michal Boyle	Email	New York	Billing Question	Within SLA	Rochester	27.00
ZZV-66256002-P-513821-5k	Branden Verriour	Call-Center	California	Payments	Within SLA	Fresno	14.00
ZZV-37982503-g-457134-ni	Chastity Sedgmond	Call-Center	Michigan	Billing Question	Above SLA	Detroit	12.00
ZZU-71170323-h-785743-MQ	Barbie Desquesnes	Web	Texas	Billing Question	Below SLA	Dallas	23.00
ZZU-19497008-g-895585-kb	Blair Spender	Call-Center	Texas	Payments	Below SLA	Corpus Christi	31.00
ZZT-70972140-n-361889-2n	Nancy Brouard	Email	South Carolina	Billing Question	Within SLA	Spartanburg	44.00
ZZT-20048423-s-531893-fh	Francklyn Pol	Web	Illinois	Billing Question	Within SLA	Decatur	18.00
ZZR-60386632-y-332486-k1	Jarret Mooney	Email	Texas	Billing Question	Within SLA	San Antonio	34.00
ZZR-12237119-4-993473-jO	Emeline Schubuser	Call-Center	Wisconsin	Payments	Within SLA	Green Bay	25.00
ZZP-64402178-S-510101-jL	Ker Blacker	Call-Center	Indiana	Payments	Within SLA	Fort Wayne	31.00
ZZP-34285810-C-448271-3x	Sherry Haquard	Chatbot	Georgia	Billing Question	Below SLA	Atlanta	9.00
ZZP-31650436-v-908557-1e	Kaitlyn Bethell	Email	Maryland	Billing Question	Below SLA	Laurel	33.00
Total							824222.00