

Call Center Dashboard | KPI's

33K

Total Calls

25.02

Avg Duration

62.61

Response Time %

13.74K

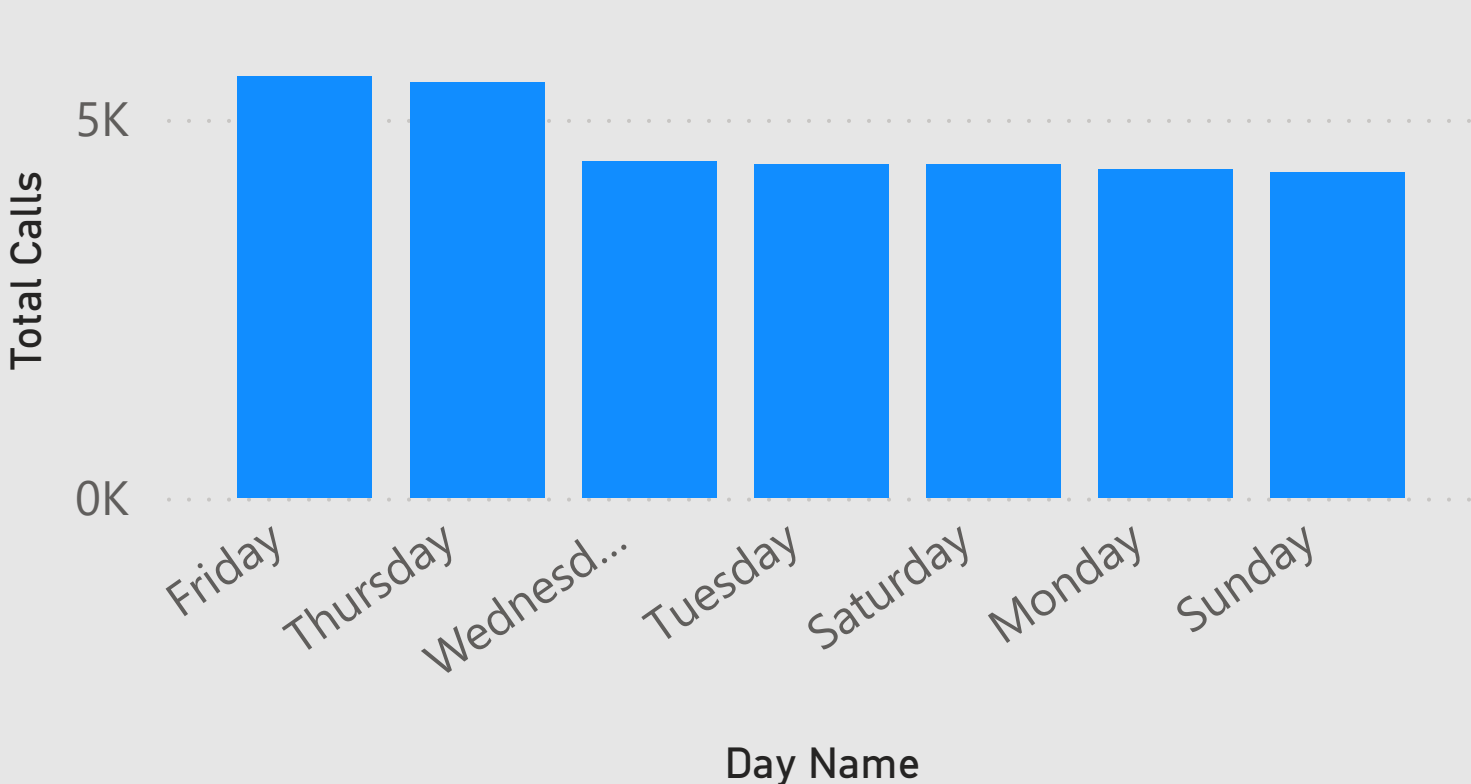
Total Duration(hrs)

824K

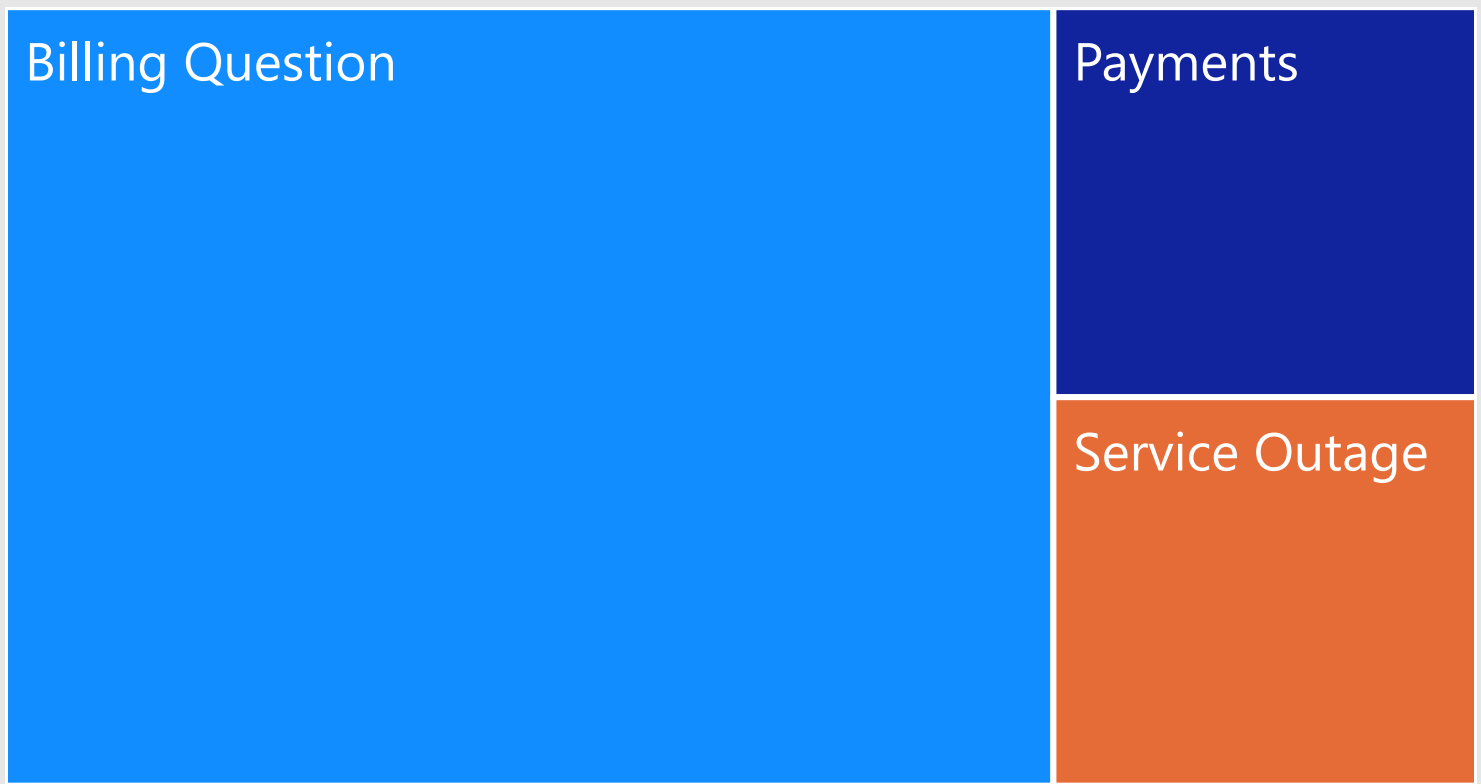
Total Duration(min)

Call Center Dashboard | Graphs

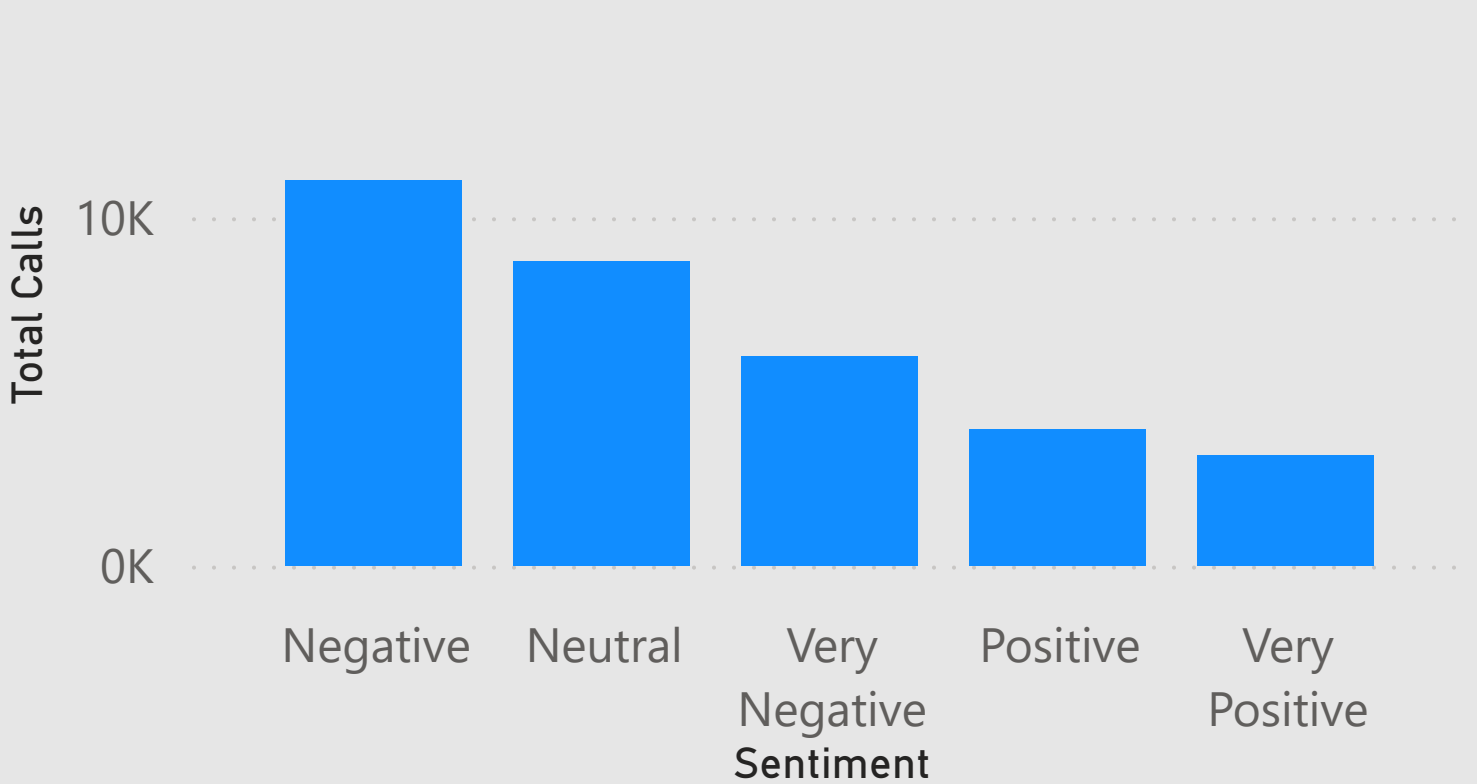
Total Calls by Day Name



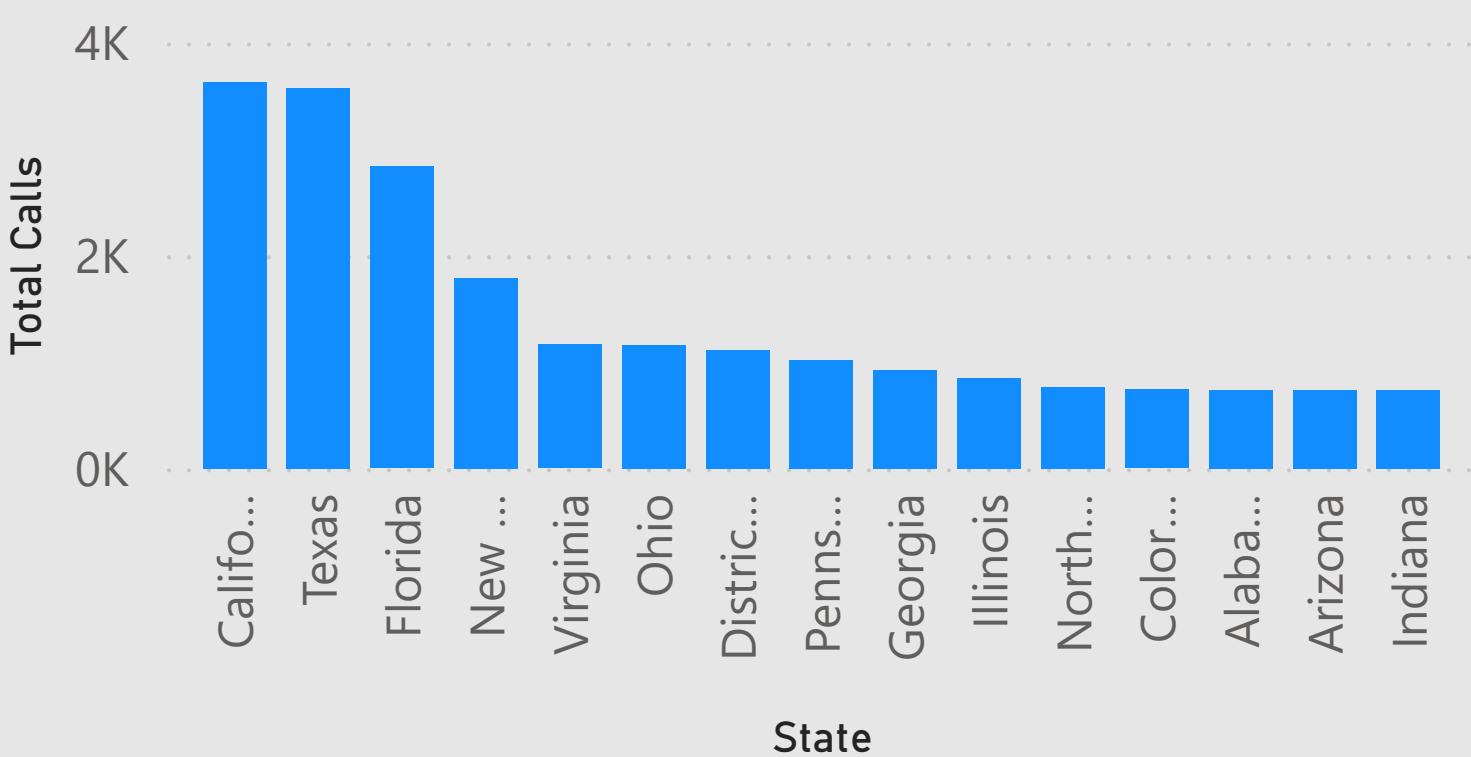
Total Calls by Reason



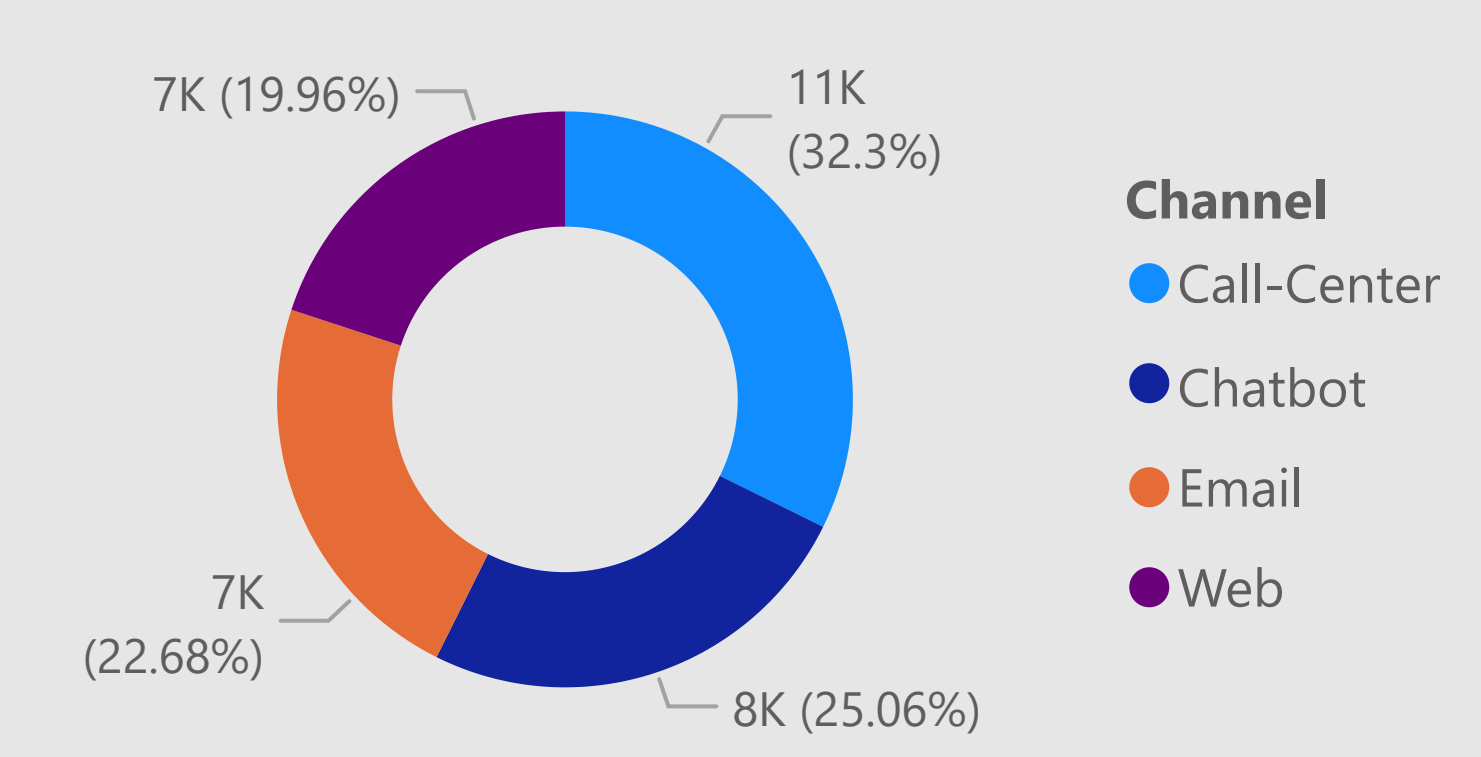
Total Calls by Sentiment



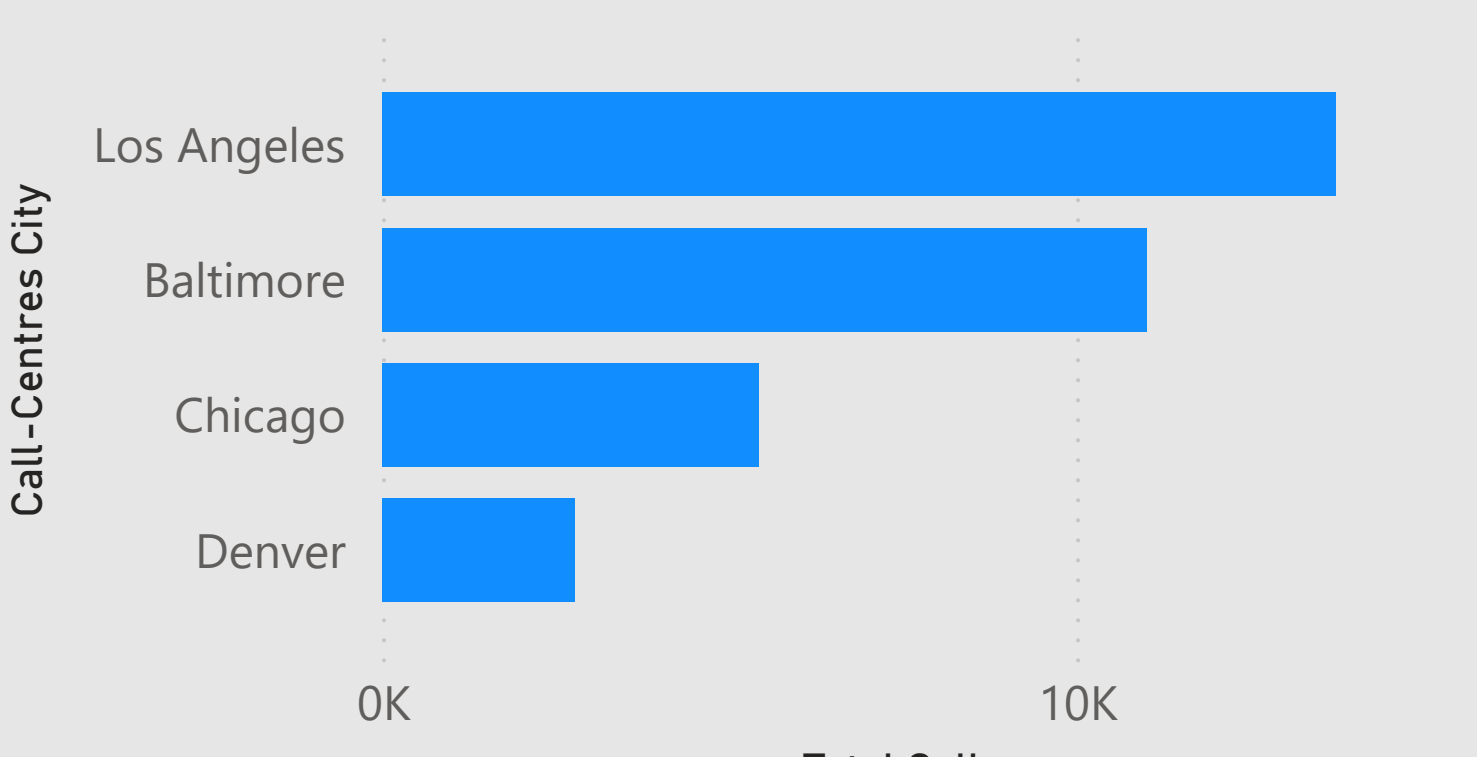
Total Calls by State



Total Calls by Channel



Total Calls by Call-Centres City



Call Center Dashboard | Grid

Id	Customer Name	Channel	State	City	Reason	Response
AAA-03321706-1-866834-l1	Andrea Bailiss	Call-Center	North Carolina	Charlotte	Payments	Within SLA
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Nashville	Service Outage	Below SLA
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Salem	Billing Question	Above SLA
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Littleton	Service Outage	Within SLA
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Fresno	Billing Question	Within SLA
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Las Vegas	Billing Question	Within SLA
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Anaheim	Billing Question	Below SLA
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Pasadena	Billing Question	Above SLA
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Vero Beach	Billing Question	Within SLA
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Paterson	Billing Question	Within SLA
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Pasadena	Billing Question	Above SLA
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Arlington	Billing Question	Within SLA
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Amarillo	Payments	Within SLA
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Bradenton	Billing Question	Within SLA
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Philadelphia	Billing Question	Within SLA
AAF-25933263-r-676313-sd	Sibylle Tuplin	Web	Arizona	Phoenix	Service Outage	Within SLA
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Tuscaloosa	Payments	Below SLA
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Kentucky	Louisville	Billing Question	Above SLA
AAH-00792945-3-552123-Hn	Chev Quarles	Web	New York	New York City	Billing Question	Within SLA
AAH-47182806-V-056613-mt	Leonhard McPharlain	Call-Center	Alabama	Montgomery	Payments	Within SLA
AAI-76624824-D-681890-o9	Barnaby Dunkinson	Email	Michigan	Flint	Billing Question	Within SLA
AAJ-01222210-T-071000-FM	Camille Winkler	Chatbot	California	San Francisco	Billing Question	Within SLA
Total						

Date

- ☐ 10/1/2020
- ☐ 10/10/2020
- ☐ 10/11/2020
- ☐ 10/12/2020

Channel

- ☐ Call-Center
- ☐ Chatbot
- ☐ Email
- ☐ Web

Response Time

- ☐ Above SLA
- ☐ Below SLA
- ☐ Within SLA