

CALL CENTER DASHBOARD | HOME



MENU

Home

Grid

FILTERS

Date

10/1/2020



10/31/2020



Channel

All



City

All



Total Calls

32.94K



Total Call Duration (Hrs)

13.74K



Total Call Duration (min)

824.22K



Avg Call Duration

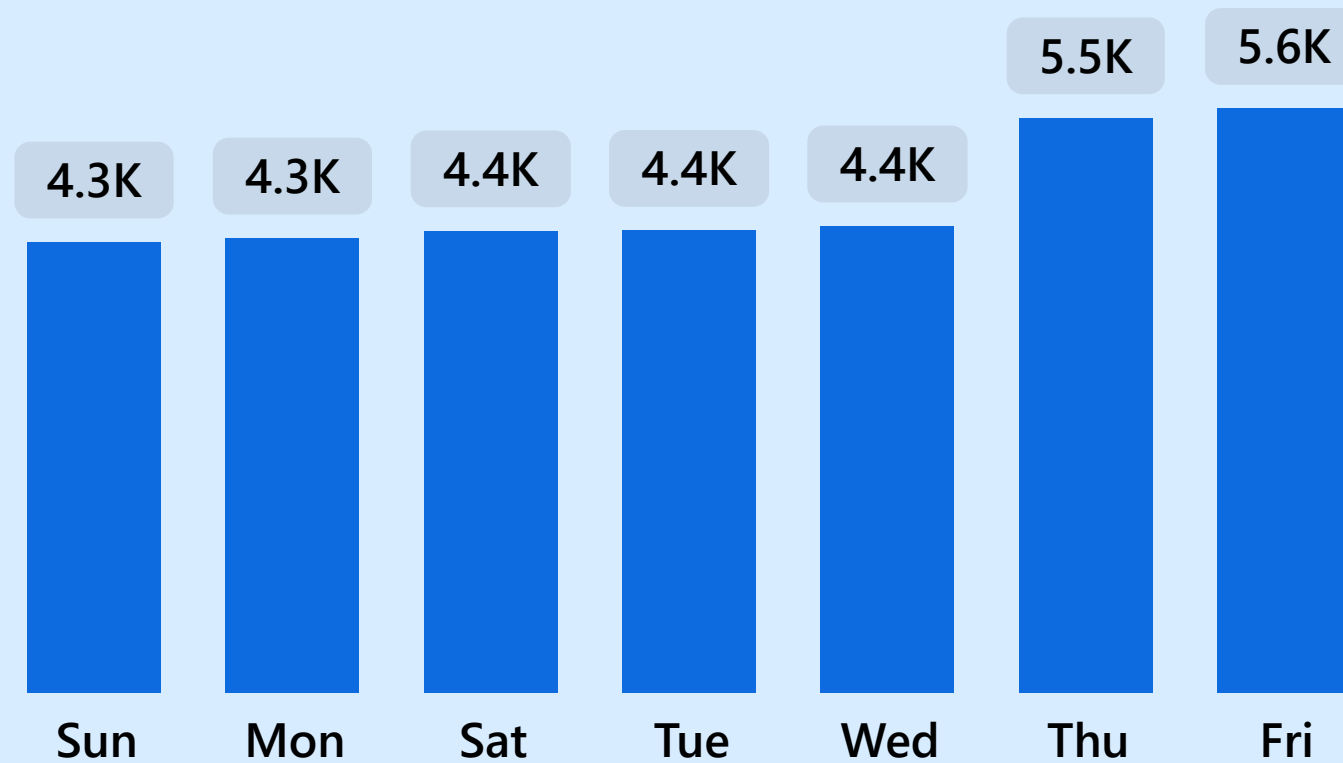
25.02



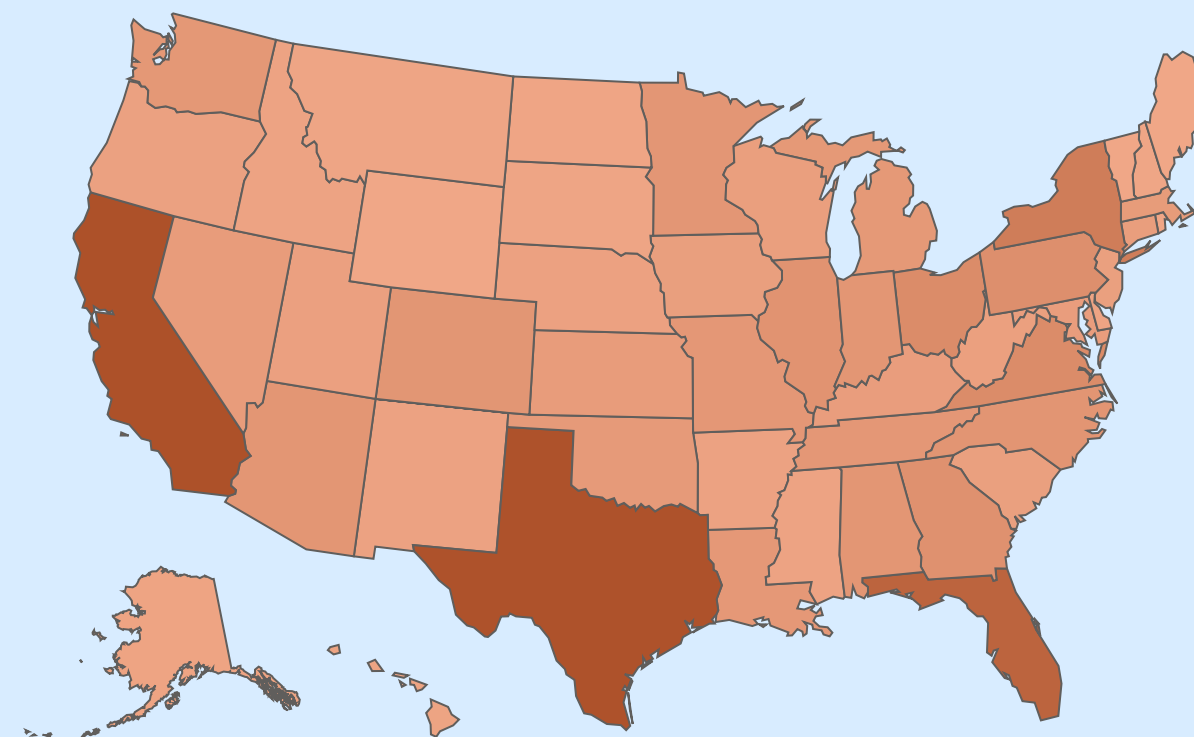
Response Time %

75.26%

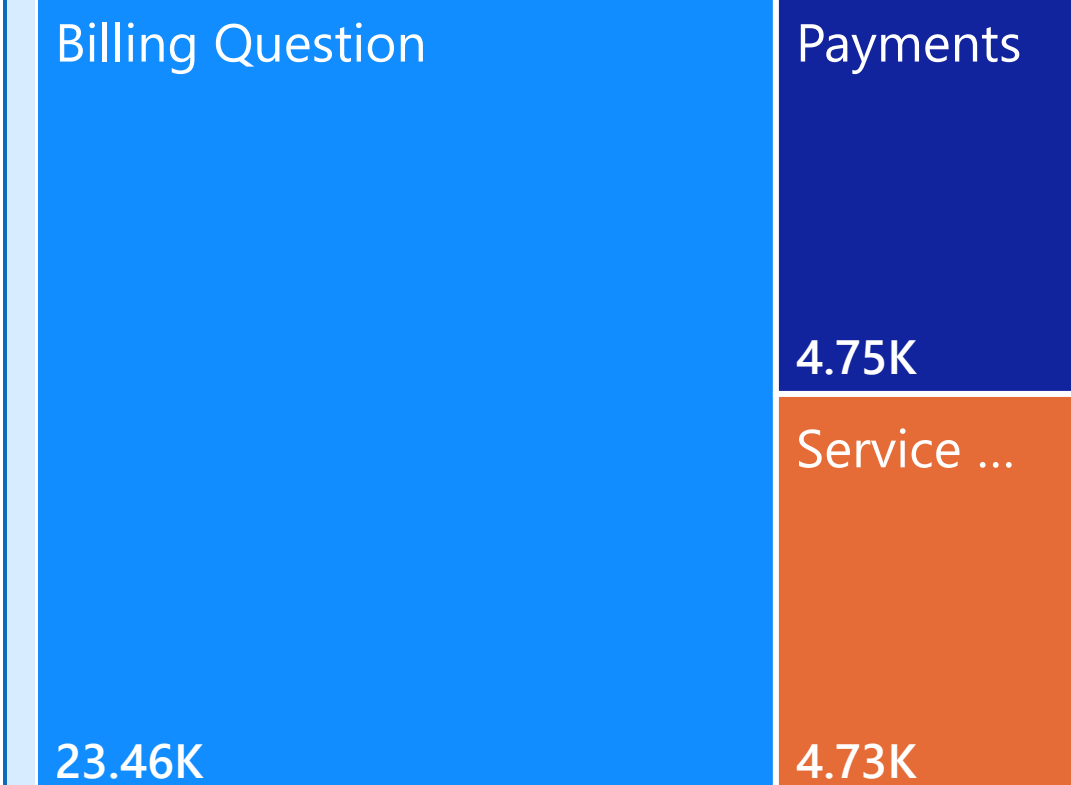
Total Calls by Day



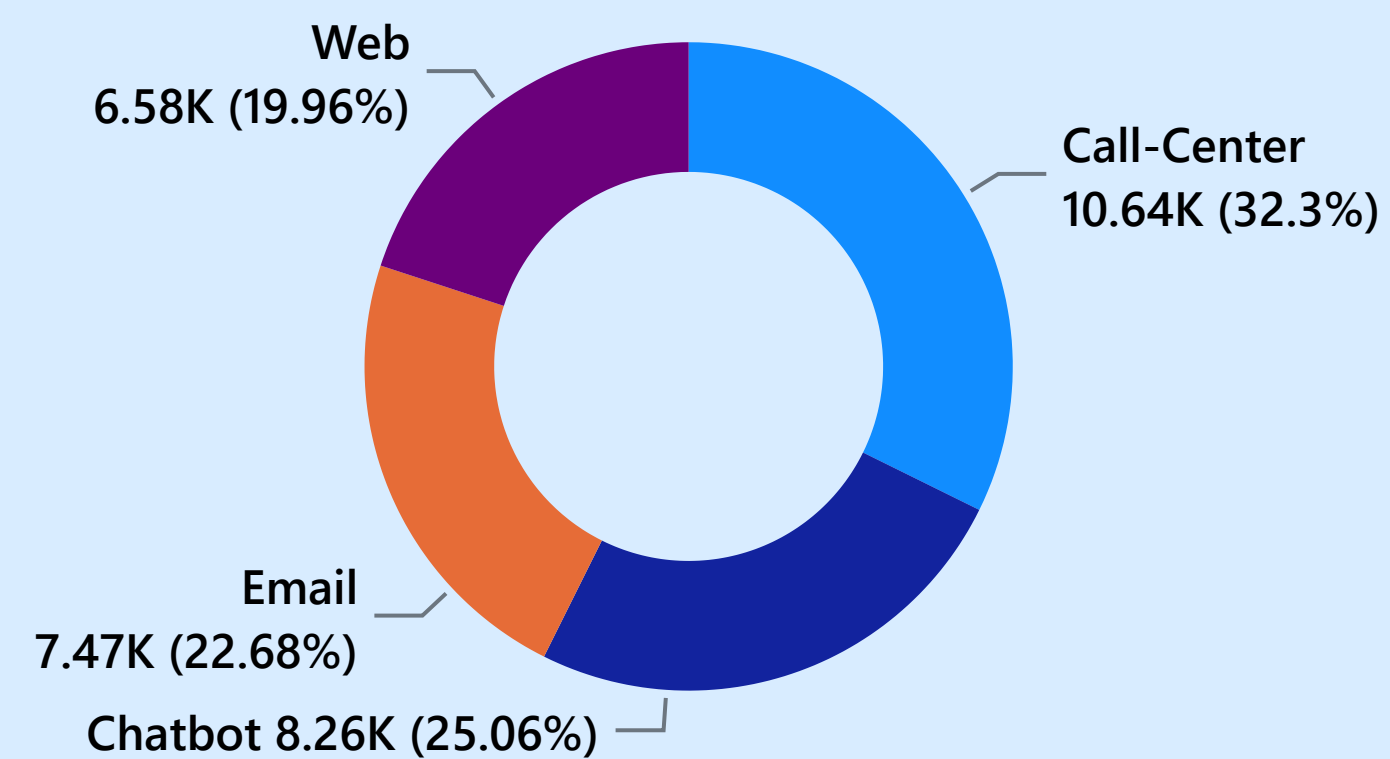
Total Calls by State



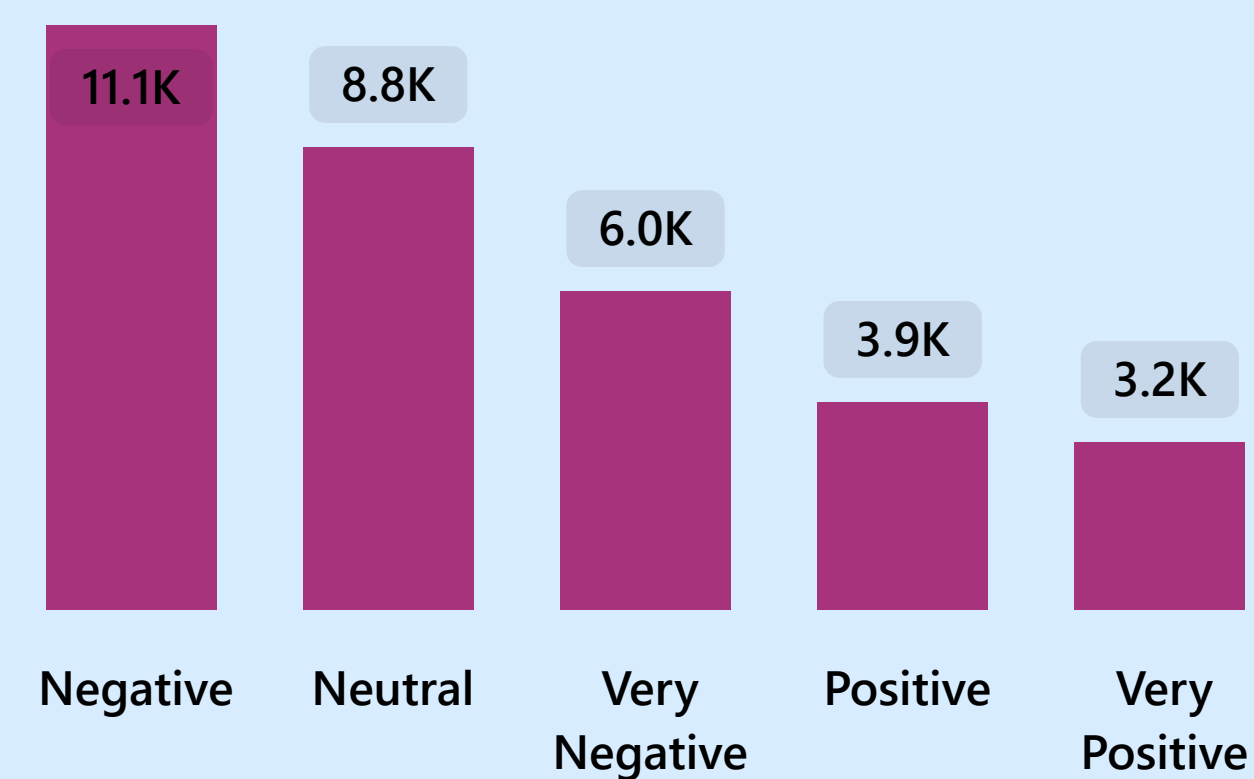
Total Calls by Reason



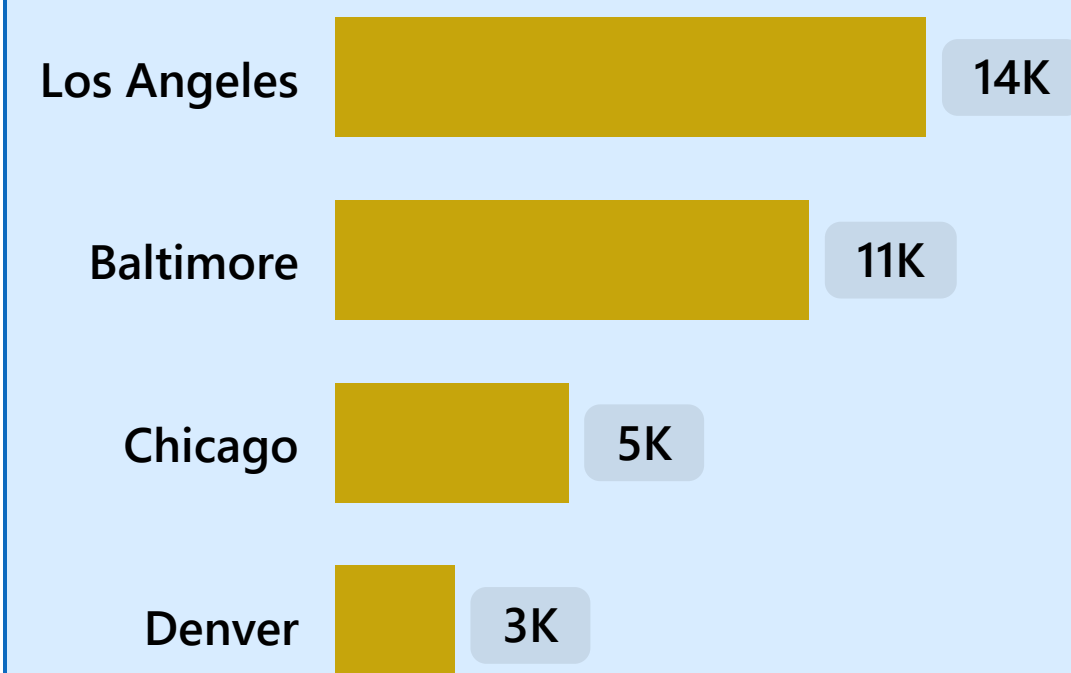
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centers



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Channel

All



City

All



Total Calls

32.94K



Total Call Duration (Hrs)

13.74K



Total Call Duration (min)

824.22K



Avg Call Duration

25.02



Response Time %

75.26%

Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (min)
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	9.00
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	Pasadena	20.00
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Billing Question	Above SLA	Pasadena	44.00
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Kentucky	Billing Question	Above SLA	Louisville	38.00
AAK-89591840-T-157623-It	Cherri Airth	Email	California	Billing Question	Above SLA	Los Angeles	7.00
AAM-13006642-0-551960-P9	Laughton Weeks	Call-Center	Mississippi	Billing Question	Above SLA	Gulfport	31.00
AAR-06190528-r-994754-PN	Newton Hedderly	Call-Center	North Carolina	Billing Question	Above SLA	Charlotte	7.00
AAS-82228974-y-969269-m3	Kandy Gallety	Web	California	Billing Question	Above SLA	Los Angeles	29.00
AAS-96671334-z-432224-5P	Kristoforo Hoofe	Email	California	Billing Question	Above SLA	Oakland	15.00
AAT-53465245-9-250458-MD	Manya Firle	Call-Center	Connecticut	Billing Question	Above SLA	New Haven	34.00
AAW-85808076-I-731688-A1	Susi Hoggetts	Chatbot	California	Billing Question	Above SLA	Irvine	43.00
ABB-91988499-k-181948-f0	Randy Riall	Chatbot	Minnesota	Billing Question	Above SLA	Young America	34.00
ABE-47352675-I-931537-ug	Marjy Griffith	Call-Center	Georgia	Payments	Above SLA	Alpharetta	35.00
ABN-55071122-x-703525-ff	Etienne Ward	Web	Oklahoma	Billing Question	Above SLA	Oklahoma City	35.00
ABQ-21259095-d-322207-K6	Rocky Bedborough	Call-Center	Texas	Billing Question	Above SLA	Dallas	8.00
ABR-34794642-k-284006-LZ	Alfie Pigot	Email	Indiana	Billing Question	Above SLA	Muncie	14.00
ABV-19906776-N-361245-yX	Tatum Ledrane	Email	Ohio	Billing Question	Above SLA	Dayton	45.00
ABW-05125804-2-586383-b2	Aurore Strank	Email	Colorado	Service Outage	Above SLA	Pueblo	29.00
ACA-58053876-H-693540-7z	Craig Sammonds	Web	Oklahoma	Billing Question	Above SLA	Oklahoma City	24.00