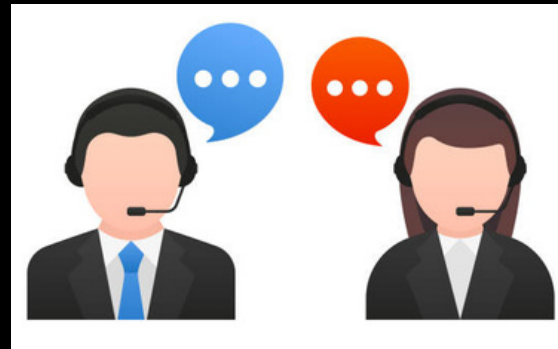
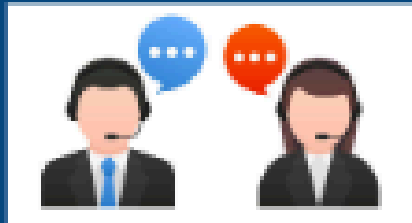


# CALL CENTRE DASHBOARD





# CALL CENTRE DASHBOARD | HOME



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Date

12-10-2020

31-10-2020

Channel

Chatbot

Channel

All

Total Calls

5K

Total Call Duration...

2K

Total Call Duration...

132K

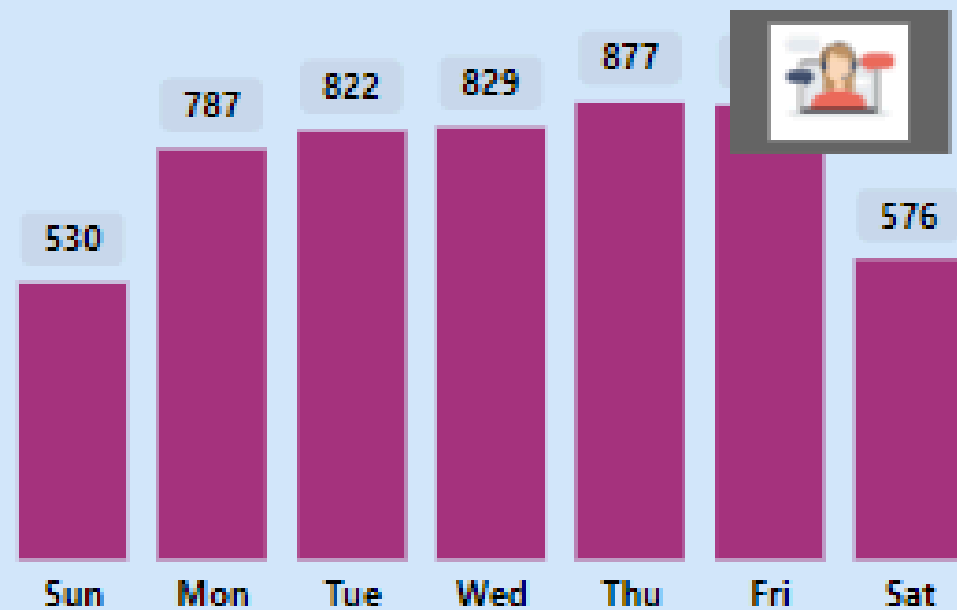
Response Time %

76%

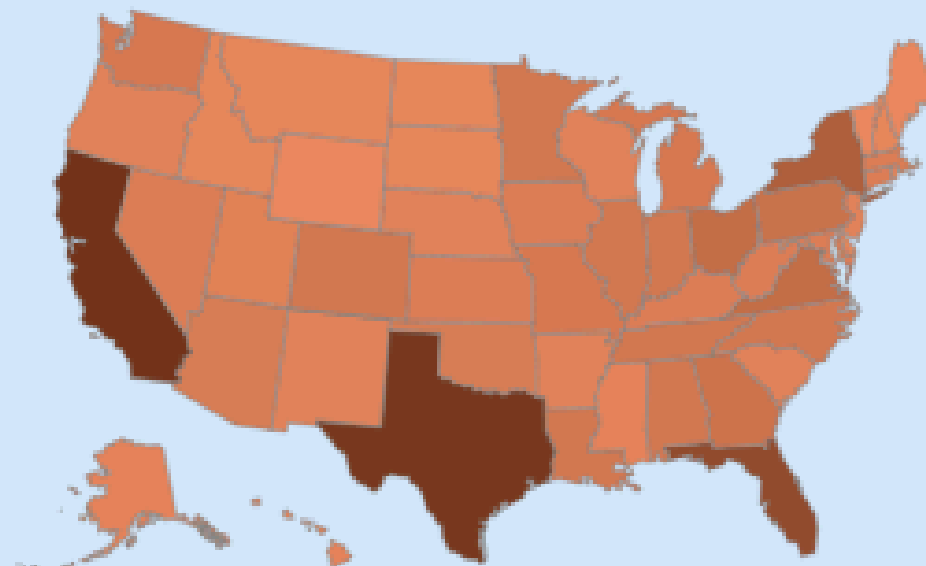
Avg Call Duration (Min)

25

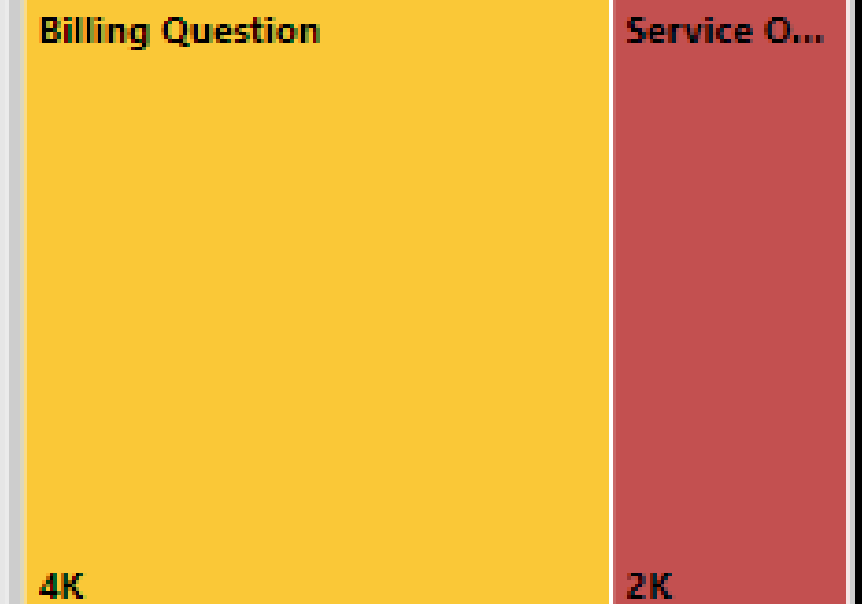
Total Calls by Day



Total Calls by State



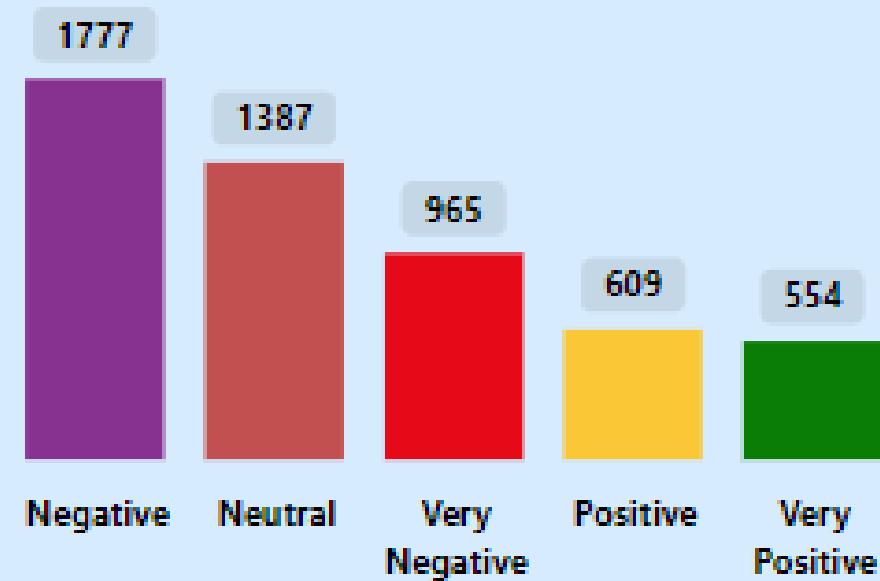
Total Calls by Reason



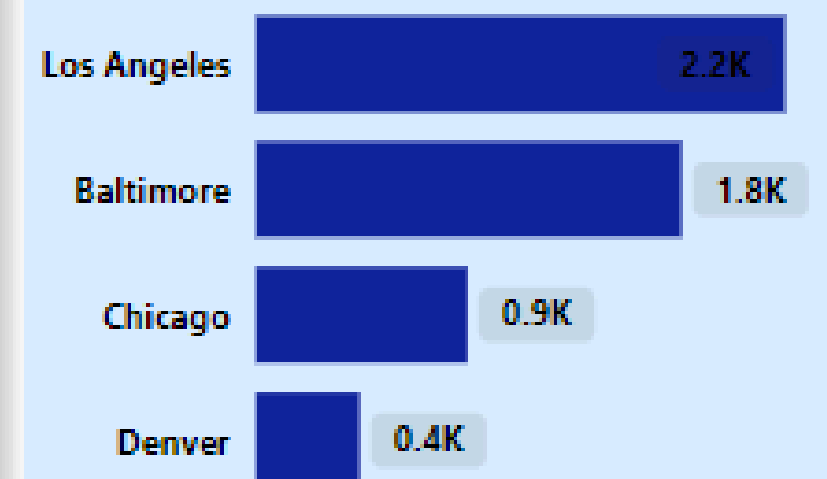
Total Calls by Channel



Total Calls by Sentiment




Total Calls by Call-centre







# CALL CENTRE DASHBOARD | GRID

 Total Calls


22

 Total Call Duration...


8

 Total Call Duration...

469

 Response Time %

77%

 Avg Call Duration (Min)

21

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01-10-2020



31-10-2020



Channel

Chatbot



Channel

Akron



Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (min)
BDM-32754802-w-332401-ql	Hillary Ibbs	Chatbot	Ohio	Service Outage	Within SLA	Akron	20
BIL-58012552-Y-935285-Pq	Tan Maeer	Chatbot	Ohio	Billing Question	Below SLA	Akron	22
BIR-90334664-U-332494-fp	Anna-maria Whitlam	Chatbot	Ohio	Billing Question	Within SLA	Akron	19
DDX-71753872-F-663764-Yp	Flori Hargrove	Chatbot	Ohio	Billing Question	Below SLA	Akron	10
EIK-70436612-Y-015093-9o	Carry Pawel	Chatbot	Ohio	Billing Question	Within SLA	Akron	26
EZY-02962638-R-942597-OB	Loella Butterfill	Chatbot	Ohio	Billing Question	Within SLA	Akron	9
FFB-31812278-8-186385-UI	Leoine Lanyon	Chatbot	Ohio	Billing Question	Below SLA	Akron	26
GEX-32641107-j-424688-VX	Cesya Capnor	Chatbot	Ohio	Billing Question	Above SLA	Akron	43
GLI-94616223-u-624901-Ai	Syd Ventham	Chatbot	Ohio	Billing Question	Below SLA	Akron	20
HUR-94910026-4-636454-Kb	Faydra Austins	Chatbot	Ohio	Billing Question	Within SLA	Akron	15
IEX-47787030-b-224219-po	Jude Acton	Chatbot	Ohio	Billing Question	Within SLA	Akron	10
MPJ-35331216-C-106032-8z	Fanchette Perkis	Chatbot	Ohio	Billing Question	Within SLA	Akron	7
OEU-93384387-n-140329-cL	Inness Buckwell	Chatbot	Ohio	Billing Question	Within SLA	Akron	12
OGW-28060479-b-811089-aV	Ninnetta Tovey	Chatbot	Ohio	Billing Question	Within SLA	Akron	41
QAV-83388290-e-250441-Jm	Miles Girardez	Chatbot	Ohio	Service Outage	Below SLA	Akron	13
RVM-72309450-7-071232-r0	Arnud Herety	Chatbot	Ohio	Billing Question	Within SLA	Akron	17
VUM-12428183-d-775734-vP	Cobb Suttie	Chatbot	Ohio	Billing Question	Within SLA	Akron	6
WSN-41347209-n-588378-MB	Annabela Sleight	Chatbot	Ohio	Billing Question	Within SLA	Akron	40
Total							469