X



6 Total calls

32.94K

Total call duration...

13.74K

Total call duration... (60)

CALL CENTRE DASIDUARD | HUME

824.22...

Total average call...

25.02

Response time %

75.26%

MENU

HOME

GRID

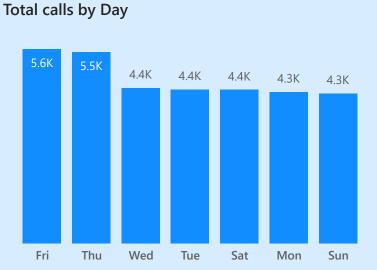
FILTERS

Date

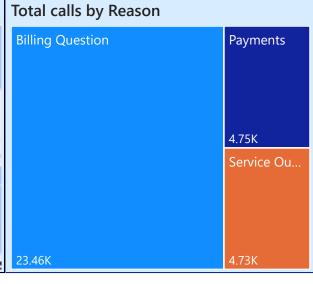
01-10-2020 🛅

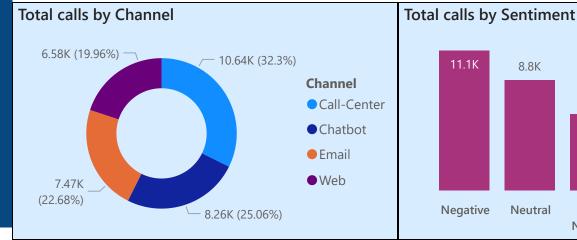
Channel

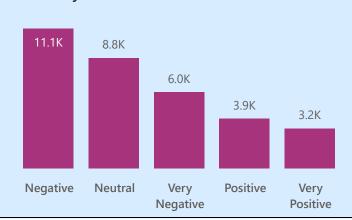
City

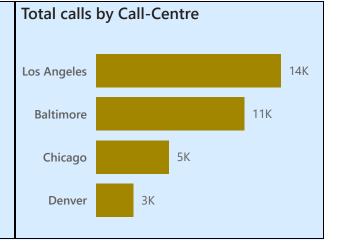












CALL CENTRE DASHIDUARD URID



MENU

HOME

GRID

FILTERS

01-10-2020 🛅

31-10-2020 🛅

Channel

All

City

All



Total call duration... L

13.74K

Total call duration... 60

824.2...

Total average call...

25.02

Response time %

75.26%

| ld | Customer Name | Channel | State | Reason | Response Time | City | Total call duration (min) |
|--------------------------|----------------------|-------------|-------|------------------|---------------|---------|---------------------------|
| ADR-61258105-y-130822-pB | Clo Diaper | Chatbot | Texas | Service Outage | Within SLA | Abilene | 31.00 |
| AJL-71410620-H-811217-43 | Derk Coghlin | Email | Texas | Billing Question | Within SLA | Abilene | 42.00 |
| CLD-72691788-d-633201-1X | Rosalie Berre | Email | Texas | Billing Question | Within SLA | Abilene | 11.00 |
| CXW-54470843-a-836914-52 | Rustin McNickle | Call-Center | Texas | Billing Question | Within SLA | Abilene | 9.00 |
| EIY-81889640-D-458777-I2 | Anatole Aldous | Chatbot | Texas | Billing Question | Within SLA | Abilene | 33.00 |
| EON-53815205-r-830645-1V | Ileana Klemensiewicz | Call-Center | Texas | Billing Question | Below SLA | Abilene | 21.00 |
| EPL-31448597-o-279288-zQ | Cynthy Richfield | Call-Center | Texas | Billing Question | Below SLA | Abilene | 24.00 |
| ESH-60954156-t-839786-bw | Catlaina Blaik | Chatbot | Texas | Billing Question | Within SLA | Abilene | 24.00 |
| EVO-87671386-X-222468-HJ | Nanon FitzGilbert | Web | Texas | Billing Question | Below SLA | Abilene | 36.00 |
| FBK-45796269-p-918080-TO | Carlos Comport | Call-Center | Texas | Billing Question | Below SLA | Abilene | 39.00 |
| FFP-30644756-J-954573-eE | Angel Rhodes | Call-Center | Texas | Payments | Above SLA | Abilene | 44.00 |
| FQV-25954056-5-560555-dS | Rab Buntine | Chatbot | Texas | Service Outage | Above SLA | Abilene | 37.00 |
| FZG-90852504-g-478543-cp | Sly Bofield | Web | Texas | Billing Question | Above SLA | Abilene | 34.00 |
| GSK-45379479-y-050641-gH | Shanan Cockarill | Chatbot | Texas | Service Outage | Above SLA | Abilene | 10.00 |
| HKT-37756809-z-208581-ai | Phaedra Dewen | Call-Center | Texas | Billing Question | Within SLA | Abilene | 33.00 |
| JUY-15825465-g-360053-tf | Jarid Cowitz | Chatbot | Texas | Billing Question | Below SLA | Abilene | 24.00 |
| MXR-19158631-F-649692-qm | Erie Joule | Call-Center | Texas | Billing Question | Within SLA | Abilene | 23.00 |
| OKZ-58146271-i-417855-m8 | Moritz Chopping | Email | Texas | Billing Question | Within SLA | Abilene | 45.00 |
| OVS-71902786-d-458699-ml | Skippy McGettrick | Call-Center | Texas | Payments | Within SLA | Abilene | 44.00 |