





MENU

HOME

GRID

FILTERS

Date

01-10-2020

31-10-2020






Channel

All

City

All

CALL CENTRE DASHBOARD | GRID

Total calls 	Total call duration... 	Total call duration... 	Total average call... 	Response time % 
32.94K	13.74K	824.2...	25.02	75.26%

Id	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-l2	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