

Call Analysis | Home



Menu

Home

Grid

Date

01-10-2020



31-10-2020




Channel


All


City

All


32.94K
Total Calls

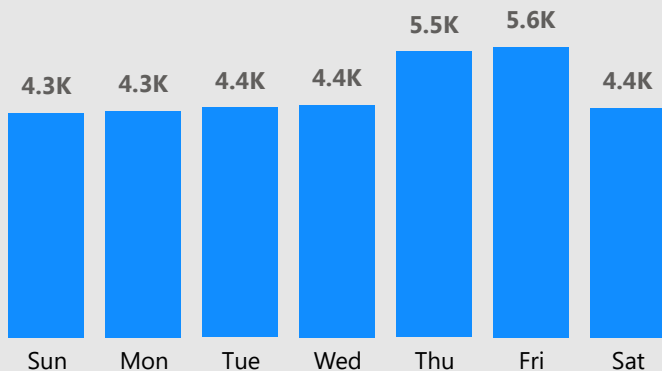

824.22K
Total Call Duration(Min)


13.74K
Total Call Duration(Hrs)

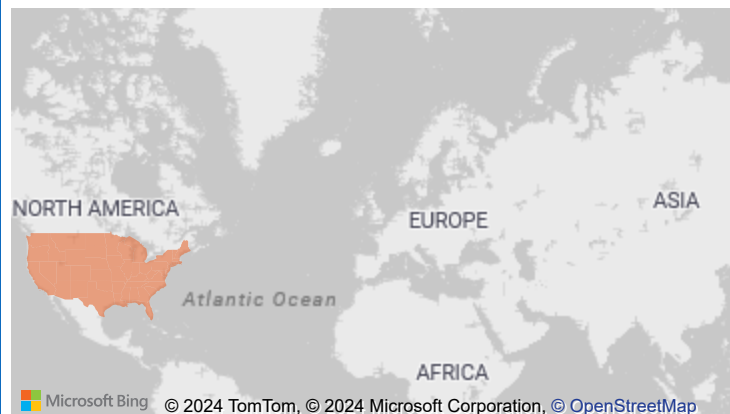

25.02
Avg Call Duration(Min)


75.26%
Response Time%

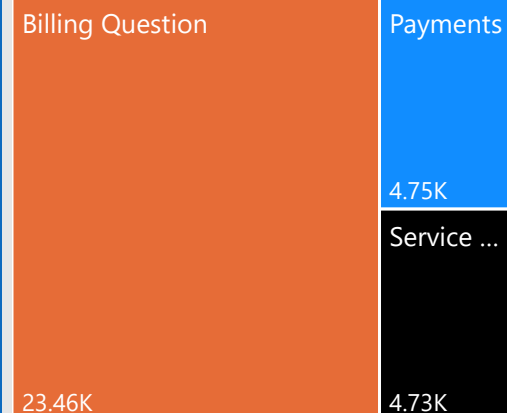
Total Calls by Day



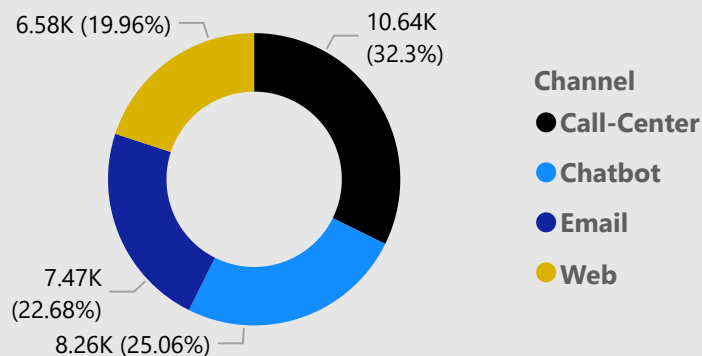
Total Calls by State



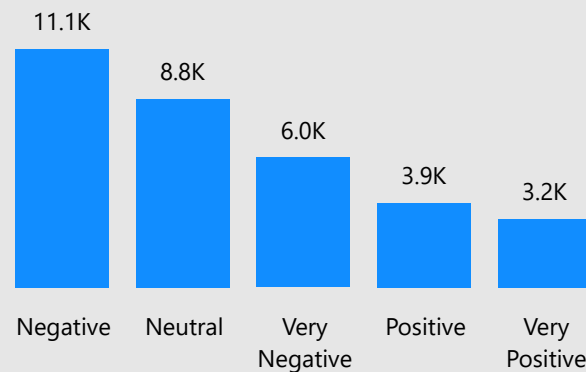
Total Calls by Reason



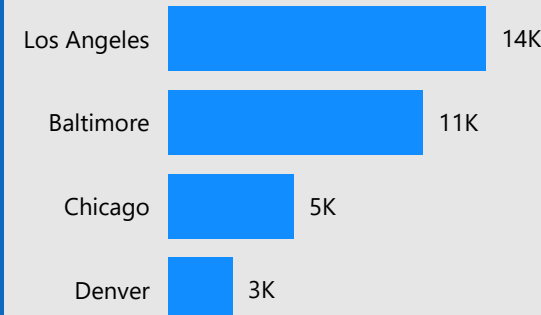
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres City



Call Analysis | Grid



Menu

Home

Grid

Date

01-10-2020



31-10-2020



Channel



All



City



All



32.94K

Total Calls



824.22K

Total Call Duration(Min)



13.74K

Total Call Duration(Hrs)



25.02

Avg Call Duration(Min)



75.26%

Response Time%

Id	Customer Name	Channel	State	Reason	Response Time	Total Call Duration(Min)	Call-Centres City
AAA-03321706-1-866834-I1	Andrea Bailiss	Call-Center	North Carolina	Payments	Within SLA	12.00	Baltimore
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Service Outage	Below SLA	5.00	Baltimore
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	9.00	Chicago
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Service Outage	Within SLA	20.00	Los Angeles
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Billing Question	Within SLA	43.00	Chicago
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Billing Question	Within SLA	28.00	Baltimore
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Billing Question	Below SLA	8.00	Los Angeles
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	20.00	Baltimore
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Billing Question	Within SLA	21.00	Chicago
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Billing Question	Within SLA	11.00	Baltimore
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Billing Question	Above SLA	44.00	Chicago
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Billing Question	Within SLA	19.00	Baltimore
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	45.00	Los Angeles
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Billing Question	Within SLA	21.00	Los Angeles
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Billing Question	Within SLA	16.00	Los Angeles
AAF-25933263-r-676313-sd	Sibylle Tuplin	Web	Arizona	Service Outage	Within SLA	14.00	Baltimore
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Payments	Below SLA	28.00	Chicago
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Kentucky	Billing Question	Above SLA	38.00	Baltimore
AAH-00792945-3-552123-Hn	Chev Quarles	Web	New York	Billing Question	Within SLA	15.00	Chicago