

CALL CENTER DASHBOARD HOME



Total calls Measure

32.94K



Total call mins...

824.2K



Total call Duratio...

13.74K



Aug call duration...

25.02



Reponse Time...

12.65%

Date

1/10/2020

12/10/2020

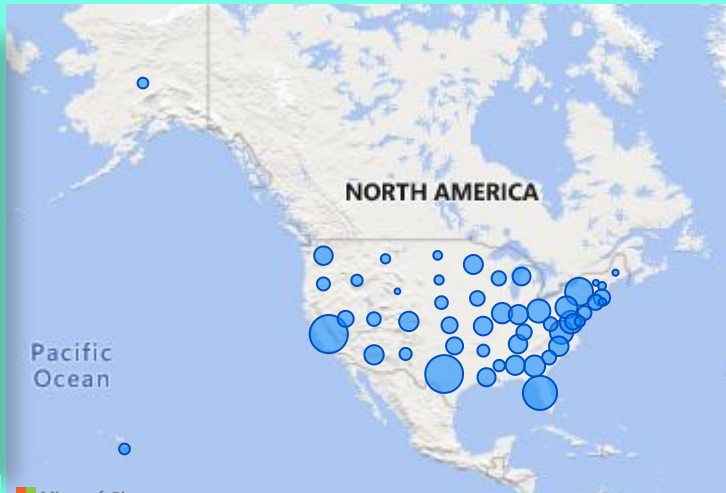
City

All

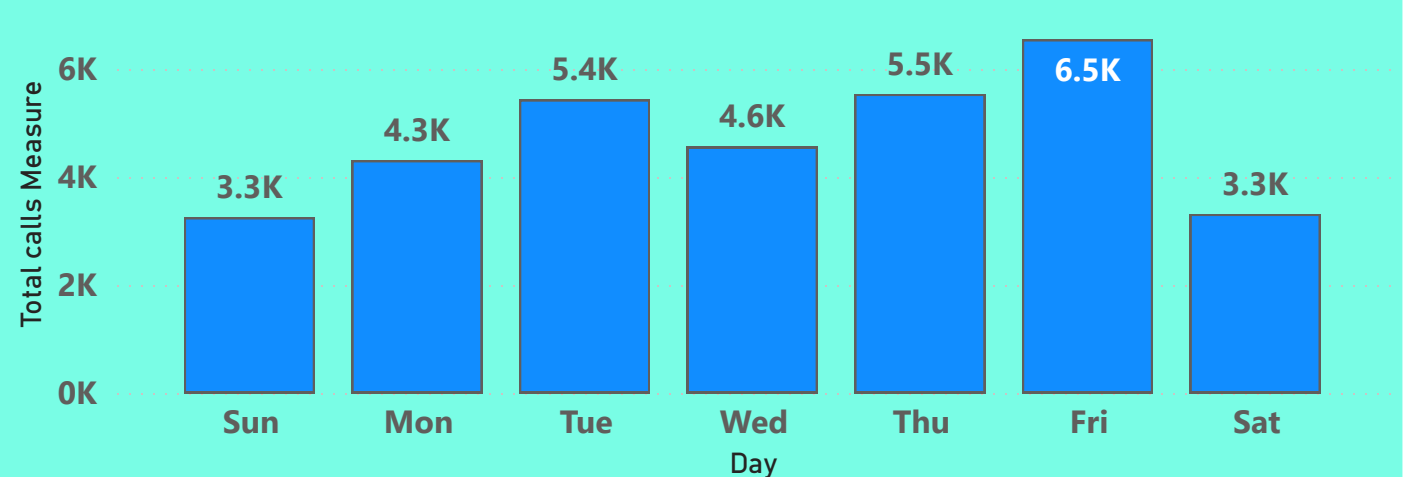
Channel

All

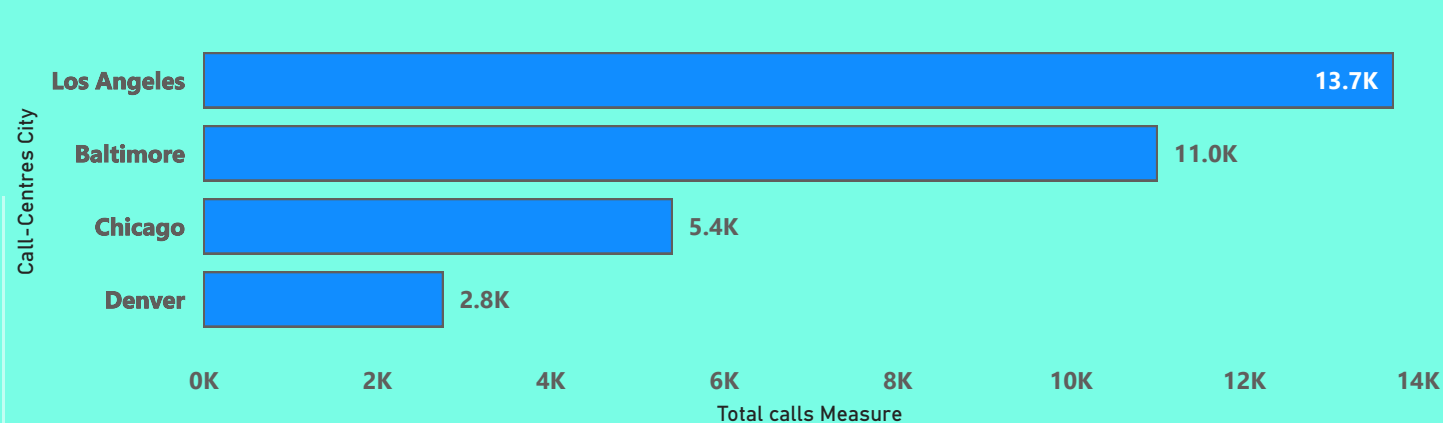
Total calls Measure by State



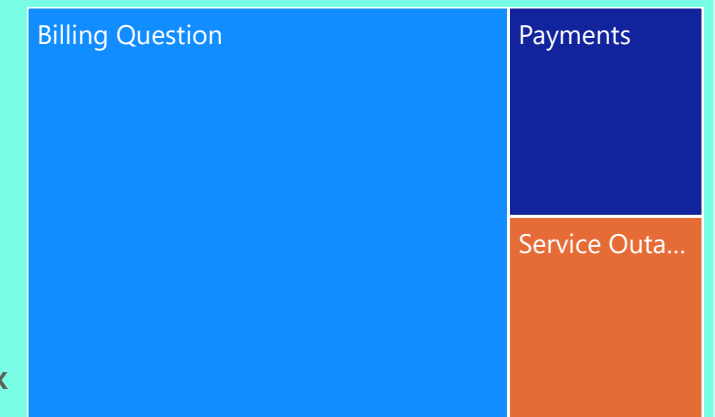
Total calls Measure by Day



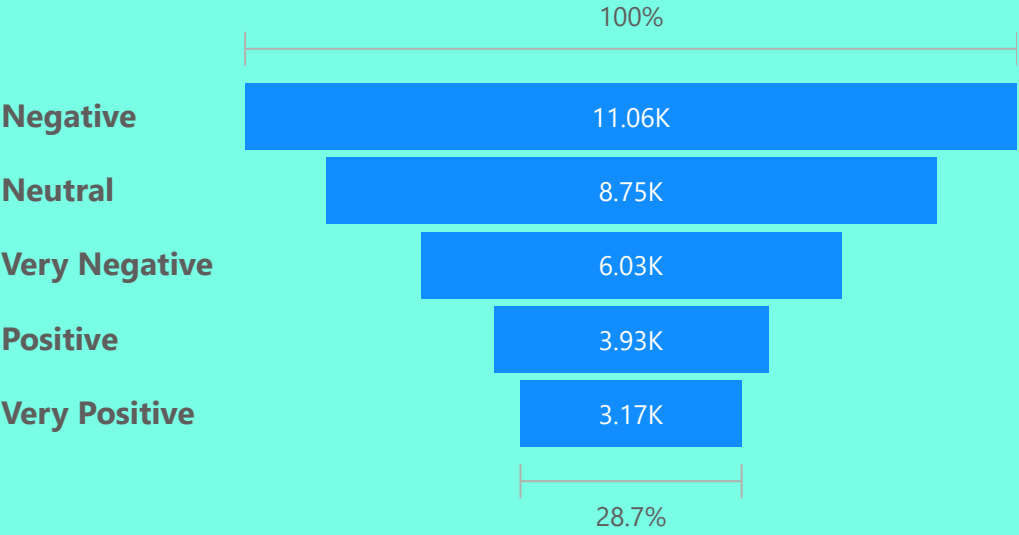
Total calls Measure by Call-Centres City



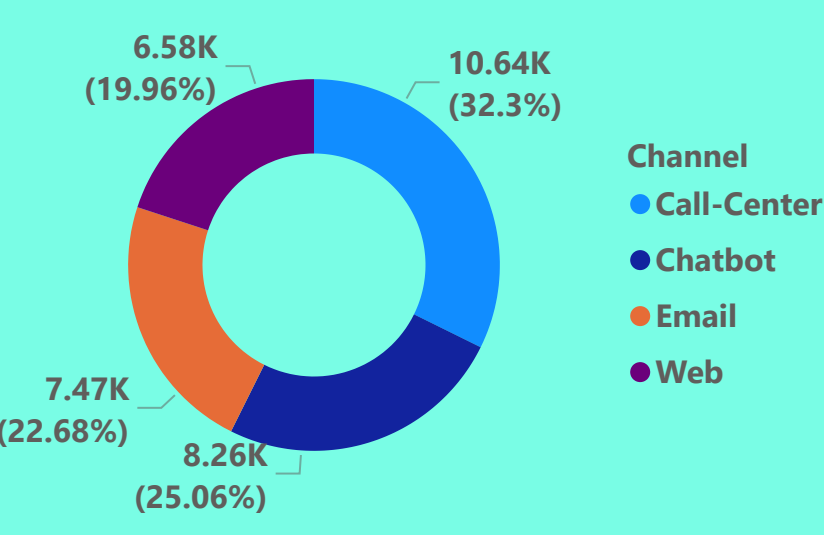
Total calls Measure by Reason



Total calls Measure by Sentiment



Total calls Measure by Channel



Id	Customer Name	Channel	State	Reason	Response Time	City	Total call mins messure
ADR-61258105-y-130822-pB	Clo Diaper	Chatbot	Texas	Service Outage	Within SLA	Abilene	31.0
AJL-71410620-H-811217-43	Derk Coghlin	Email	Texas	Billing Question	Within SLA	Abilene	42.0
CLD-72691788-d-633201-1X	Rosalie Berre	Email	Texas	Billing Question	Within SLA	Abilene	11.0
CXW-54470843-a-836914-52	Rustin McNickle	Call-Center	Texas	Billing Question	Within SLA	Abilene	9.0
EIY-81889640-D-458777-l2	Anatole Aldous	Chatbot	Texas	Billing Question	Within SLA	Abilene	33.0
EON-53815205-r-830645-1V	Ileana Klemensiewicz	Call-Center	Texas	Billing Question	Below SLA	Abilene	21.0
Total							824222.0



Total calls Measure

32.94K



Total call mins messure

824.2K



Total call Duration Hrs...

13.74K



Aug call durations...

25.02



Reponse Time %Measure

12.65%