

Menu

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Filter

Date

1/10/2020



10/31/2020



Channel

All



City

All



Total Calls

33K



Total Call Duration (hrs)

13.7K



Total Call Duration...

824K



Avg Call Duration (min)

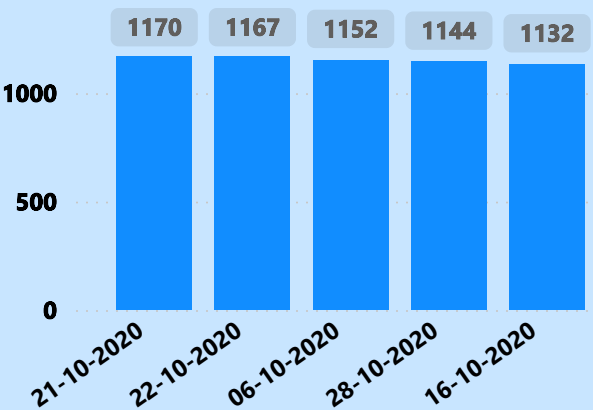
25.02



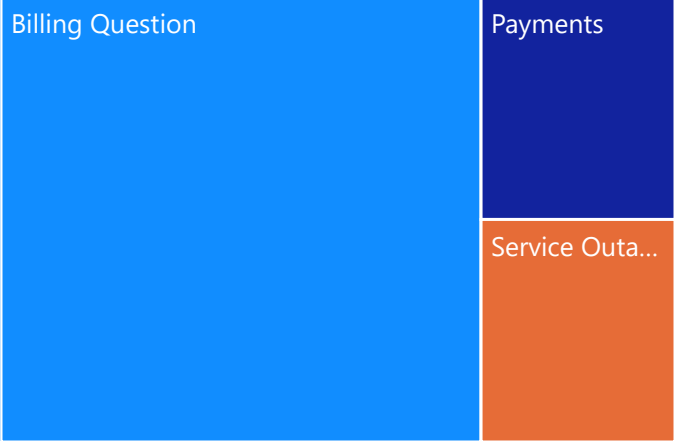
Response Time %

75.3%

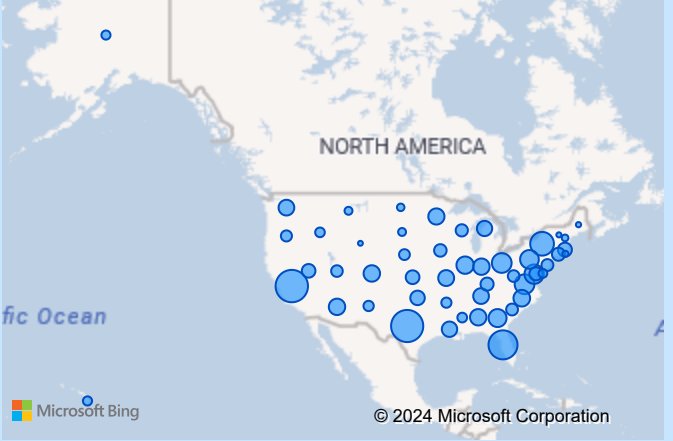
Total Calls by Call Timestamp



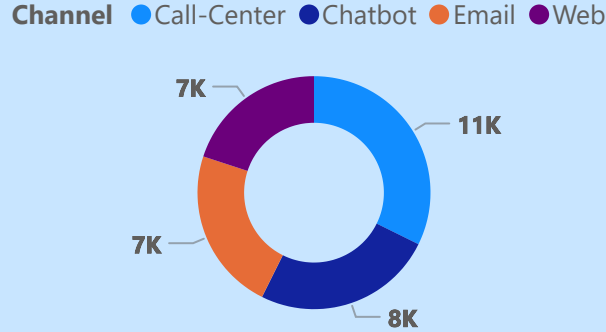
Total Calls by Reason



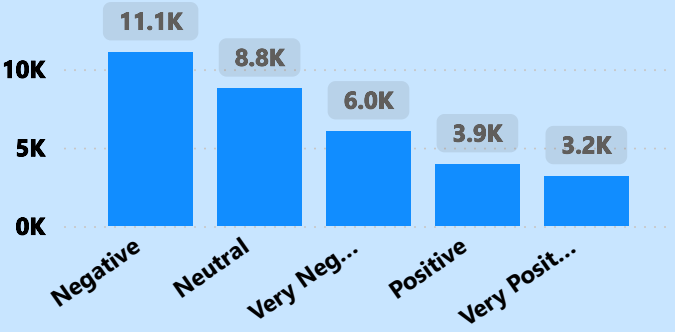
Total Calls by State



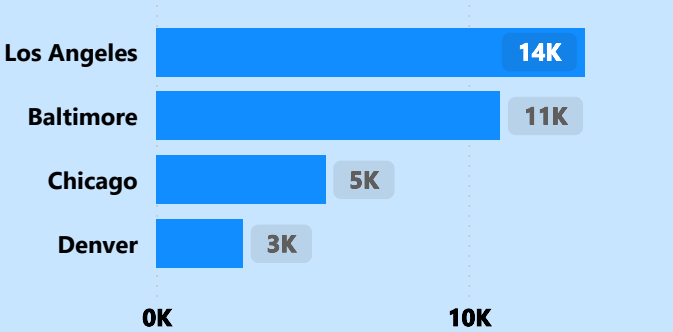
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres City



Dashboard

Slider

Date

1/10/2020



10/31/2020



Channel

All



City

All



Total Calls

33K



Total Call Duration (hrs)

13.7K



Total Call Duration...

824K



Avg Call Duration (min)

25.02



Response Time %

75.3%

Id	Customer Name	Channel	State	Reason	Response Time	City	Sum of Call Duration In Minutes
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	9
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	Pasadena	20
AAE-05965563-S-424746-4p	Krysta Gonnely	Chatbot	California	Billing Question	Above SLA	Pasadena	44
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Kentucky	Billing Question	Above SLA	Louisville	38
AAK-89591840-T-157623-lt	Cherri Airth	Email	California	Billing Question	Above SLA	Los Angeles	7
AAM-13006642-0-551960-P9	Laughton Weeks	Call-Center	Mississippi	Billing Question	Above SLA	Gulfport	31
AAR-06190528-r-994754-PN	Newton Hedderly	Call-Center	North Carolina	Billing Question	Above SLA	Charlotte	7
AAS-82228974-y-969269-m3	Kandy Gallety	Web	California	Billing Question	Above SLA	Los Angeles	29
AAS-96671334-z-432224-5P	Kristoforo Hoofe	Email	California	Billing Question	Above SLA	Oakland	15
AAT-53465245-9-250458-MD	Manya Firle	Call-Center	Connecticut	Billing Question	Above SLA	New Haven	34
AAW-85808076-l-731688-A1	Susi Hoggetts	Chatbot	California	Billing Question	Above SLA	Irvine	43
ABB-91988499-k-181948-f0	Randy Riall	Chatbot	Minnesota	Billing Question	Above SLA	Young America	34
ABE-47352675-l-931537-ug	Marjy Griffith	Call-Center	Georgia	Payments	Above SLA	Alpharetta	35
ABN-55071122-x-703525-ff	Etienne Ward	Web	Oklahoma	Billing Question	Above SLA	Oklahoma City	35
ABQ-21259095-d-322207-K6	Rocky Bedborough	Call-Center	Texas	Billing Question	Above SLA	Dallas	8
ABR-34794642-k-284006-LZ	Alfie Pigot	Email	Indiana	Billing Question	Above SLA	Muncie	14
ABV-19906776-N-361245-yX	Tatum Ledrane	Email	Ohio	Billing Question	Above SLA	Dayton	45
ABW-05125804-2-586383-b2	Aurore Strank	Email	Colorado	Service Outage	Above SLA	Pueblo	29