



# CUSTOMER SUPPORT ANALYTICS | HOME

Home

Grid

Date

1/10/2020

10/31/2020

City

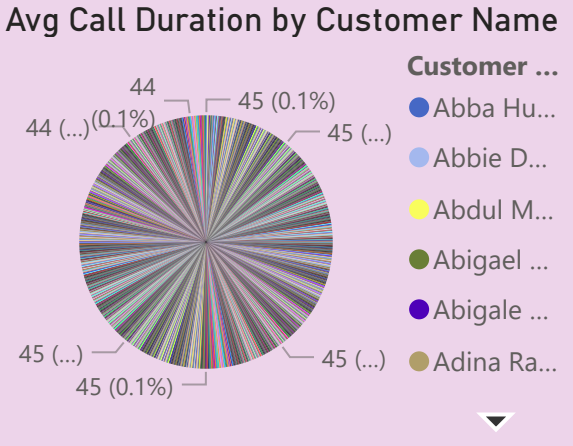
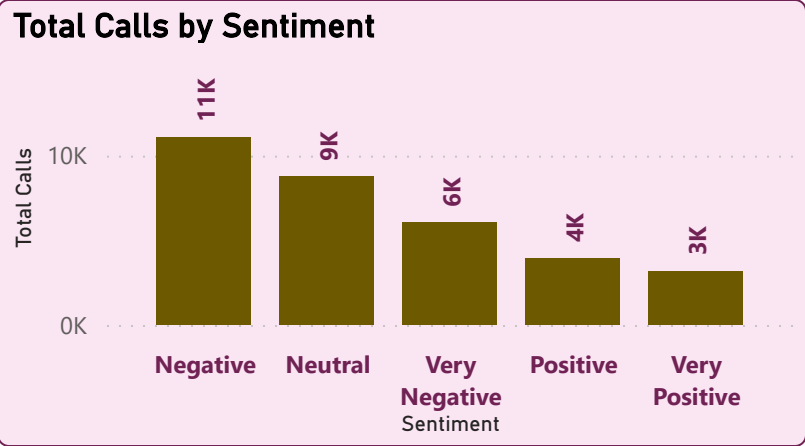
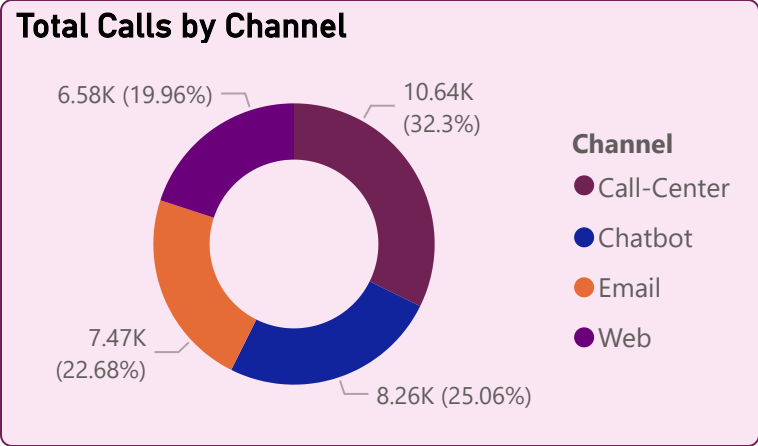
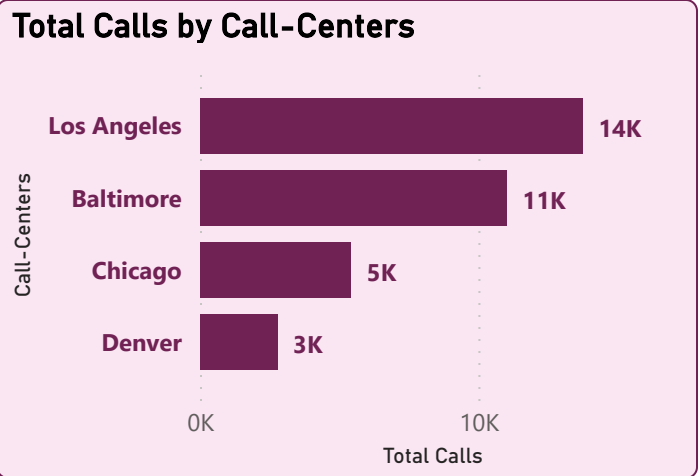
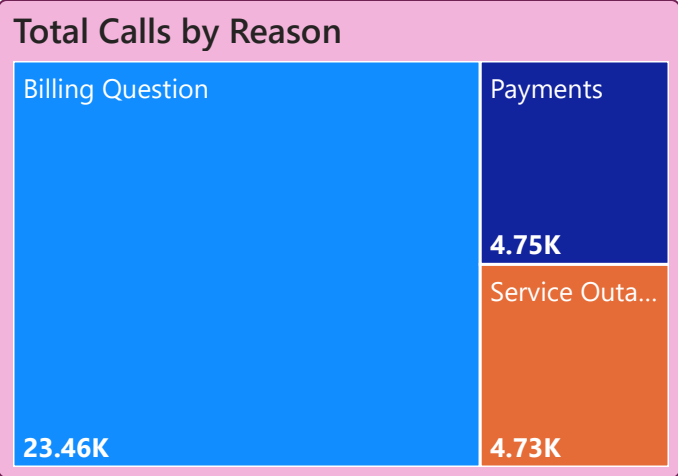
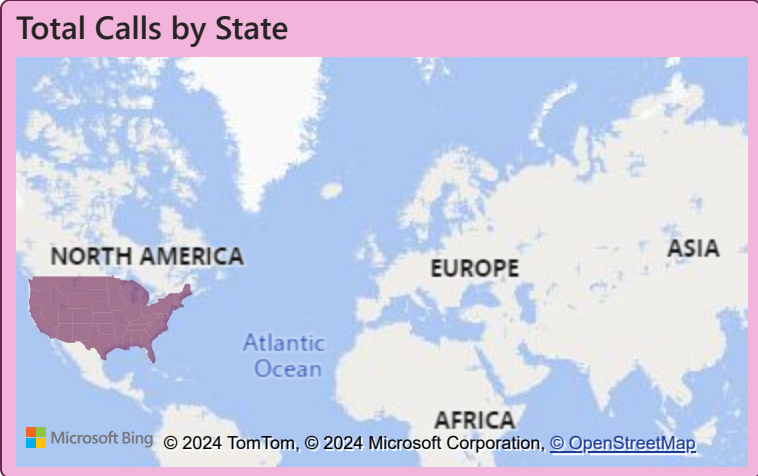
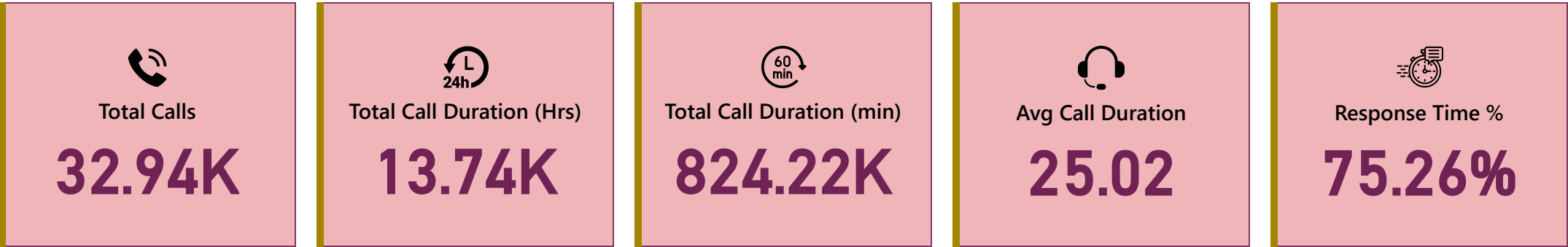
All

Customer Name

All

Channel

All



# CUSTOMER SUPPORT ANALYTICS | GRID



MENU

Home

Grid

Date

1/10/2020



10/31/2020



City

All



Customer Name

All



Channel

All



Total Calls

32.94K



Total Call Duration (Hrs)

13.74K



Total Call Duration (min)

824.22K



Avg Call Duration

25.02



Response Time %

75.26%

Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (min)
AMF-40724077-O-166268-Xy	Demetra Swalwell	Call-Center	Wyoming	Billing Question	Within SLA	Cheyenne	38.00
DSK-00151888-c-372440-ZG	Ber Miere	Email	Wyoming	Billing Question	Below SLA	Cheyenne	21.00
HVB-65247920-D-283265-SV	Bertina Pascow	Web	Wyoming	Billing Question	Below SLA	Cheyenne	39.00
IFK-02837019-o-419428-1e	Cathy Adshed	Call-Center	Wyoming	Billing Question	Below SLA	Cheyenne	10.00
ISW-21665348-8-062712-IA	Devin Rumble	Call-Center	Wyoming	Payments	Within SLA	Cheyenne	28.00
LVQ-80010250-u-102017-U0	Margret Allward	Chatbot	Wyoming	Service Outage	Below SLA	Cheyenne	28.00
MMS-25778828-f-252527-Kb	Rheba Bohlmann	Call-Center	Wyoming	Payments	Within SLA	Cheyenne	21.00
PRU-94469179-P-100633-9u	Umberto Whittingham	Call-Center	Wyoming	Payments	Below SLA	Cheyenne	11.00
UTD-48854105-j-302615-7q	Tricia Rainton	Call-Center	Wyoming	Billing Question	Within SLA	Cheyenne	29.00
WPZ-80541222-D-514609-wA	Harcourt Truswell	Call-Center	Wyoming	Payments	Within SLA	Cheyenne	27.00
XMA-32384342-0-588282-ie	Torrey Ellerton	Web	Wyoming	Billing Question	Within SLA	Cheyenne	12.00
ABD-18250411-a-121317-mv	Malvina Scurman	Web	Wisconsin	Billing Question	Within SLA	Green Bay	38.00
ABK-09847353-y-616256-HQ	Babita Oddboy	Chatbot	Wisconsin	Billing Question	Within SLA	Milwaukee	41.00
AHX-08352703-i-000842-RP	Yorgos Sheahan	Email	Wisconsin	Service Outage	Below SLA	Milwaukee	40.00
AIT-03204849-u-527617-hw	Bradley Aronowitz	Call-Center	Wisconsin	Payments	Within SLA	Madison	20.00
ALC-42875045-F-195151-Wr	Nefen Fassum	Email	Wisconsin	Billing Question	Above SLA	Milwaukee	37.00
ASC-07423386-6-598008-nX	Romy Gowlett	Web	Wisconsin	Billing Question	Within SLA	Appleton	13.00