



32.94K

Count of Id



13.74K

Sum of Call Duration In hrs



824K

Sum of Call Duration In Minutes



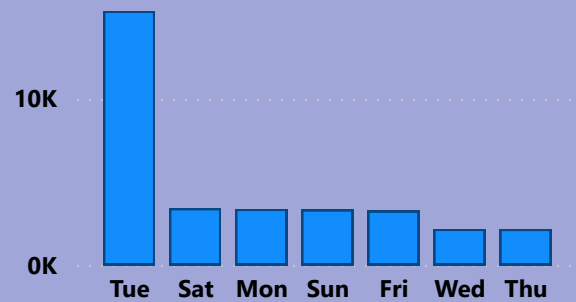
0.03K

Average of Call Duration In  
Minutes

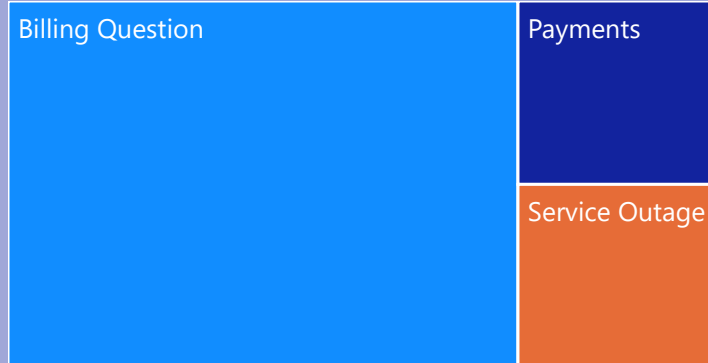
Page 1

Grid

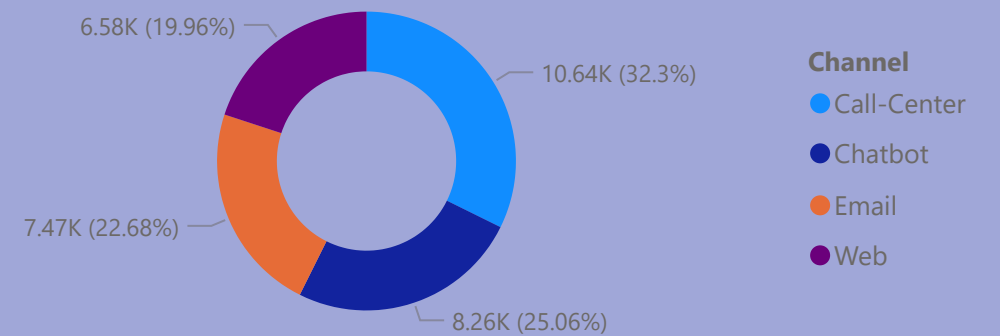
Count of Id by Day



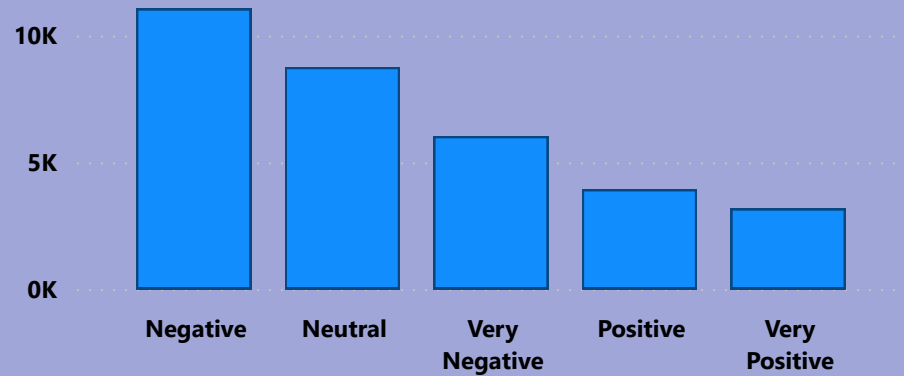
Top Reasons for Call



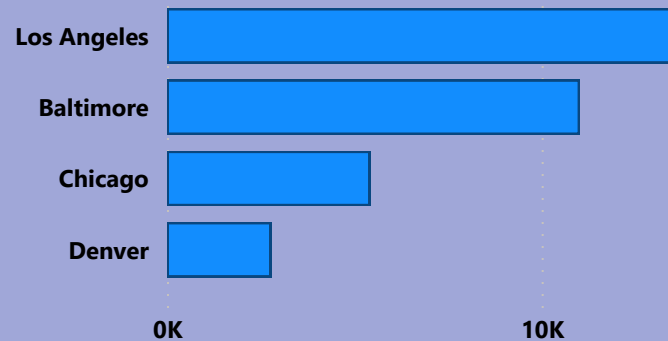
Count of Id by Channel



Total Calls by Sentiment



Total Calls by Call Center



Channel

All

City

All

State

- ☐ Alabama
- ☐ Alaska
- ☐ Arizona
- ☐ Arkansas
- ☐ California
- ☐ Colorado
- ☐ Connecticut

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Sum of Call Duration In hrs

824K

Sum of Call Duration In Mi...

0.03K

Average of Call Duration In Min...

Month	Day	Id	State	Reason	Sentiment
January	10	AAP-56121141-e-659041-kE	Missouri	Billing Question	Neutral
January	10	ABJ-07188852-S-895716-7C	Texas	Billing Question	Neutral
January	10	ABS-86308509-f-138659-09	Texas	Billing Question	Neutral
January	10	ABU-76554602-x-662523-9P	Pennsylvania	Billing Question	Negative
January	10	ABX-39451389-S-133767-Ta	South Carolina	Service Outage	Positive
January	10	ACP-72789209-h-980325-ef	Texas	Billing Question	Neutral
January	10	ADD-29235481-v-379800-dd	Illinois	Billing Question	Very Negative
January	10	ADO-62752100-P-790257-Nn	Indiana	Payments	Positive
January	10	ADS-53199030-B-052642-0q	Kansas	Payments	Very Positive
January	10	ADY-50905197-T-362556-D1	Texas	Service Outage	Negative
January	10	AEA-46457261-W-839108-dq	Minnesota	Billing Question	Neutral
January	10	AEI-43024059-j-273938-4x	California	Billing Question	Neutral
January	10	AET-47639934-U-808176-V0	Oregon	Billing Question	Positive
January	10	AET-86134590-K-960606-pr	Mississippi	Billing Question	Neutral
January	10	AGA-38136146-i-465445-Yv	Indiana	Billing Question	Neutral
January	10	AGD-78747856-9-439347-6T	Texas	Billing Question	Very Positive
January	10	AGM-07962859-y-405566-9V	Louisiana	Service Outage	Negative
January	10	AGT-73800468-r-870982-TI	Florida	Billing Question	Positive
January	10	AHD-60667522-3-992166-Dp	Louisiana	Billing Question	Very Negative
January	10	AIE-89204753-h-274978-dW	Oklahoma	Billing Question	Very Positive
January	10	AIR-05955354-j-454404-ft	New York	Billing Question	Negative
January	10	AIT-61813654-Z-632072-oQ	Alabama	Billing Question	Negative
January	10	AJJ-39470973-x-479444-zD	Arizona	Service Outage	Very Positive
January	10	AIS-38455425-X-343992-Y7	Georgia	Billing Question	Positive