



Home

Grid

Date

10/1/2020

10/31/2020

Channel

All

City

All



Total Calls

32.94K



Total Calls (Hrs)

13.74K



Total Calls (Mins)

824.22K



Avg Calls (Min)

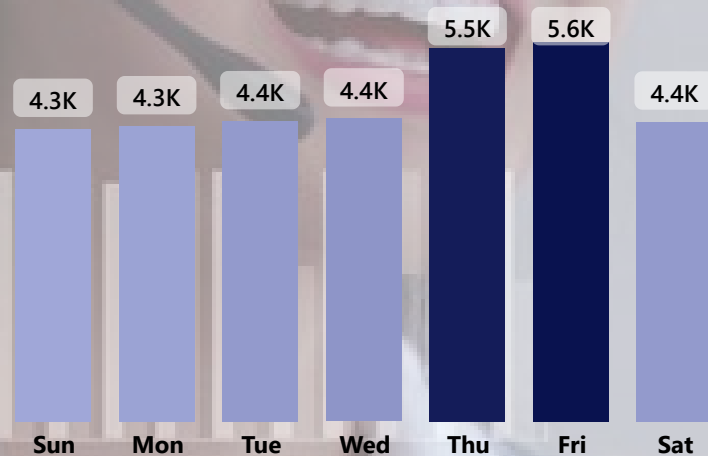
25.02



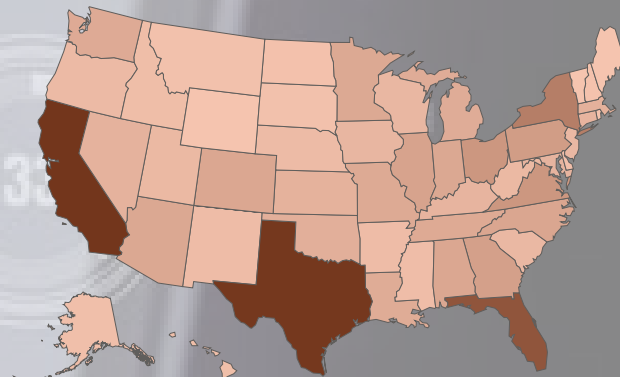
Total Response %

75.26%

Total Calls by Days



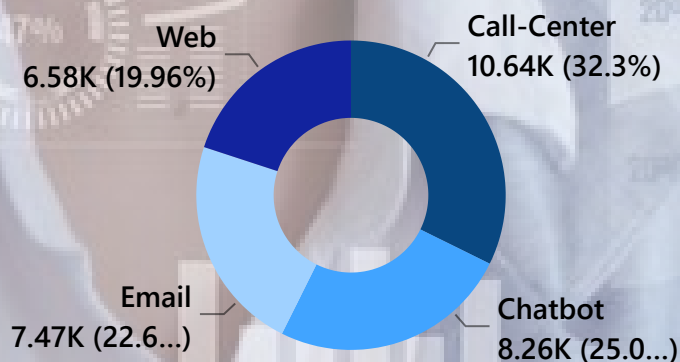
Total Calls by State



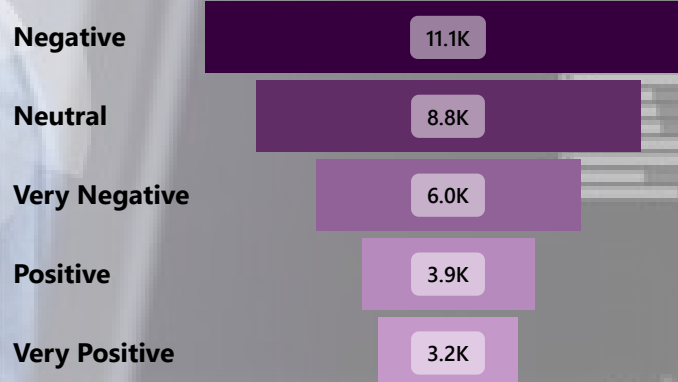
Total Calls by Reason



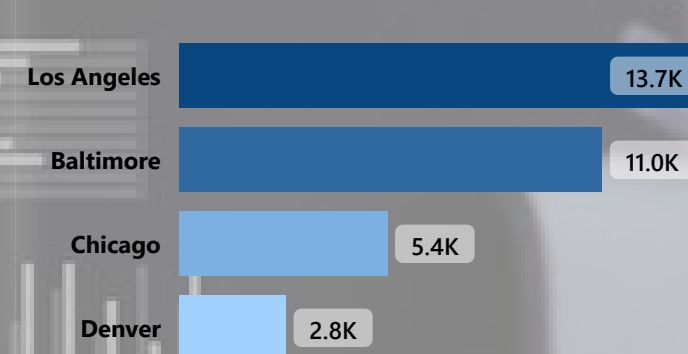
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres City





# Call Center Dashboard | Grid



Home

Grid

Date

10/1/2020

10/31/2020

Channel

All

City

All



Total Calls

32.94K



Total Calls (Hrs)

13.74K



Total Calls (Mins)

824.22K



Avg Calls (Min)

25.02



Total Response %

75.26%

Customer Name	Channel	State	Reason	Response Time	City	Sentiment	Total Calls Duration (Mins)
Aaren Basilone	Chatbot	North Carolina	Billing Question	Within SLA	Durham	Very Negative	23.00
Aaren De Lisle	Chatbot	District of Columbia	Billing Question	Within SLA	Washington	Neutral	5.00
Aaren Dufore	Web	Alabama	Billing Question	Within SLA	Birmingham	Negative	24.00
Aaren Gurnell	Chatbot	Louisiana	Billing Question	Within SLA	Baton Rouge	Negative	40.00
Aaren Stanger	Email	South Dakota	Billing Question	Within SLA	Sioux Falls	Negative	34.00
Aarika Cammidge	Web	Texas	Service Outage	Within SLA	Houston	Negative	12.00
Aarika Ferrarese	Call-Center	Kansas	Billing Question	Above SLA	Shawnee Mission	Neutral	31.00
Aarika Lau	Email	Pennsylvania	Billing Question	Above SLA	Pittsburgh	Negative	40.00
Aarika Partleton	Web	Georgia	Billing Question	Below SLA	Augusta	Positive	38.00
Aaron Dolle	Chatbot	Virginia	Billing Question	Within SLA	Richmond	Very Negative	24.00
Aaron Skains	Web	Arizona	Billing Question	Below SLA	Phoenix	Positive	42.00
Ab Bugdell	Web	California	Billing Question	Within SLA	Los Angeles	Very Negative	14.00
Ab Potteril	Email	Nevada	Billing Question	Below SLA	Las Vegas	Very Negative	10.00
Ab Woolacott	Call-Center	Virginia	Payments	Above SLA	Virginia Beach	Negative	33.00
Abagael Guttridge	Call-Center	Alabama	Billing Question	Within SLA	Montgomery	Very Negative	17.00
Abagael St Pierre	Email	Minnesota	Billing Question	Below SLA	Minneapolis	Neutral	20.00