

# CALL CENTRE DASHBOARD | HOME



## MENU

HOME

GRID

Page 1

## FILTERS

Date

01-10-2020

31-10-2020

Channel, D...

All

City

All



Total call duration(min)  
824.22K



Responser time %  
75.26%



Total call duration(hrs)  
13.74K

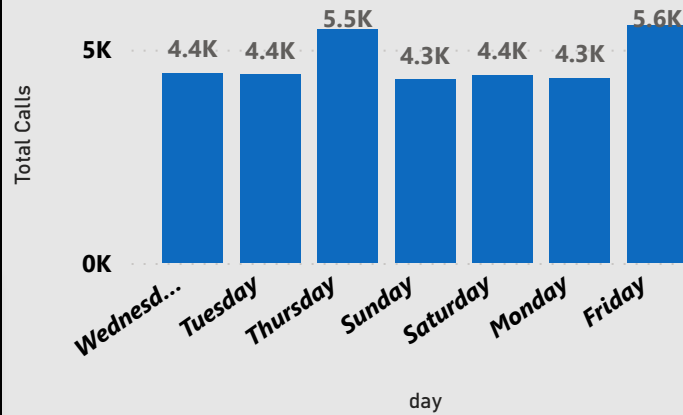


Total Calls  
33K

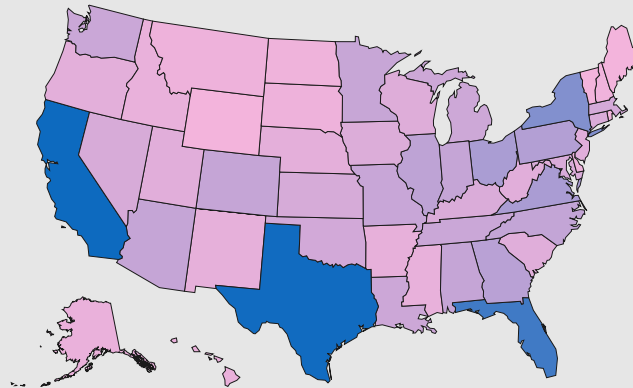


Avg call duration (min)  
25.02

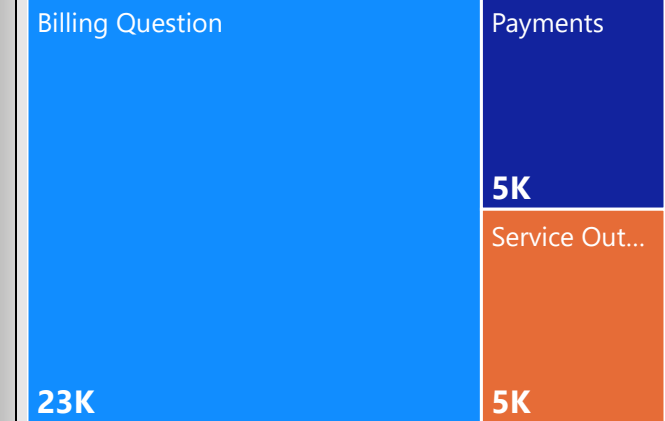
Total Calls by day



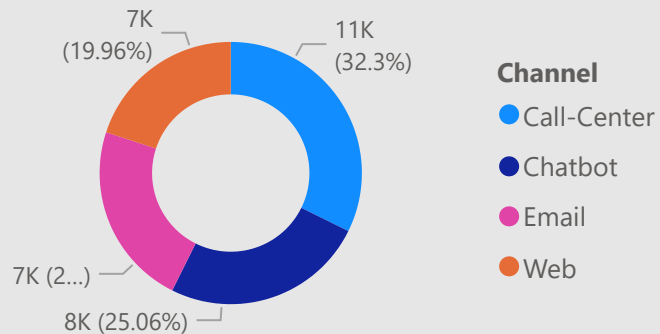
Total Calls by State



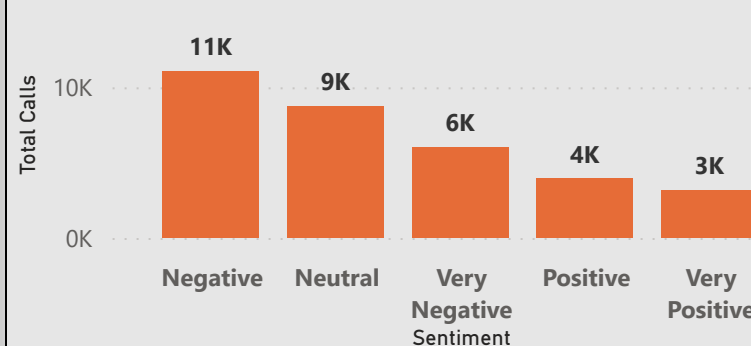
Total Calls by Reason



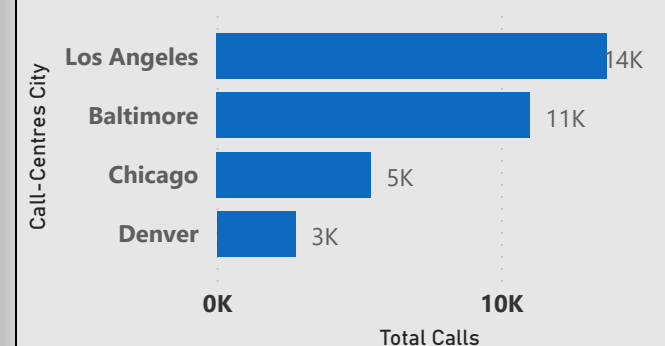
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres City





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824.22K



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13.74K



Total Calls  
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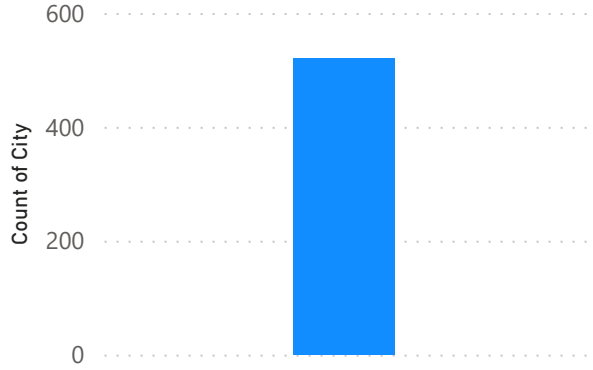


Avg call duration (min)  
25.02

Id	Customer Name	Reason	Channel	Total call duration(min)	State	Response Time	City
AAA-03321706-1-866834-I1	Andrea Bailiss	Payments	Call-Center	12.00	North Carolina	Within SLA	Charlotte
AAB-04923282-m-405308-yW	Othilie Strand	Service Outage	Web	5.00	Tennessee	Below SLA	Nashville
AAB-23102945-b-065985-xp	Sondra Bearman	Billing Question	Call-Center	9.00	Oregon	Above SLA	Salem
AAB-64454903-y-396859-bx	Gibb Augustine	Service Outage	Web	20.00	Colorado	Within SLA	Littleton
AAB-68191584-X-296651-JM	Hope Verissimo	Billing Question	Web	43.00	California	Within SLA	Fresno
AAD-09890763-W-615200-jL	Eydie Firebrace	Billing Question	Web	28.00	Nevada	Within SLA	Las Vegas
AAD-20872250-D-453978-fM	Hendrika Higgonet	Billing Question	Email	8.00	California	Below SLA	Anaheim
AAD-28507074-R-562834-Xd	Bond Eve	Billing Question	Call-Center	20.00	California	Above SLA	Pasadena
AAD-37751026-T-355348-zV	Selby Poon	Billing Question	Web	21.00	Florida	Within SLA	Vero Beach
AAD-91253539-C-305338-wj	Shelbi Baiss	Billing Question	Call-Center	11.00	New Jersey	Within SLA	Paterson
AAE-05965563-S-424746-4p	Krysta Gonnely	Billing Question	Chatbot	44.00	California	Above SLA	Pasadena
AAE-20338259-S-732755-mJ	Celinda Blincko	Billing Question	Email	19.00	Virginia	Within SLA	Arlington
AAE-56555470-4-160195-FX	Wendall Heinsen	Payments	Call-Center	45.00	Texas	Within SLA	Amarillo
AAE-68788374-t-102355-kw	Emalia Wilton	Billing Question	Email	21.00	Florida	Within SLA	Bradenton
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Billing Question	Web	16.00	Pennsylvania	Within SLA	Philadelphia
AAF-25933263-r-676313-sd	Sibylle Tuplin	Service Outage	Web	14.00	Arizona	Within SLA	Phoenix
AAF-97589540-z-453138-Ca	Roselia Listone	Payments	Call-Center	28.00	Alabama	Below SLA	Tuscaloosa
AAG-74209063-w-486645-1T	Elonore Fernier	Billing Question	Web	38.00	Kentucky	Above SLA	Louisville
AAH-00792945-3-552123-Hn	Chev Quarles	Billing Question	Web	15.00	New York	Within SLA	New York City
Total				824222.00			

Call-Centres City Response Time▲	
Baltimore	Above SLA
Chicago	Above SLA
Denver	Above SLA
Los Angeles	Above SLA

Count of City



30

Count of Call Timestamp  
max per Call-Centres City