

CALL CENTER DASHBOARD | HOME



MENU

Home

Grid

FILTERS

Date

01-10-2020



31-10-2020



Channel

All



City

All



Total calls

32.941K



Total Call Duration..

13.737K



Total Calls Duratio...

824K



Avg of call duratio...

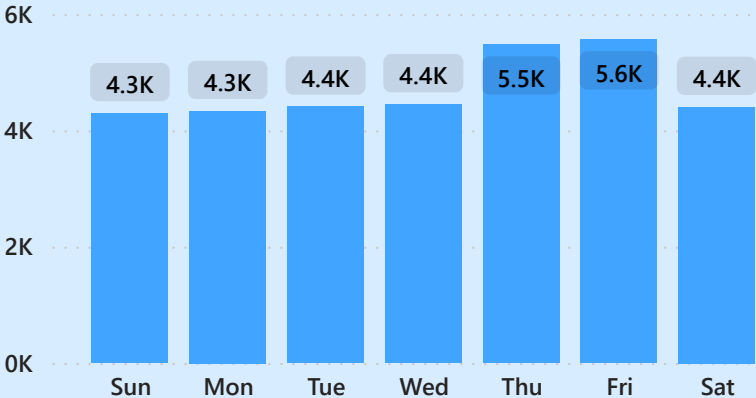
25.021



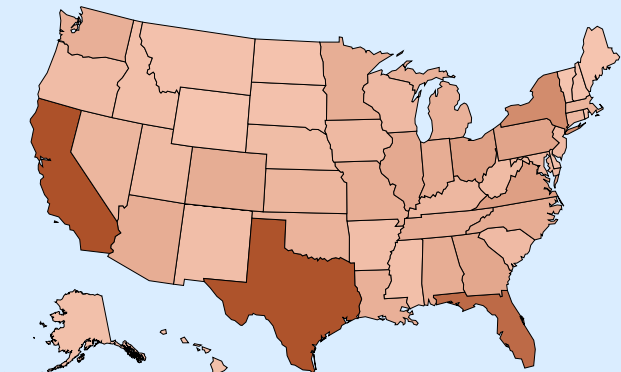
RESPONSE TIME %

75.265%

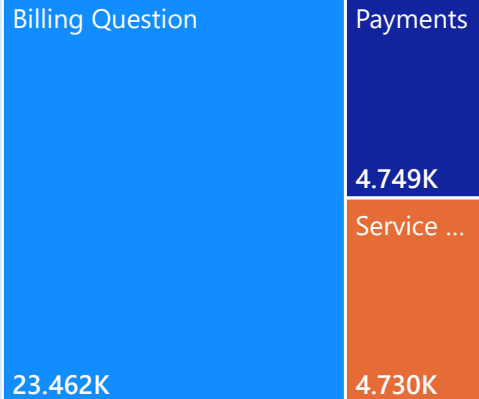
Total calls by Day



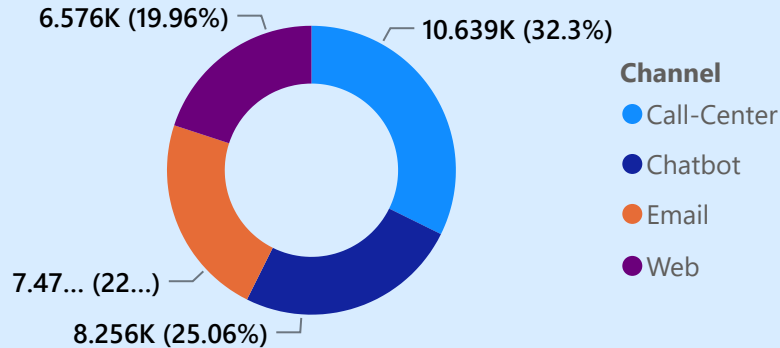
Total Calls by State



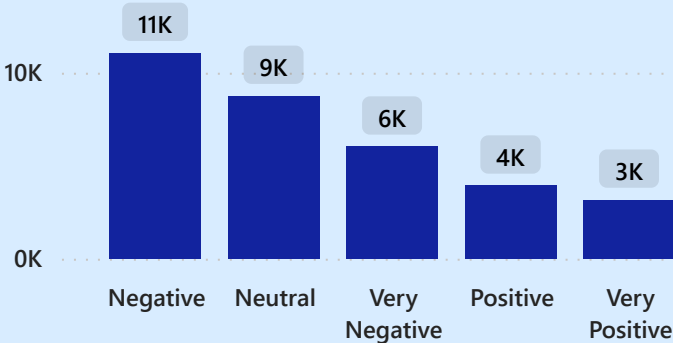
Total calls by Reason



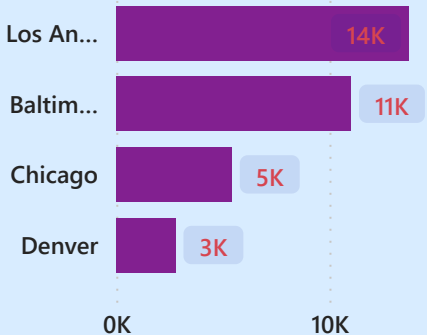
Total calls by Channel



Total calls by Sentiment



Total calls by Call-Centres



CALL CENTER DASHBOARD | GRID



Home

Grid

Date

01-10-2020



31-10-2020



Channel

All



City

All



Total calls

32.941K



Total Call Duration..

13.737K



Total Calls Duratio...

824K



Avg of call duratio...

25.021



RESPONSE TIME %

75.265%

Id	Customer Name	Channel	State	Reason	Response Time	City	Total Calls Durations (mins)
ADR-61258105-y-130822-pB	Clo Diaper	Chatbot	Texas	Service Outage	Within SLA	Abilene	31
AJL-71410620-H-811217-43	Derk Coghlin	Email	Texas	Billing Question	Within SLA	Abilene	42
CLD-72691788-d-633201-1X	Rosalie Berre	Email	Texas	Billing Question	Within SLA	Abilene	11
CXW-54470843-a-836914-52	Rustin McNickle	Call-Center	Texas	Billing Question	Within SLA	Abilene	9
EIY-81889640-D-458777-l2	Anatole Aldous	Chatbot	Texas	Billing Question	Within SLA	Abilene	33
EON-53815205-r-830645-1V	Ileana Klemensiewicz	Call-Center	Texas	Billing Question	Below SLA	Abilene	21
EPL-31448597-o-279288-zQ	Cynthy Richfield	Call-Center	Texas	Billing Question	Below SLA	Abilene	24
ESH-60954156-t-839786-bw	Catlaina Blaik	Chatbot	Texas	Billing Question	Within SLA	Abilene	24
EVO-87671386-X-222468-HJ	Nanon FitzGilbert	Web	Texas	Billing Question	Below SLA	Abilene	36
FBK-45796269-p-918080-TO	Carlos Comport	Call-Center	Texas	Billing Question	Below SLA	Abilene	39
FFP-30644756-J-954573-eE	Angel Rhodes	Call-Center	Texas	Payments	Above SLA	Abilene	44
FQV-25954056-5-560555-dS	Rab Buntine	Chatbot	Texas	Service Outage	Above SLA	Abilene	37
FZG-90852504-g-478543-cp	Sly Bofield	Web	Texas	Billing Question	Above SLA	Abilene	34
GSK-45379479-y-050641-gH	Shanan Cockarill	Chatbot	Texas	Service Outage	Above SLA	Abilene	10
HKT-37756809-z-208581-ai	Phaedra Dewen	Call-Center	Texas	Billing Question	Within SLA	Abilene	33
JUY-15825465-g-360053-tf	Jarid Cowitz	Chatbot	Texas	Billing Question	Below SLA	Abilene	24
MXR-19158631-F-649692-qm	Erie Joule	Call-Center	Texas	Billing Question	Within SLA	Abilene	23
OKZ-58146271-i-417855-m8	Moritz Chopping	Email	Texas	Billing Question	Within SLA	Abilene	45
QVC-71002706-l-450600-l	Shirley McGinnis	Call-Center	Texas	Payments	Within SLA	Abilene	44