

CALL CENTER DASHBOARD | HOME



MENU

Home

Grid

Filters

Date

18/01/2020



18/06/2020



Channel

All



City

All



Total Calls

5.46K



Total Call Duration...

2.29K



Total Call Duration...

137.33K



Average Call Durati...

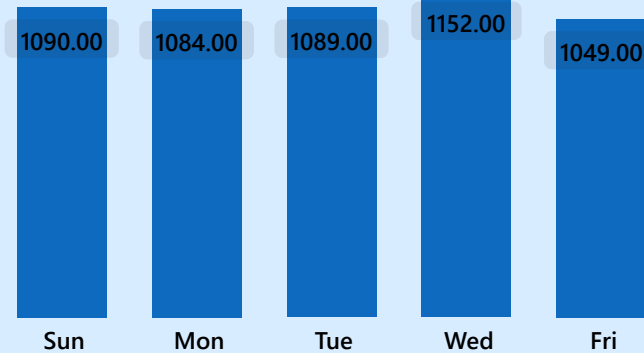
25.13



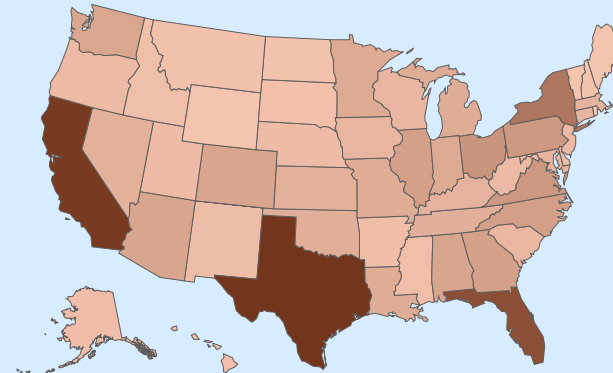
Response Time %

74.30%

Total Calls by Day



Total Calls by State



Total Calls by Reason

Billing Question

Payments

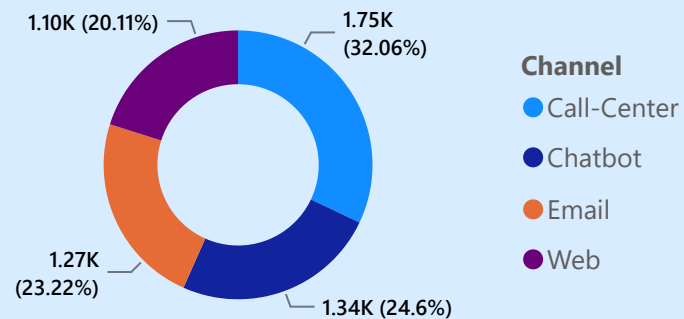
3.88K

0.83K

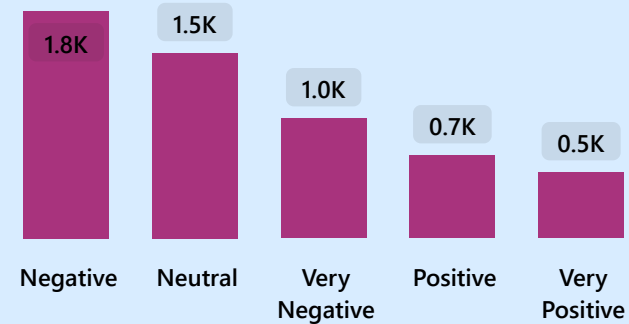
Service ...

0.76K

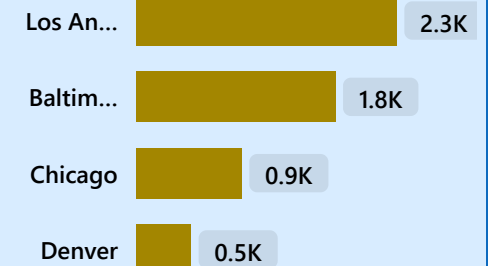
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres



CALL CENTER DASHBOARD | GRID



Home

Grid

Date

10/01/2020

10/12/2020

Channel

All

City

All



Total Calls

32.94K



Total Call Duration...

13.74K



Total Call Duration...

824.22K



Average Call Durati...

25.02



Response Time %

75.26%

Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (min)
AAA-03321706-1-866834-l1	Andrea Bailiss	Call-Center	North Carolina	Payments	Within SLA	Charlotte	12.00
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Service Outage	Below SLA	Nashville	5.00
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	9.00
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Service Outage	Within SLA	Littleton	20.00
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Billing Question	Within SLA	Fresno	43.00
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Billing Question	Within SLA	Las Vegas	28.00
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Billing Question	Below SLA	Anaheim	8.00
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	Pasadena	20.00
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Billing Question	Within SLA	Vero Beach	21.00
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Billing Question	Within SLA	Paterson	11.00
AAE-05965563-S-424746-4p	Krysta Gonnely	Chatbot	California	Billing Question	Above SLA	Pasadena	44.00
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Billing Question	Within SLA	Arlington	19.00
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	Amarillo	45.00
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Billing Question	Within SLA	Bradenton	21.00
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Billing Question	Within SLA	Philadelphia	16.00
AAF-25933263-r-676313-sd	Sibylle Tuplin	Web	Arizona	Service Outage	Within SLA	Phoenix	14.00