

CALL CENTER DASHBOARD | HOME



Home

Grid

Menu

Date

01-10-2020

31-10-2020

Total Channel

All

City

All



Total Calls

33K



Total Call Duration(Min)

824K



Total Call Duration(Hrs)

13.74K



Avg Call Duration(Min)

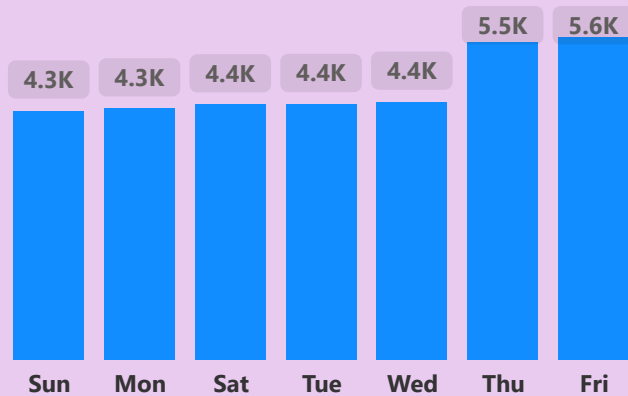
25.02



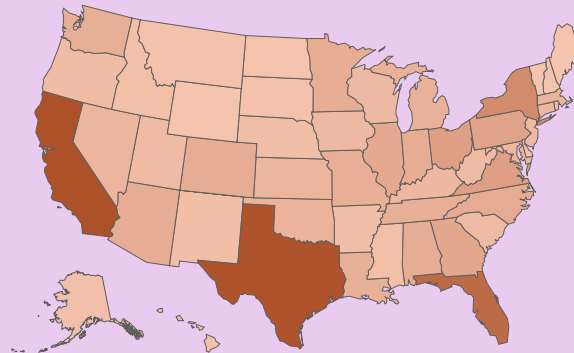
Response Time %

75.26%

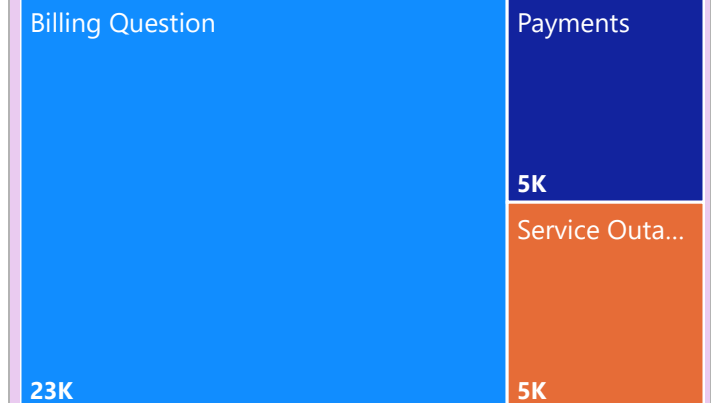
Total Calls by Day



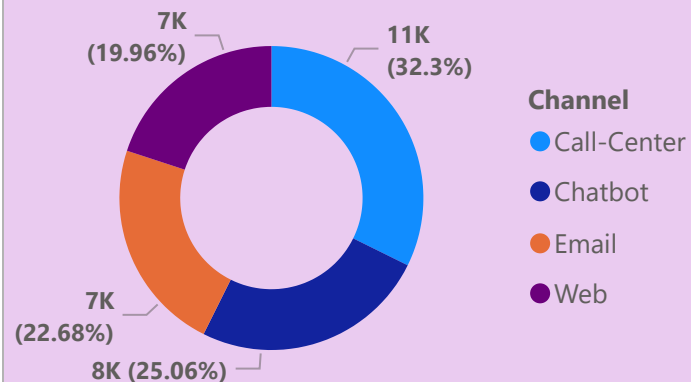
Total Calls by State



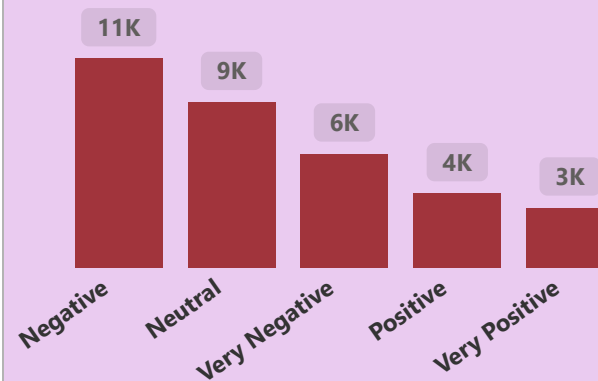
Total Calls by Reason



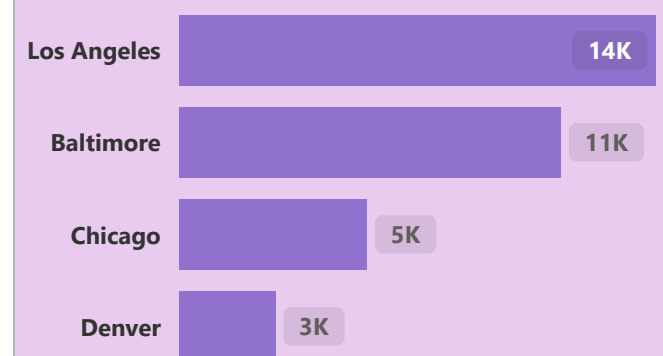
Total Calls by Channel



Total Calls by Sentiment



Total Calls by Call-Centres City



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Date

01-10-2020

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Total Channel

All

City

All



Total Calls

33K



Total Call Duration(Min)

824K



Total Call Duration(Hrs)

13.74K



Avg Call Duration(Min)

25.02



Response Time %

75.26%

Id	Customer Name	Channel	Reason	Response Time	City	Total Call Duration(Min)
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Billing Question	Above SLA	Salem	9
AAB-68191584-X-296651-JM	Hope Verissimo	Web	Billing Question	Within SLA	Fresno	43
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Billing Question	Within SLA	Las Vegas	28
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	Billing Question	Below SLA	Anaheim	8
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	Billing Question	Above SLA	Pasadena	20
AAD-37751026-T-355348-zV	Selby Poon	Web	Billing Question	Within SLA	Vero Beach	21
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	Billing Question	Within SLA	Paterson	11
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	Billing Question	Above SLA	Pasadena	44
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Billing Question	Within SLA	Arlington	19
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Billing Question	Within SLA	Bradenton	21
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Billing Question	Within SLA	Philadelphia	16
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Billing Question	Above SLA	Louisville	38
AAH-00792945-3-552123-Hn	Chev Quarles	Web	Billing Question	Within SLA	New York City	15
AAI-76624824-D-681890-o9	Barnaby Dunkinson	Email	Billing Question	Within SLA	Flint	24
AAJ-31393249-T-371030-7M	Corrine Winfred	Chatbot	Billing Question	Within SLA	Oklahoma City	20
AAK-01722446-R-008487-pL	Rolland Gillbey	Email	Billing Question	Within SLA	Albany	30
AAK-72648595-0-716329-0q	Janith Tregonna	Chatbot	Billing Question	Within SLA	Brockton	5
AAK-89591840-T-157623-It	Cherri Airth	Email	Billing Question	Above SLA	Los Angeles	7
AAM-07091179-K-410299-9Y	Antoine Pitkaithly	Chatbot	Billing Question	Below SLA	Lexington	36
AAM-13006642-0-551960-P9	Laughton Weeks	Call-Center	Billing Question	Above SLA	Gulfport	31