



CALL CENTER

Tableau de bord

Data

Filtres

Période

01/10/2020



31/10/2020



Pays

Tout



Canal

Tout



Nombre total d'appels

32,94K



Durée des appels en heures

13,74K



Durée des appels en minutes

824,22K



Moyenne durée des appels

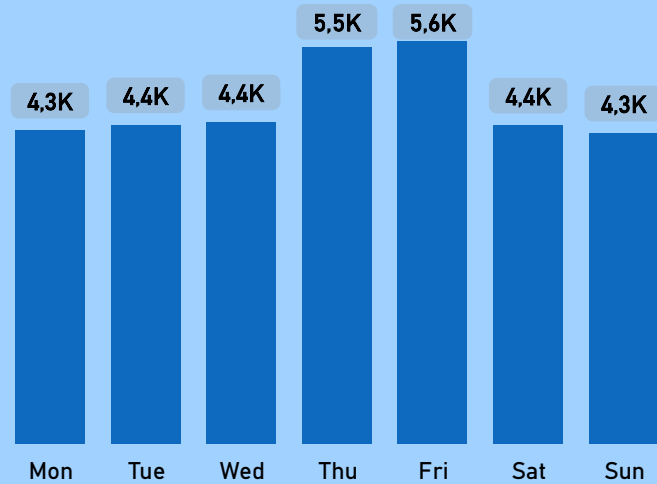
25,02



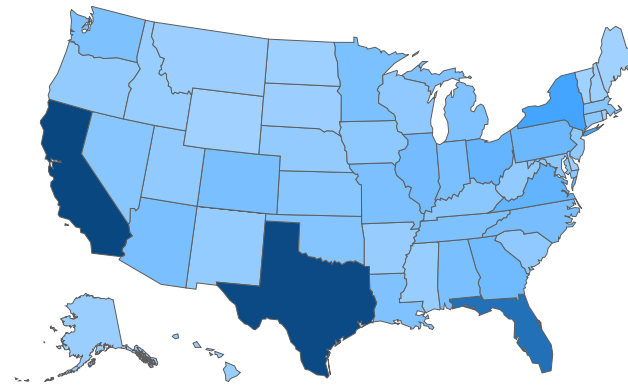
Temps de réponse

75,26 %

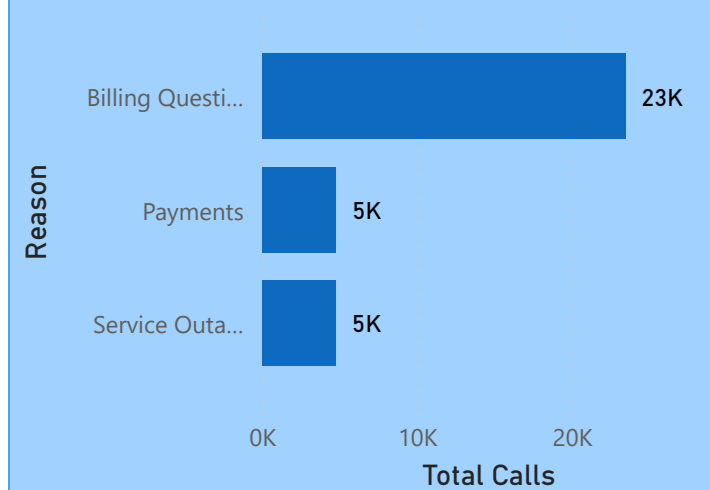
Nombre d'appels par jour



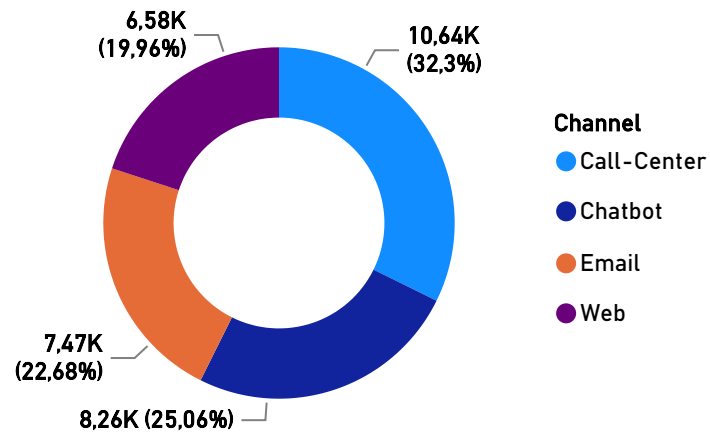
Nombre d'appels par état



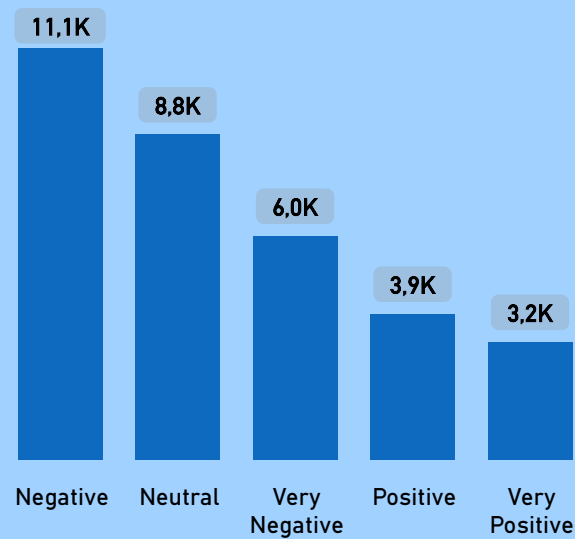
Nombre d'appels par service



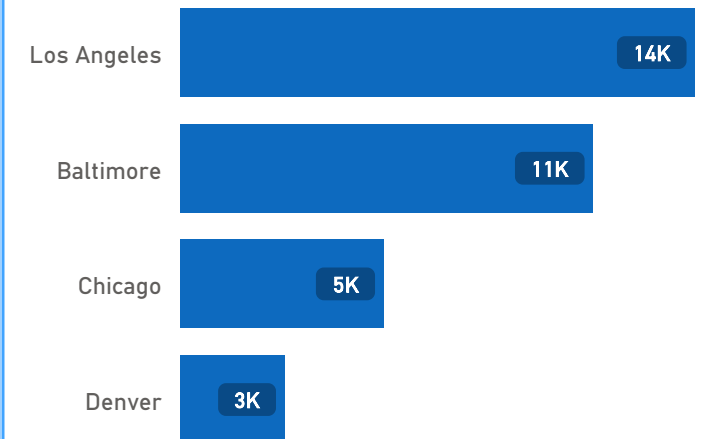
Nombre d'appels par canal de communication



Nombre d'appels par sentiment



Nombre d'appels par site





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ID	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (min)	Sentiment
AAA-03321706-1-866834-l1	Andrea Bailiss	Call-Center	North Carolina	Payments	Within SLA	Charlotte	12,00	Negative
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Service Outage	Below SLA	Nashville	5,00	Negative
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	9,00	Very Positive
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Service Outage	Within SLA	Littleton	20,00	Positive
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Billing Question	Within SLA	Fresno	43,00	Positive
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Billing Question	Within SLA	Las Vegas	28,00	Neutral
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Billing Question	Below SLA	Anaheim	8,00	Very Positive
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	Pasadena	20,00	Very Negative
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Billing Question	Within SLA	Vero Beach	21,00	Negative
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Billing Question	Within SLA	Paterson	11,00	Positive
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Billing Question	Above SLA	Pasadena	44,00	Negative
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Billing Question	Within SLA	Arlington	19,00	Positive
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	Amarillo	45,00	Negative
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Billing Question	Within SLA	Bradenton	21,00	Negative
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Billing Question	Within SLA	Philadelphia	16,00	Very Negative
AAF-25933263-r-676313-sd	Sibylle Tuplin	Web	Arizona	Service Outage	Within SLA	Phoenix	14,00	Positive
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Payments	Below SLA	Tuscaloosa	28,00	Neutral
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Kentucky	Billing Question	Above SLA	Louisville	38,00	Positive
AAH-00792945-3-552123-Hn	Chev Quarles	Web	New York	Billing Question	Within SLA	New York City	15,00	Very Positive
AAH-47182806-V-056613-mt	Leonhard McPharlain	Call-Center	Alabama	Payments	Within SLA	Montgomery	42,00	Negative
AAI-76624824-D-681890-o9	Barnaby Dunkinson	Email	Michigan	Billing Question	Within SLA	Flint	24,00	Neutral
AAJ-31393249-T-371030-7M	Corrine Winfred	Chatbot	Oklahoma	Billing Question	Within SLA	Oklahoma City	20,00	Negative
AAK-01722446-R-008487-pL	Rolland Gillbey	Email	New York	Billing Question	Within SLA	Albany	30,00	Negative
AAK-54246932-l-947676-dt	Aveline Goodlife	Call-Center	Virginia	Payments	Below SLA	Fairfax	21,00	Positive
AAK-72648595-0-716329-0q	Janith Tregonna	Chatbot	Massachusetts	Billing Question	Within SLA	Brockton	5,00	Very Negative
AAK-89591840-T-157623-lt	Cherri Airth	Email	California	Billing Question	Above SLA	Los Angeles	7,00	Positive