CALL CENTER DASHBOARD | HOME

Home

Grid

Date
1/10/2020
10/31/2020

Channel
All

City
All

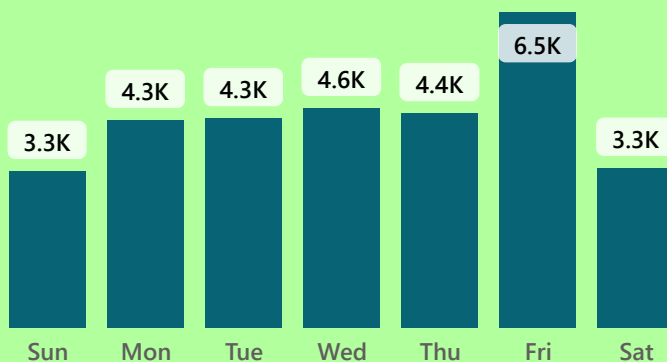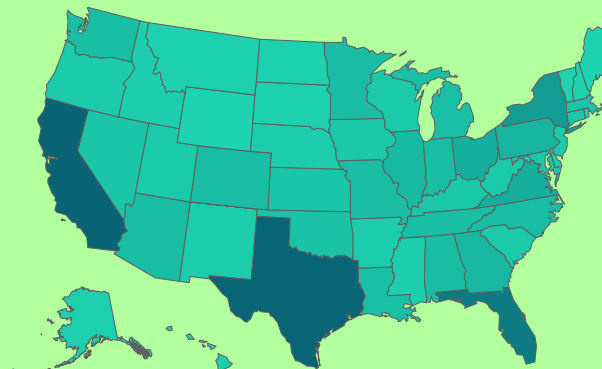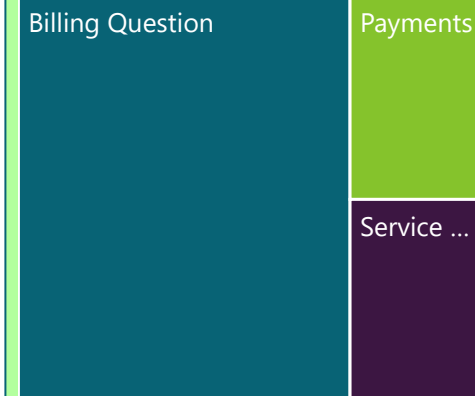| Total Calls	Total Call Duration (Hrs)	Total Call Duration (min)	Avg Call Duration (min)	Response Time %
32.94K	13.74K	824.22K	25.02	75.26%

Total Calls by Day

Day	Calls
Sun	3.3K
Mon	4.3K
Tue	4.3K
Wed	4.6K
Thu	4.4K
Fri	6.5K
Sat	3.3K

Total Calls by State

Total Calls by Reason

- Billing Question
- Payments
- Service ...

Total Calls by Channel

- Call-Center: 11K (32.3%)
- Chatbot: 8K (25.06%)
- Email: 7K (22.68%)
- Web: 7K (19.96%)

Channel
- Call-Center
- Chatbot
- Email
- Web
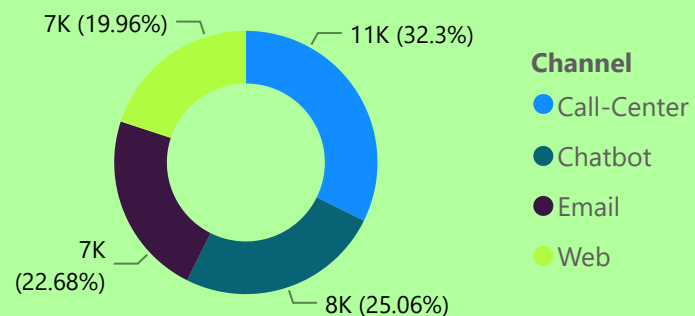
Total Calls by Sentiment

Sentiment	Calls
Negative	11K
Neutral	9K
Very Negative	6K
Positive	4K
Very Positive	3K
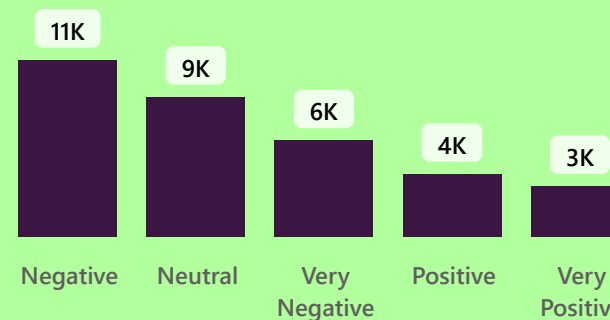
Total Calls by Call-Centres City

City	Calls
Los An...	14K
Baltim...	11K
Chicago	5K
Denver	3K
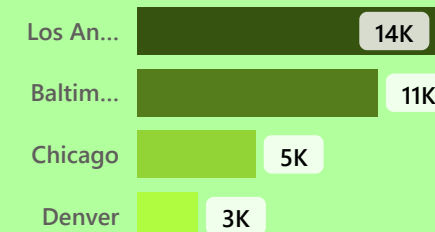
CALL CENTER DASHBOARD | GRID

Total Calls	**Total Call Duration (Hrs)**	**Total Call Duration (min)**	**Avg Call Duration (min)**	**Response Time %**
32.94K	13.74K	824.22K	25.02	75.26%

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Date

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Channel

All

City

All

Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (min)
AAA-03321706-1-866834-I1	Andrea Bailiss	Call-Center	North Carolina	Payments	Within SLA	Charlotte	1
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Service Outage	Below SLA	Nashville	
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Service Outage	Within SLA	Littleton	2
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Billing Question	Within SLA	Fresno	4
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Billing Question	Within SLA	Las Vegas	2
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Billing Question	Below SLA	Anaheim	
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	Pasadena	2
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Billing Question	Within SLA	Vero Beach	2
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Billing Question	Within SLA	Paterson	1
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Billing Question	Above SLA	Pasadena	4
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Billing Question	Within SLA	Arlington	1
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	Amarillo	4
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Billing Question	Within SLA	Bradenton	2
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Billing Question	Within SLA	Philadelphia	1
AAF-25933263-r-676313-sd	Sibylle Tuplin	Web	Arizona	Service Outage	Within SLA	Phoenix	1
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Payments	Below SLA	Tuscaloosa	2