

CALL CENTER DASHBOARD | HOME



MENU

Home

Grid

FILTERS

Date

01-10-2020



31-10-2020



Channel

All



City

All



Total Calls

32.94K



Total Call Duration in (Hrs)

13.74K



Total Call Duration (min)

824.22K



Avg Call Duration (min)

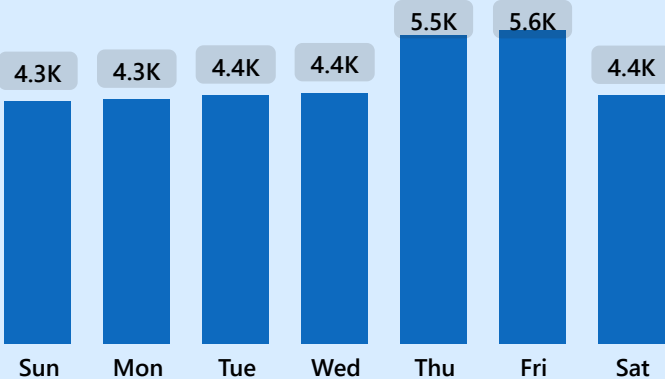
25.02



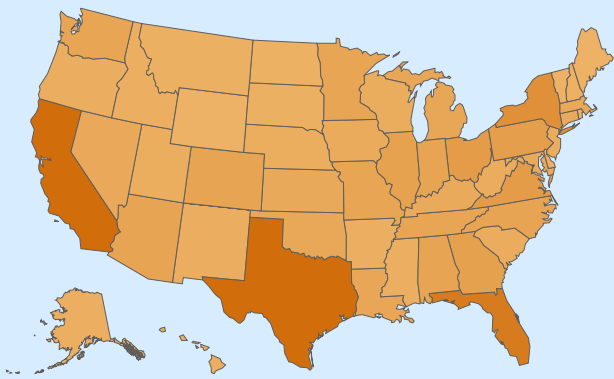
Response Time %

75.26%

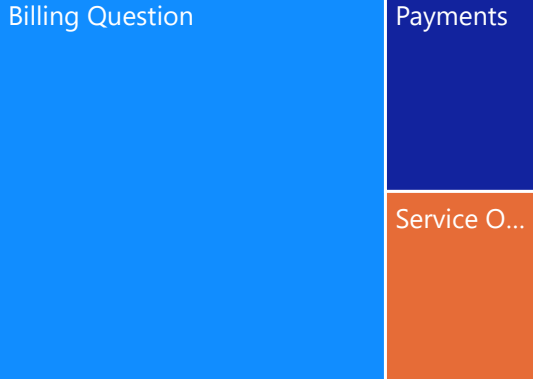
Total Calls by Day



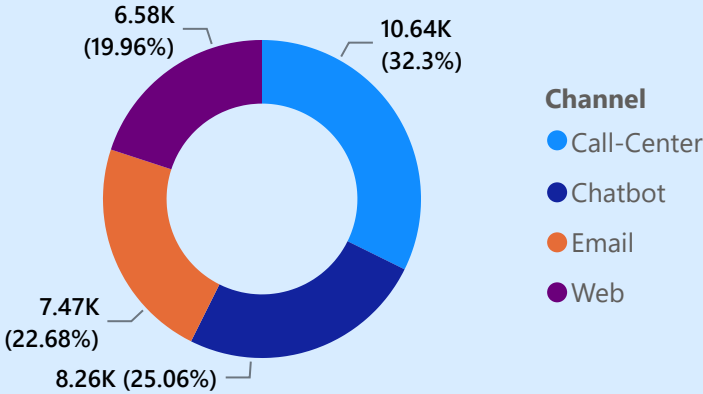
Total calls by State



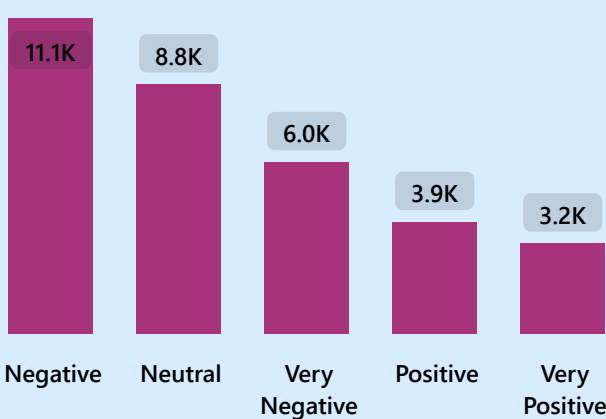
Total calls by Reason



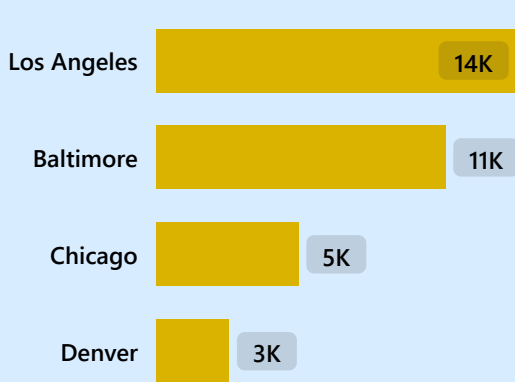
Total calls by Channel



Total calls by Sentiment



Total calls by Call-Centres



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Total Calls

32.94K



Total Call Duration in (Hrs)

13.74K



Total Call Duration (min)

824.22K



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	9.00
AAB-68191584-X-296651-JM	Hope Verissimo	Web	Billing Question	Within SLA	Fresno	43.00
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Billing Question	Within SLA	Las Vegas	28.00
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	Billing Question	Below SLA	Anaheim	8.00
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	Billing Question	Above SLA	Pasadena	20.00
AAD-37751026-T-355348-zV	Selby Poon	Web	Billing Question	Within SLA	Vero Beach	21.00
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	Billing Question	Within SLA	Paterson	11.00
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	Billing Question	Above SLA	Pasadena	44.00
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Billing Question	Within SLA	Arlington	19.00
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Billing Question	Within SLA	Bradenton	21.00
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Billing Question	Within SLA	Philadelphia	16.00
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Billing Question	Above SLA	Louisville	38.00
AAH-00792945-3-552123-Hn	Chev Quarles	Web	Billing Question	Within SLA	New York City	15.00
AAI-76624824-D-681890-o9	Barnaby Dunkinson	Email	Billing Question	Within SLA	Flint	24.00
AAJ-31393249-T-371030-7M	Corrine Winfred	Chatbot	Billing Question	Within SLA	Oklahoma City	20.00
AAK-01722446-R-008487-pL	Rolland Gillbey	Email	Billing Question	Within SLA	Albany	30.00
AAK-72648595-0-716329-0q	Janith Tregonna	Chatbot	Billing Question	Within SLA	Brockton	5.00
AAK-89591840-T-157623-lt	Cherri Airth	Email	Billing Question	Above SLA	Los Angeles	7.00
AAM-07091179-K-410299-9Y	Antoine Pitkaithly	Chatbot	Billing Question	Below SLA	Lexington	36.00