



Linkedin



Date

2020-10-01

2020-10-31

Channel

All

City

All

Clear

Total Calls

32,94K

Total Call Duration (hours)

13,73K

Total Call Duration (min)

824,08K

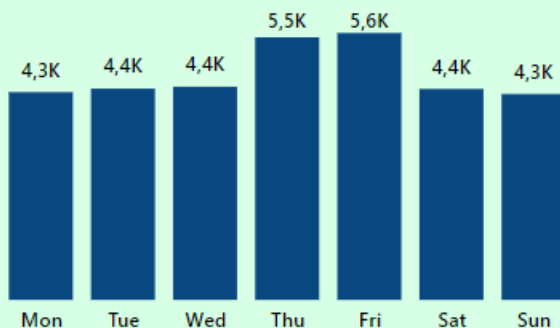
Average Call Duration (min)

25,02

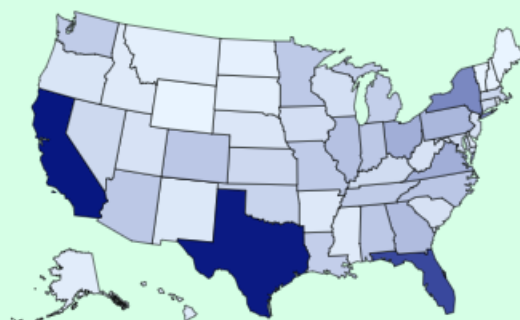
Response Time %

75,27%

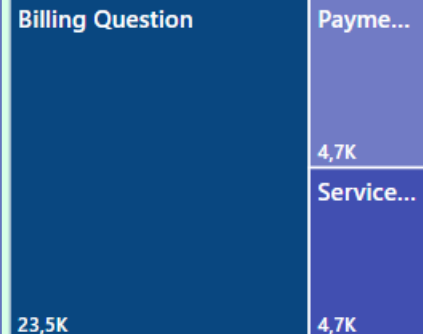
Total Calls by Day



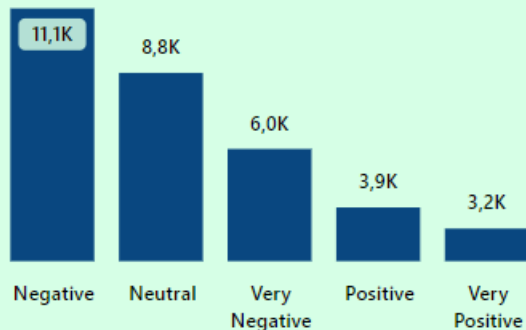
Total Calls by State



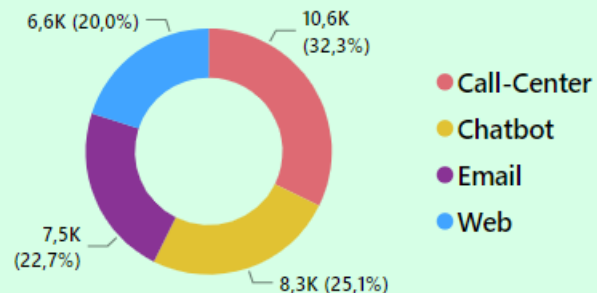
Total Calls by Reason



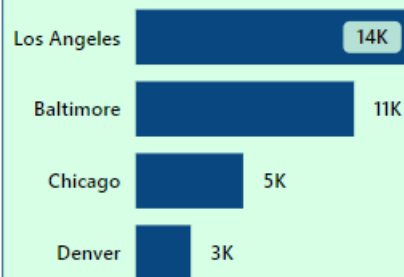
Total Calls by Sentiment



Total Calls by Channel



Total Calls by Call-Centres City





# CALL CENTER DASHBOARD | TABLE

Linkedin



Date

2020-10-01



2020-10-31



Channel

All



City

All



Clear

Total Calls

32,94K

Total Call Duration (hours)

13,73K

Total Call Duration (min)

824,08K

Avarage Call Duration (min)

25,02

Response Time %

75,27%

Id	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (min)
AAA-03321706-1-866834-11	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 Gonnelly	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
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Payments	Below SLA	Tuscaloosa	28,00
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Kentucky	Billing Question	Above SLA	Louisville	38,00
AAH-00792945-3-552123-Hn	Chev Quarles	Web	New York	Billing Question	Within SLA	New York City	15,00
AAH-47182806-V-056613-mt	Leonhard McPharlain	Call-Center	Alabama	Payments	Within SLA	Montgomery	42,00
AAI-76624824-D-681890-o9	Barnaby Dunkinson	Email	Michigan	Billing Question	Within SLA	Flint	24,00





## CALL CENTER DASHBOARD



Linked 

Date

2020-10-01 

2020-10-31 

Clear

Channel

All 

City

All 

Total Calls

**32,94K**

Call Duration  
hrs

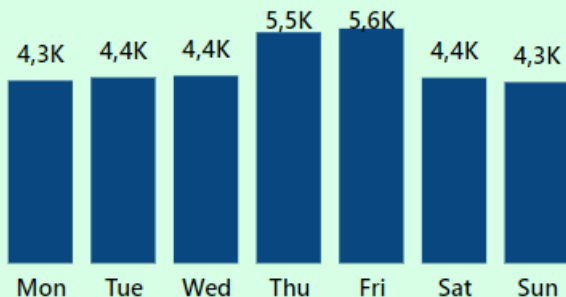
**13,73K**

Call Duration  
min.

**824,08K**



### Total Calls by Day



### Total Calls by State