

10/1/2020



10/31/2020



Call Center Analysis | Home

Home

Grid

Channels

Call-Center

Chatbot

Email

Web

Filter

City

All

Thu and Fri are
busy day

Highest call from
Texas and
California

Billing Question is
the Top Reason
Segment

Los Angeles is
Taken Highest Call

33K

Total_Calls

13.74K

Total_Call_Hrs

824K

Total_Call_Mint

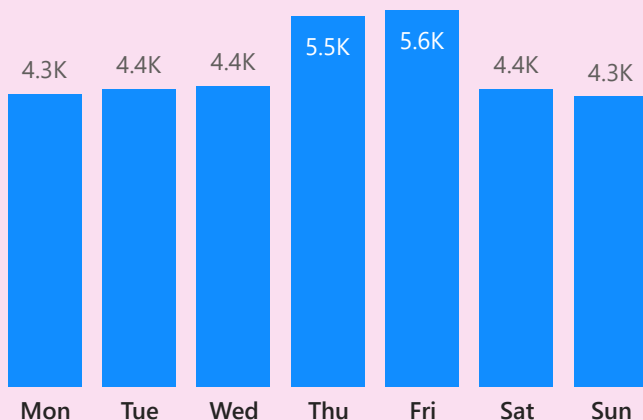
25.02

AvgCall_Duration(m)

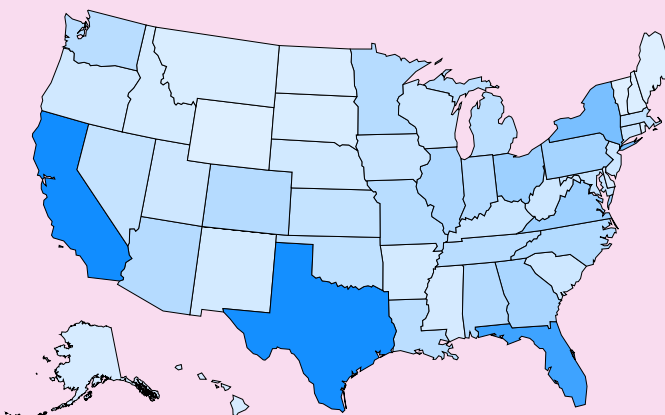
75.26%

Response_Time

Total_Calls by Day



Total_Calls by State



Total_Calls by Reason

Billing Question

Payments

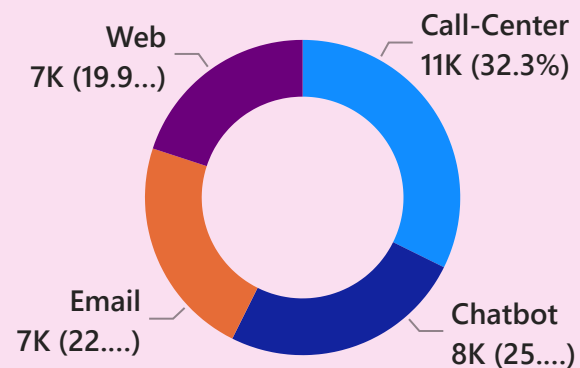
23K

5K

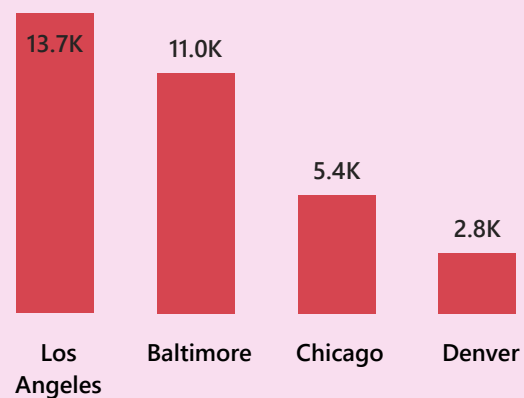
Service ...

5K

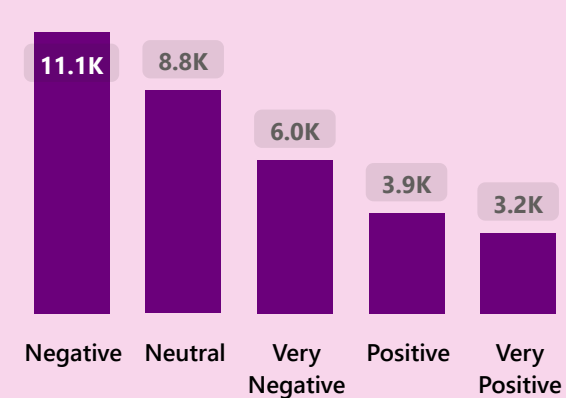
Total_Calls by Channel



Total_Calls by Call-Centres City



Total_Calls by Sentiment



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25.02

AvgCall_Duration(m)

75.26%

Response_Time

Id	Customer Name	Channel	State	Reason	Response Time	Total_Call_Mint
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Service Outage	Below SLA	5
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	9
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Service Outage	Within SLA	20
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Billing Question	Within SLA	43
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Billing Question	Within SLA	28
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Billing Question	Below SLA	8
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	20
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Billing Question	Within SLA	21
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Billing Question	Within SLA	11
AAE-05965563-S-424746-4p	Krysta Gonnely	Chatbot	California	Billing Question	Above SLA	44
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Billing Question	Within SLA	19
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	45
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Billing Question	Within SLA	21
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Billing Question	Within SLA	16
AAF-25933263-r-676313-sd	Sibylle Tuplin	Web	Arizona	Service Outage	Within SLA	14
AAF-27500540-4-152120-C	Dan Hines	Call-Center	Alabama	Billing Question	Below SLA	20