

CALL CENTER DASHBOARD

Date

1/10/2020

City

All

Channel

All

Summary

MOM

Details



Total Calls

32941



Total Call Duration HRs

13.74K



Total Call Duration MINs

824.22K



Average Call Duration MINs

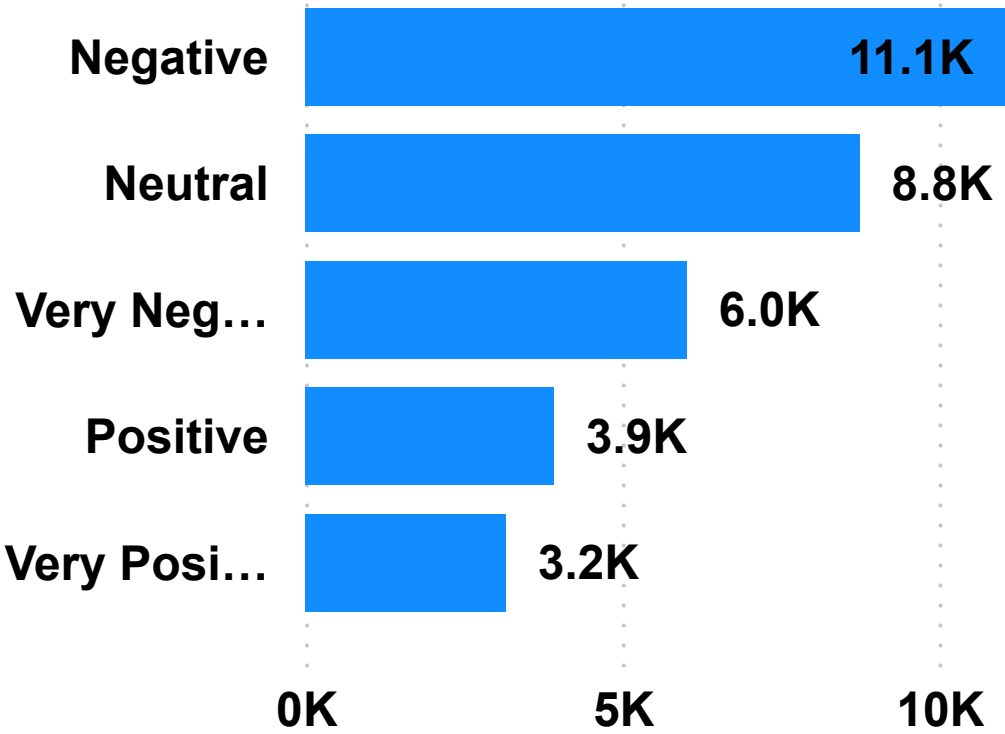
25.02



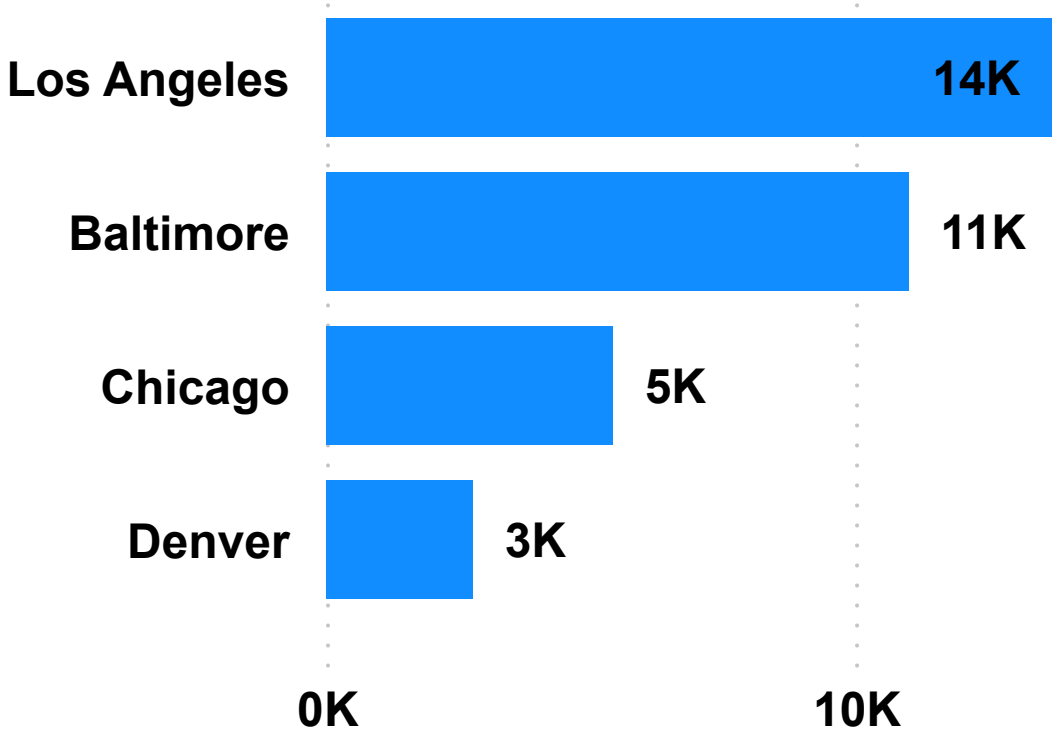
Response Time%

62.61%

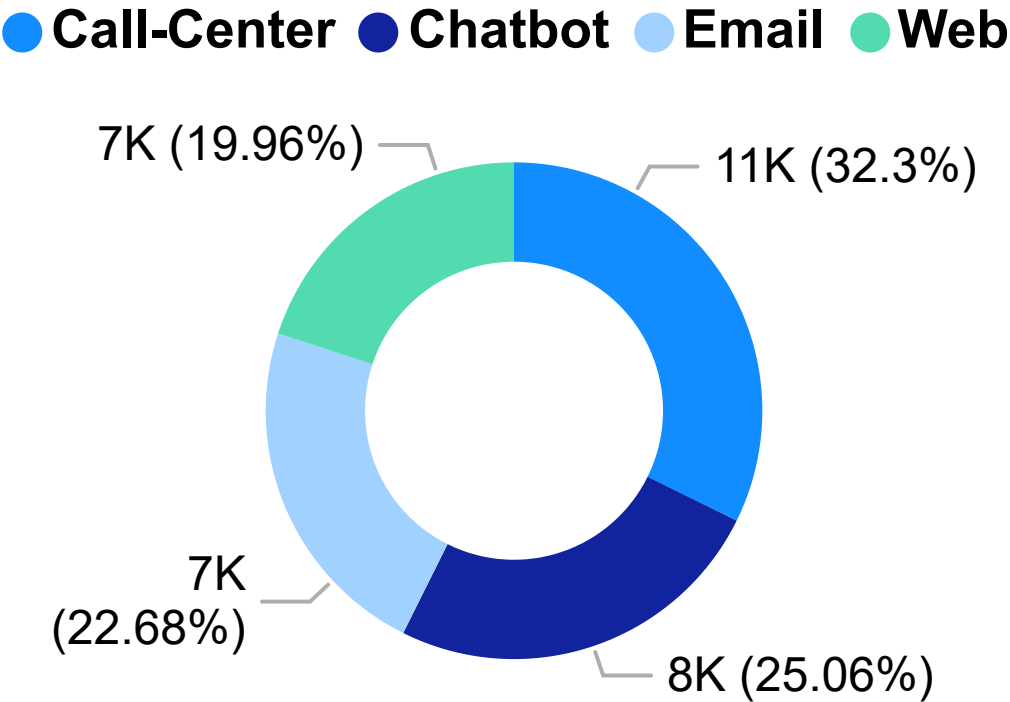
Total Calls by Sentiment



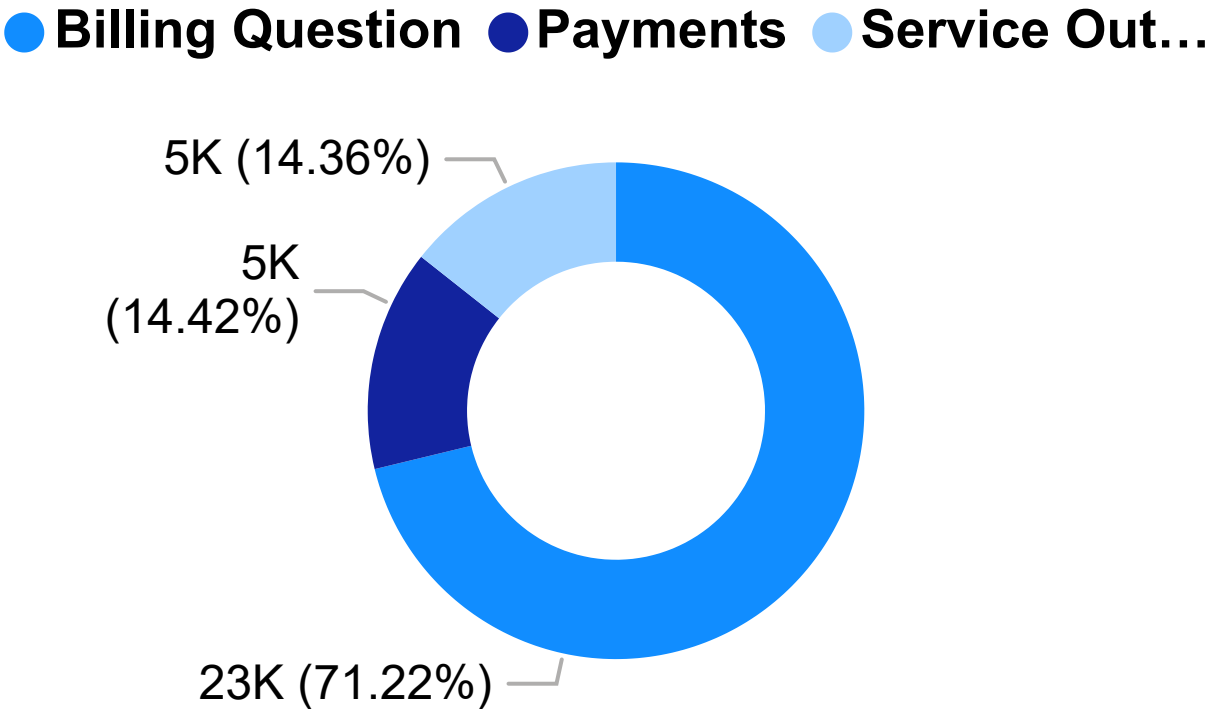
Total Calls by Call-Centres City



Total Calls by Channel



Total Calls by Reason



Map and filled map visuals aren't enabled for your org. Contact your tenant admin to fix this. [See details](#)



Total Calls
32941



Total Call Duration HRs
13.74K



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Average Call Duration MINs
25.02



Response Time%
62.61%

Weekday		January	February	March	April	May	June	July	August	September	October	November	December	Total
Sunday	Total Calls					1090					2160			3250
	Total Call Duration HRS					463.55					892.33			1,355.88
	Response Time %					61.38%					63.15%			62.55%
Monday	Total Calls		1084						1067		2156			4307
	Total Call Duration HRS		445.38						452.00		895.83			1,793.22
	Response Time %		60.24%						62.23%		62.43%			61.83%
Tuesday	Total Calls			1089							3256	1087		5432
	Total Call Duration HRS			456.98							1,355.43	441.47		2,253.88
	Response Time %			63.27%							61.98%	63.11%		62.46%
Wednesday	Total Calls						1152				3404			4556
	Total Call Duration HRS						487.88				1,429.93			1,917.82
	Response Time %						60.76%				63.57%			62.86%
Thursday	Total Calls									1123	3325		1088	5536
	Total Call Duration HRS									475.38	1,388.02		453.95	2,317.35
	Response Time %									63.05%	62.80%		62.41%	62.77%
Friday	Total Calls	1089			1049			1045			3363			6546
	Total Call Duration HRS	450.88			434.97			433.20			1,388.00			2,707.05

DETAILS

Date

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All

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Id	Customer Name	Channel	State	City	Call-Centres City	Reason	Sentiment	Call Duration In Minutes
AAA-03321706-1-866834-I1	Andrea Bailiss	Call-Center	North Carolina	Charlotte	Baltimore	Payments	Negative	12
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Nashville	Baltimore	Service Outage	Negative	5
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Salem	Chicago	Billing Question	Very Positive	9
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Littleton	Los Angeles	Service Outage	Positive	20
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Fresno	Chicago	Billing Question	Positive	43
AAD-09890763-W-615200-jL	Eydie Firebrace	Web	Nevada	Las Vegas	Baltimore	Billing Question	Neutral	28
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Anaheim	Los Angeles	Billing Question	Very Positive	8
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Pasadena	Baltimore	Billing Question	Very Negative	20
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Vero Beach	Chicago	Billing Question	Negative	21
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Paterson	Baltimore	Billing Question	Positive	11
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Pasadena	Chicago	Billing Question	Negative	44
AAE-20338259-S-732755-mJ	Celinda Blincko	Email	Virginia	Arlington	Baltimore	Billing Question	Positive	19
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Amarillo	Los Angeles	Payments	Negative	45
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Bradenton	Los Angeles	Billing Question	Negative	21
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Philadelphia	Los Angeles	Billing Question	Very Negative	16
AAF-25933263-r-676313-sd	Sibylle Tuplin	Web	Arizona	Phoenix	Baltimore	Service Outage	Positive	14
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Tuscaloosa	Chicago	Payments	Neutral	28
AAG-74209063-w-486645-1T	Elonore Fernier	Web	Kentucky	Louisville	Baltimore	Billing Question	Positive	38
AAH-00792945-3-552123-Hn	Chev Quarles	Web	New York	New York City	Chicago	Billing Question	Very Positive	15
AAH-47182806-V-056613-mt	Leonhard McPharlain	Call-Center	Alabama	Montgomery	Denver	Payments	Negative	42
AAI-76624824-D-681890-o9	Barnaby Dunkinson	Email	Michigan	Flint	Los Angeles	Billing Question	Neutral	24
AAJ-31393249-T-371030-7M	Corrine Winfred	Chatbot	Oklahoma	Oklahoma City	Los Angeles	Billing Question	Negative	20
AAK-01722446-R-008487-pL	Rolland Gillbey	Email	New York	Albany	Denver	Billing Question	Negative	30
AAK-54246032-L-047676-dt	Aveline Goodlife	Call-Center	Virginia	Fairfax	Baltimore	Payments	Positive	21