

**total calls**

32.94K



13.74K



824.2K



25.02



**75.26...**

[HOME](#)

## GRID

DATE \_\_\_\_\_

10/1/2020



All

Channel:

All

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	12.0
AAB-04923282-m-405308-yW	Othilie Strand	Web	Tennessee	Service Outage	Below SLA	Nashville	5.0
AAB-23102945-b-065985-xp	Sondra Bearman	Call-Center	Oregon	Billing Question	Above SLA	Salem	9.0
AAB-64454903-y-396859-bx	Gibb Augustine	Web	Colorado	Service Outage	Within SLA	Littleton	20.0
AAB-68191584-X-296651-JM	Hope Verissimo	Web	California	Billing Question	Within SLA	Fresno	43.0
AAD-09890763-W-615200-JL	Eydie Firebrace	Web	Nevada	Billing Question	Within SLA	Las Vegas	28.0
AAD-20872250-D-453978-fM	Hendrika Higgonet	Email	California	Billing Question	Below SLA	Anaheim	8.0
AAD-28507074-R-562834-Xd	Bond Eve	Call-Center	California	Billing Question	Above SLA	Pasadena	20.0
AAD-37751026-T-355348-zV	Selby Poon	Web	Florida	Billing Question	Within SLA	Vero Beach	21.0
AAD-91253539-C-305338-wj	Shelbi Baiss	Call-Center	New Jersey	Billing Question	Within SLA	Paterson	11.0
AAE-05965563-S-424746-4p	Krysta Gonnelly	Chatbot	California	Billing Question	Above SLA	Pasadena	44.0
AAE-20338259-S-732755-mU	Celinda Slincko	Email	Virginia	Billing Question	Within SLA	Arlington	19.0
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	Amarillo	45.0
AAE-68788374-t-102355-kw	Emalia Wilton	Email	Florida	Billing Question	Within SLA	Bradenton	21.0
AAF-12965416-Y-392290-yT	Ardelle Dunbavin	Web	Pennsylvania	Billing Question	Within SLA	Philadelphia	16.0
AAF-25933263-r-676313-sd	Sibyllie Tuplin	Web	Arizona	Service Outage	Within SLA	Phoenix	14.0
AAF-97589540-z-453138-Ca	Roselia Listone	Call-Center	Alabama	Payments	Below SLA	Tuscaloosa	28.0
AAG-74209063-w-486645-1T	Elnore Fernier	Web	Kentucky	Billing Question	Above SLA	Louisville	38.0
Total							824222.0



## CALL CENTER DASHBOARD-HOME

HOME

GRID

DATE

10/1/2020

10/31/2020

CITY

All

Channel

All



total calls

32.94K



total call...

13.74K



total call...

824.2K



avd call...

25.02



response ti...

75.26...

total calls by Channel



total calls by Sentiment

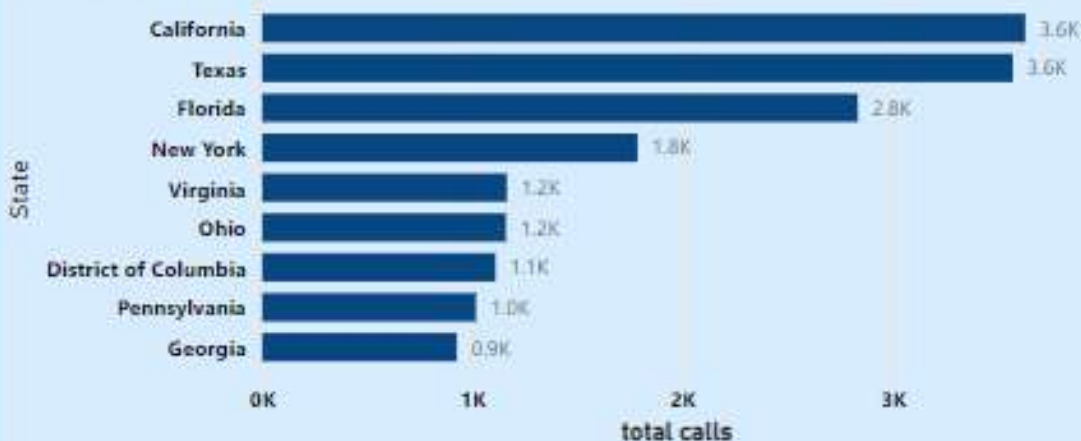


total calls by Reason

Reason ● Billing Question ● Payments ● Service Outage



total calls by State



total calls by Call-Centres City

