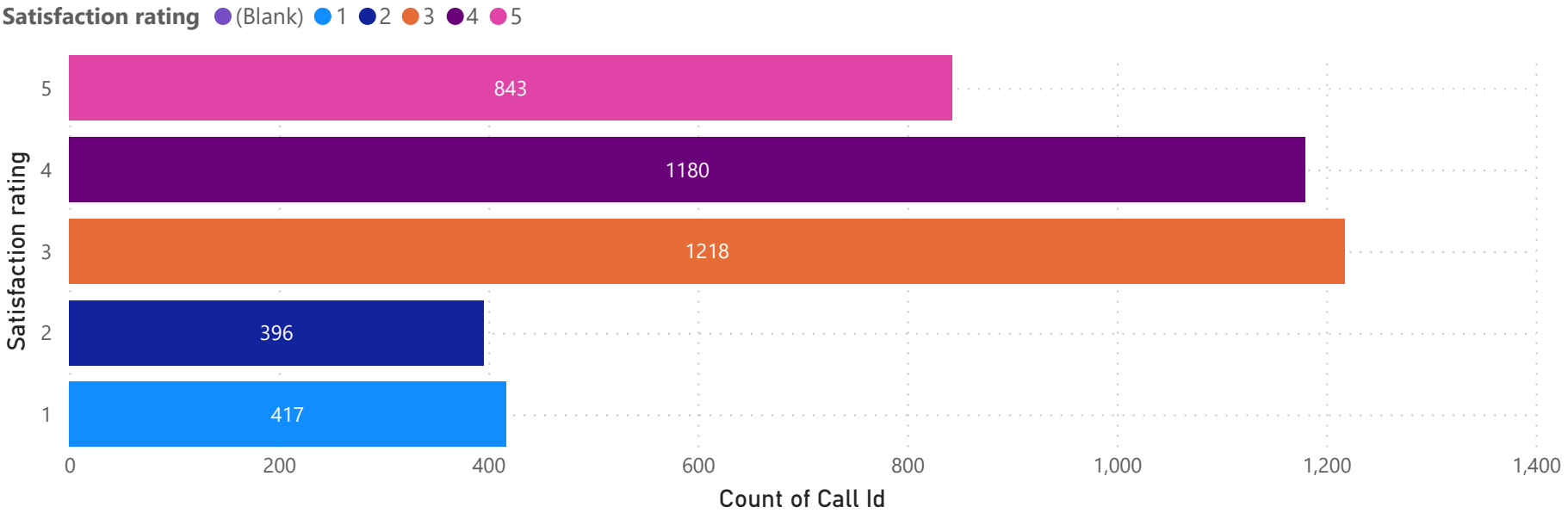
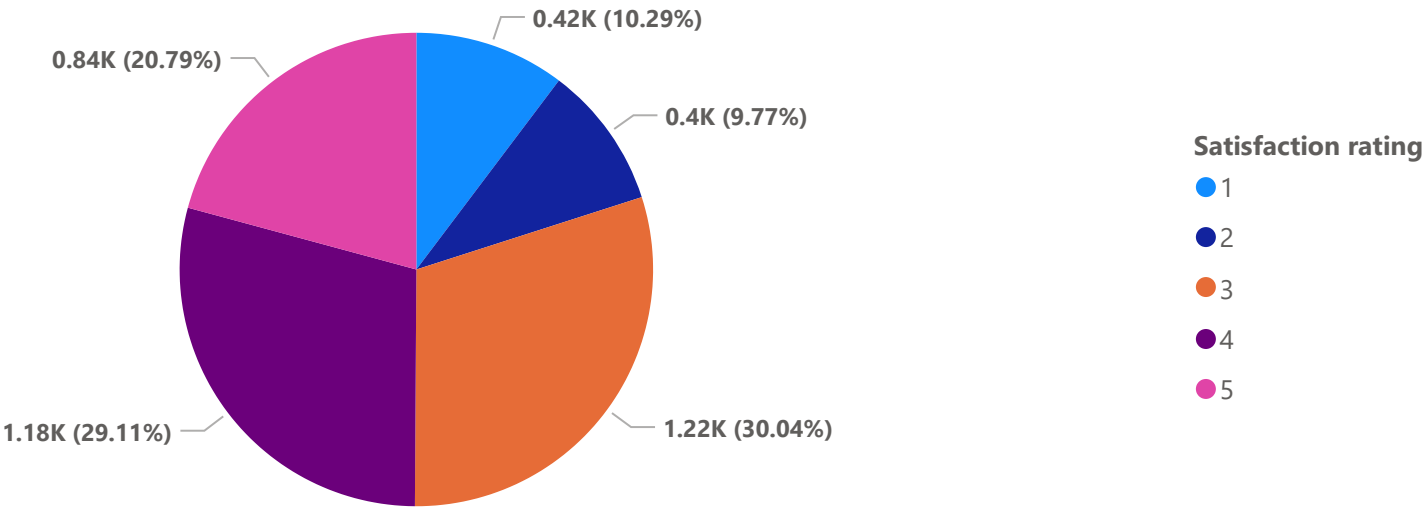


Count of Call Id by Satisfaction rating and Satisfaction rating

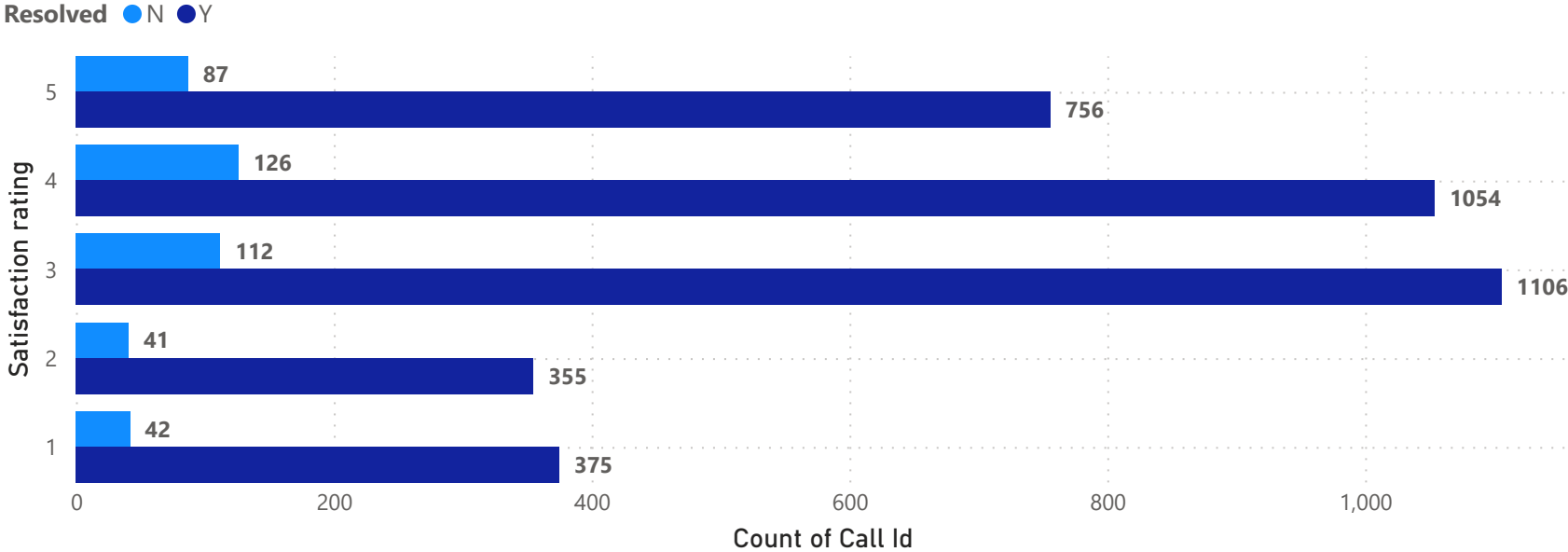


Count of Call Id by Satisfaction rating

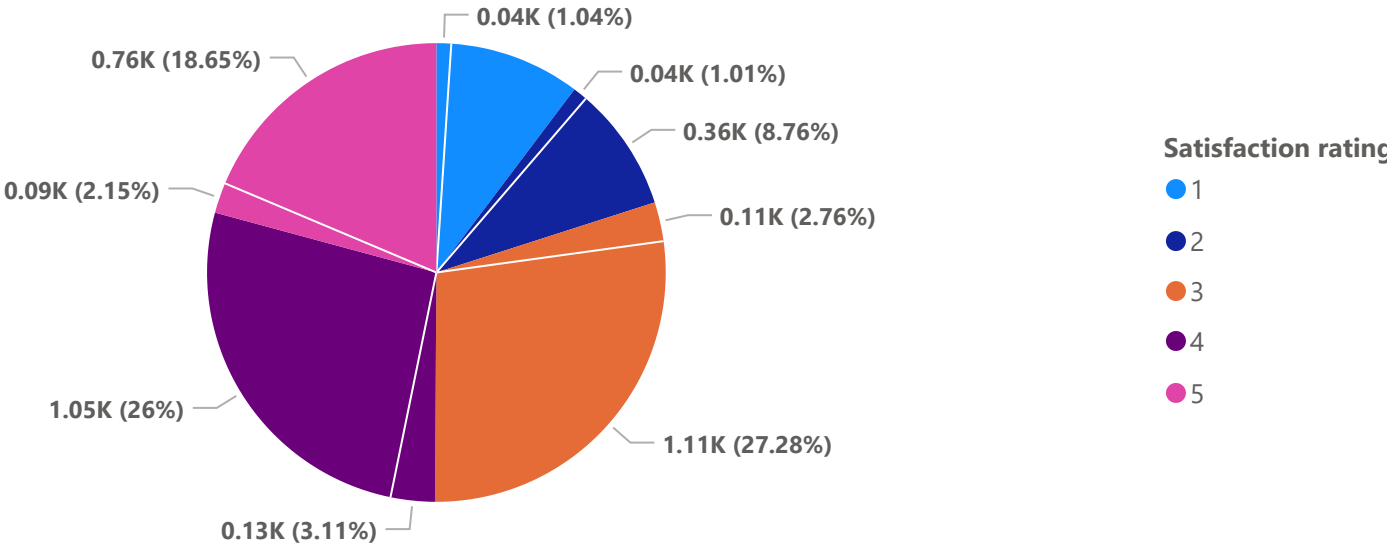


Satisfaction rating	Count of Call Id
1	417
2	396
3	1218
4	1180
5	843
Total	4054

Count of Call Id by Satisfaction rating and Resolved



Count of Call Id by Satisfaction rating and Resolved



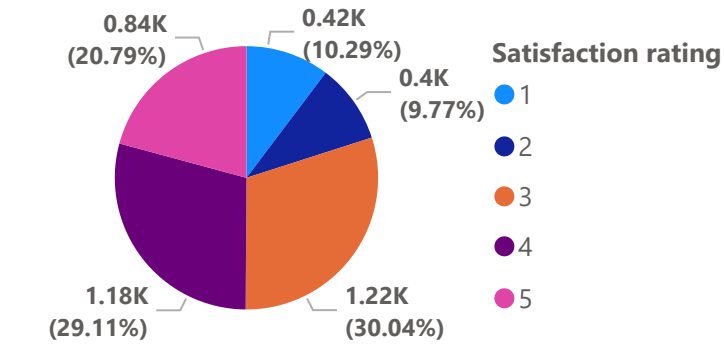
Satisfaction rating	Resolved	Count of Call Id
1	N	42
1	Y	375
2	N	41
2	Y	355
3	N	112
3	Y	1106
4	N	126
4	Y	1054
5	N	87
5	Y	756
Total		4054

Count of Call Id by Agent and Satisfaction rating

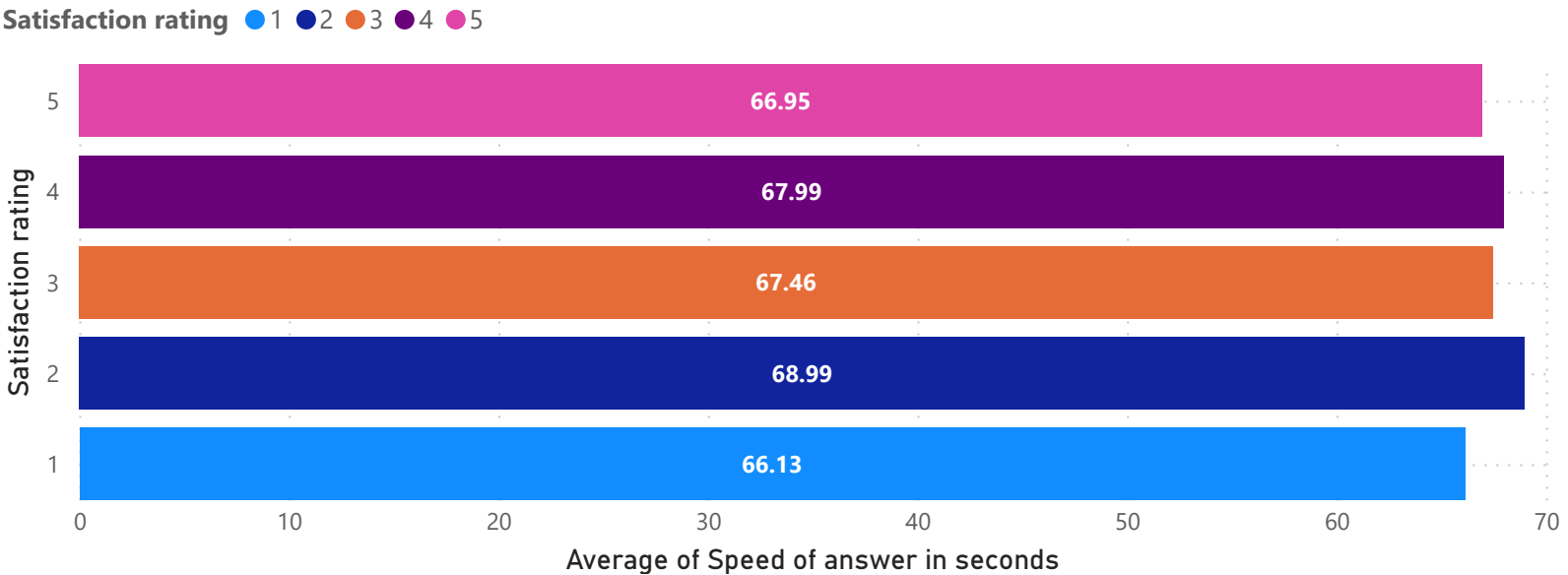
Satisfaction rating 1 2 3 4 5



Count of Call Id by Satisfaction rating



Average of Speed of answer in seconds by Satisfaction rating and Satisfaction rating



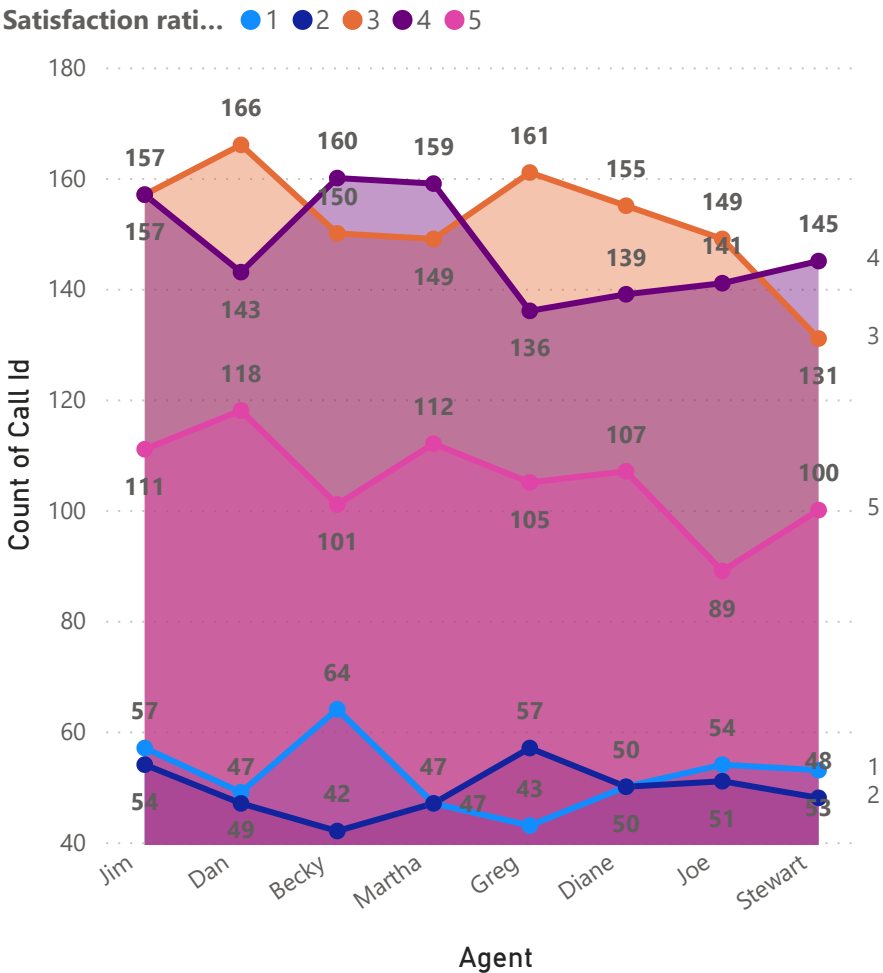
Satisfaction rating Median of Speed of answer in seconds

Satisfaction rating	Median of Speed of answer in seconds
1	65
2	69
3	68
4	68
5	67
Total	68

Satisfaction rating Average of Speed of answer in seconds

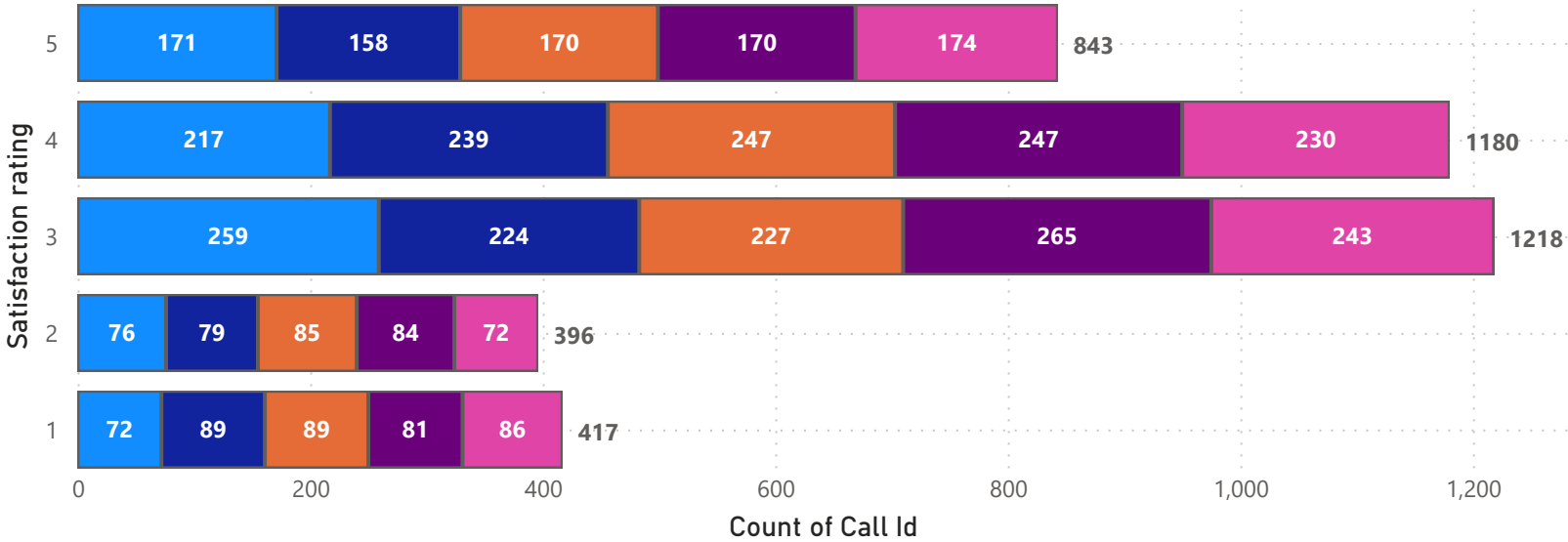
Satisfaction rating	Average of Speed of answer in seconds
1	66.13
2	68.99
3	67.46
4	67.99
5	66.95
Total	67.52

Count of Call Id by Agent and Satisfaction rating



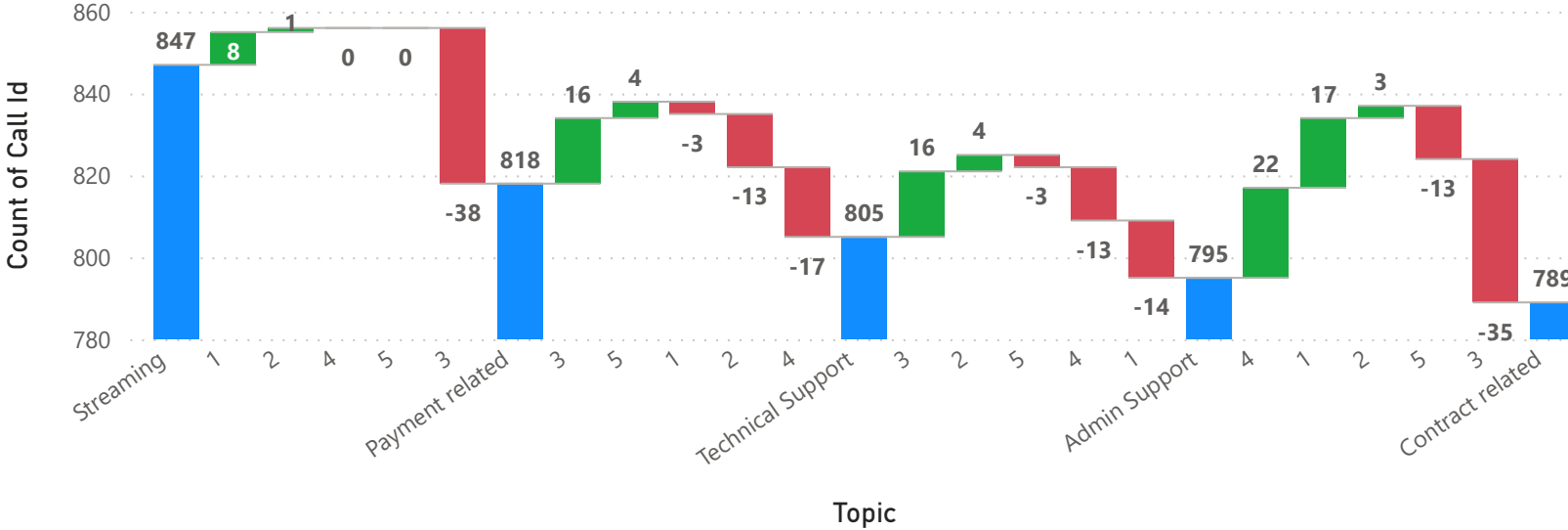
Count of Call Id by Satisfaction rating and Topic

Topic Admin Support Contract related Payment related Streaming Technical Support



Count of Call Id by Topic and Satisfaction rating

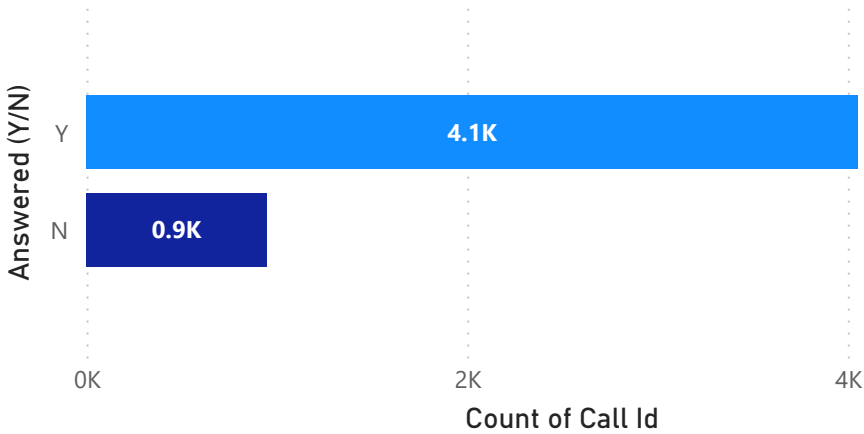
Increase Decrease Total Other



Satisfaction rating	Topic	Count of Call Id
1	Admin Support	72
1	Contract related	89
1	Payment related	89
1	Streaming	81
1	Technical Support	86
2	Admin Support	76
2	Contract related	79
2	Payment related	85
2	Streaming	84
2	Technical Support	72
3	Admin Support	259
3	Contract related	224
3	Payment related	227
3	Streaming	265
3	Technical Support	243
4	Admin Support	217
4	Contract related	239
4	Payment related	247
4	Streaming	247
4	Technical Support	230
5	Admin Support	171
5	Contract related	158
5	Payment related	170
5	Streaming	170
5	Technical Support	174
Total		4054

Count of Call Id by Answered (Y/N) and Answered (Y/N)

Answered (Y/N) ● Y ● N



5000

Count of Call Id

Answered (Y/N) ▼ Count of Call Id

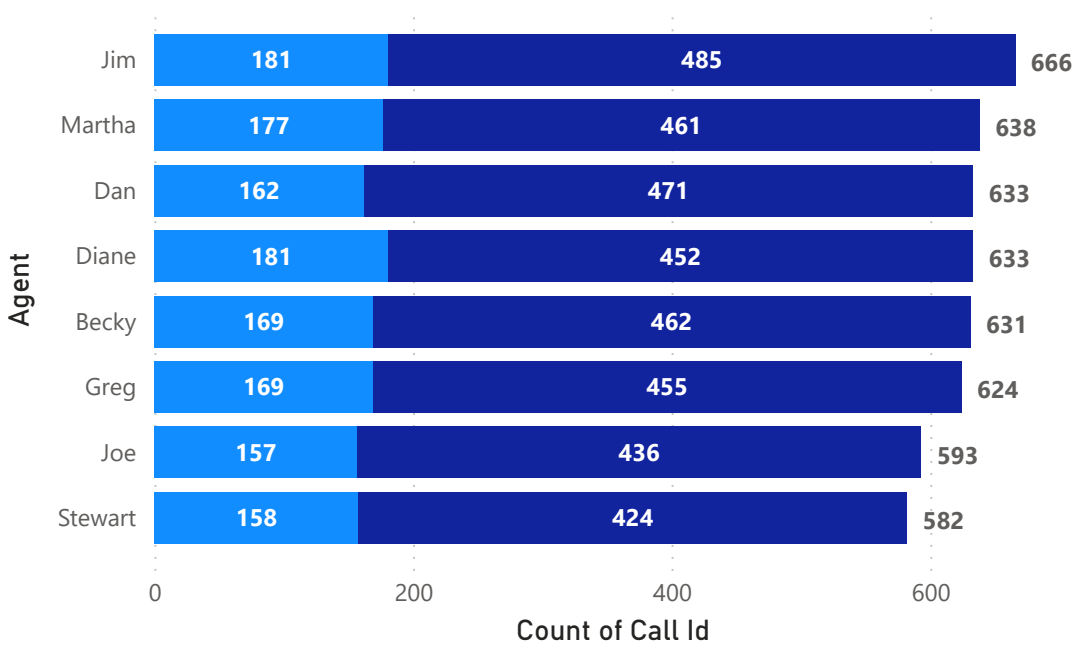
Y	4054
N	946
Total	5000

Answered (Y/N) ▼ Count of Call Id Resolved

Y	3646	Y
N	946	N
Y	408	N
Total	5000	

Count of Call Id by Agent and Resolved

Resolved ● N ● Y

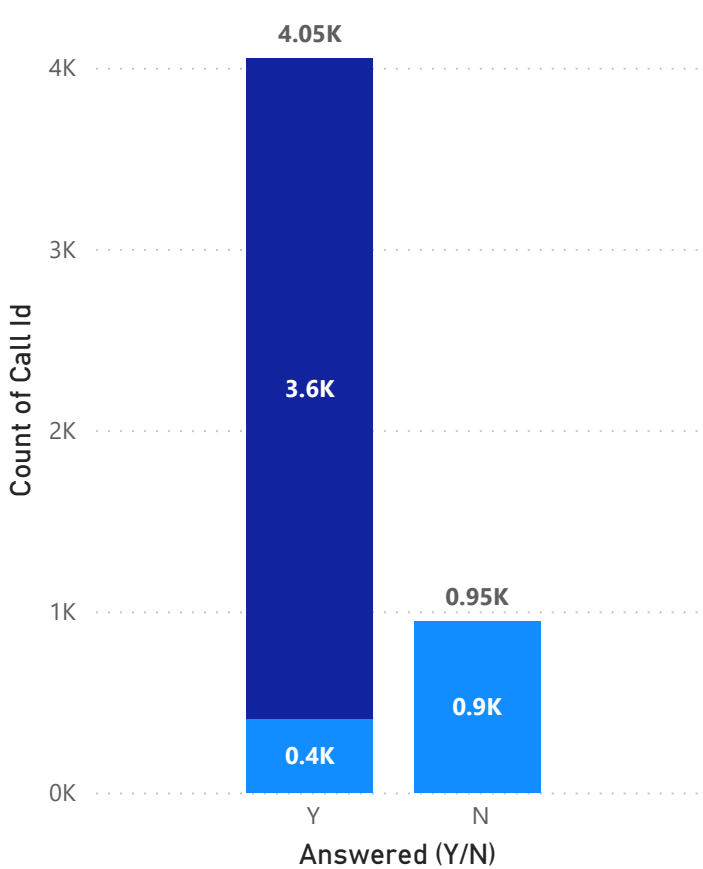


Answered (Y/N) ▼ Count of Call Id Agent

Y	536	Jim
Y	523	Dan
Y	517	Becky
Y	514	Martha
Y	502	Greg
Y	501	Diane
Y	484	Joe
Y	477	Stewart
N	132	Diane
N	130	Jim
N	124	Martha
N	122	Greg
N	114	Becky
N	110	Dan
N	109	Joe
N	105	Stewart
Total	5000	

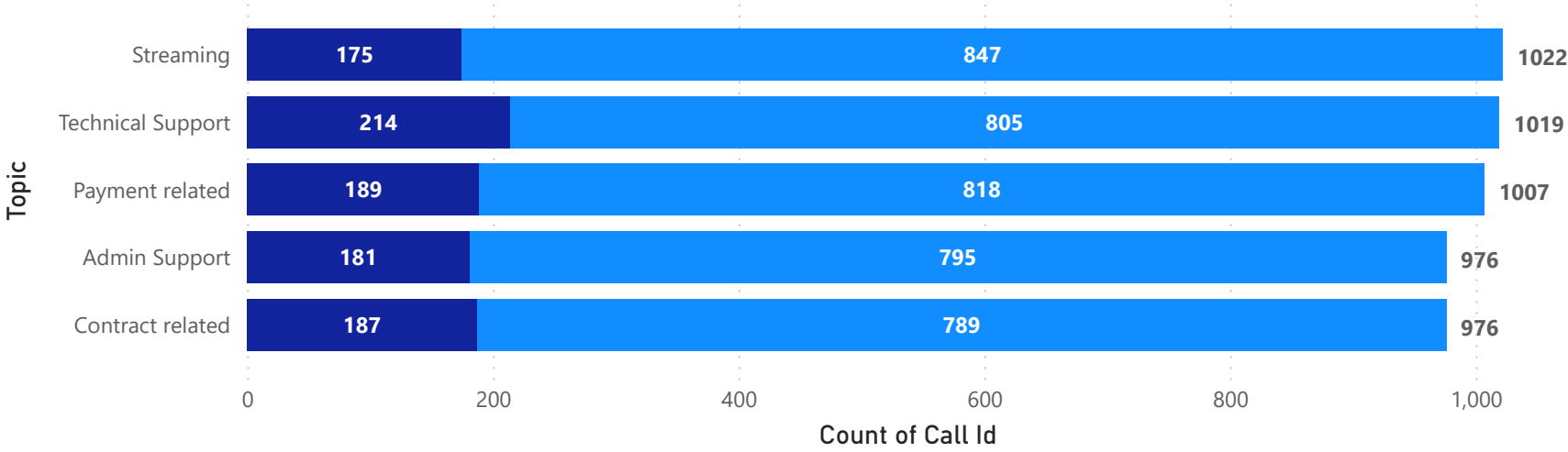
Count of Call Id by Answered (Y/N) and Resolved

Resolved ● N ● Y

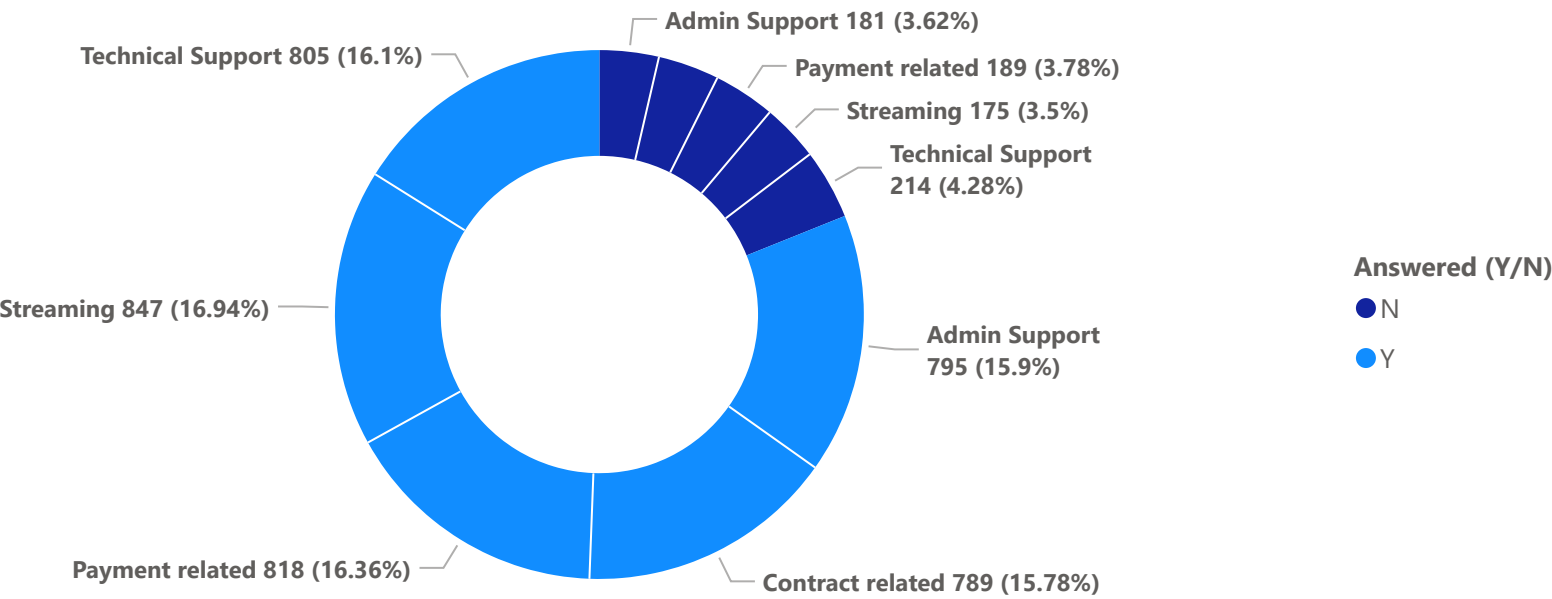


Count of Call Id by Topic and Answered (Y/N)

Answered (Y/N) ● N ● Y



Count of Call Id by Answered (Y/N) and Topic



Topic	Answered (Y/N)	Count of Call Id
Streaming	Y	847
Payment related	Y	818
Technical Support	Y	805
Admin Support	Y	795
Contract related	Y	789
Technical Support	N	214
Payment related	N	189
Contract related	N	187
Admin Support	N	181
Streaming	N	175
Total		5000

Answered (Y/N)	Count of Call Id	Earliest AvgTalkDuration
Y	4054	00:00:30
N	946	
Total	5000	00:00:30

Answered (Y/N)	Count of Call Id	Latest AvgTalkDuration
Y	4054	00:07:00
N	946	
Total	5000	00:07:00

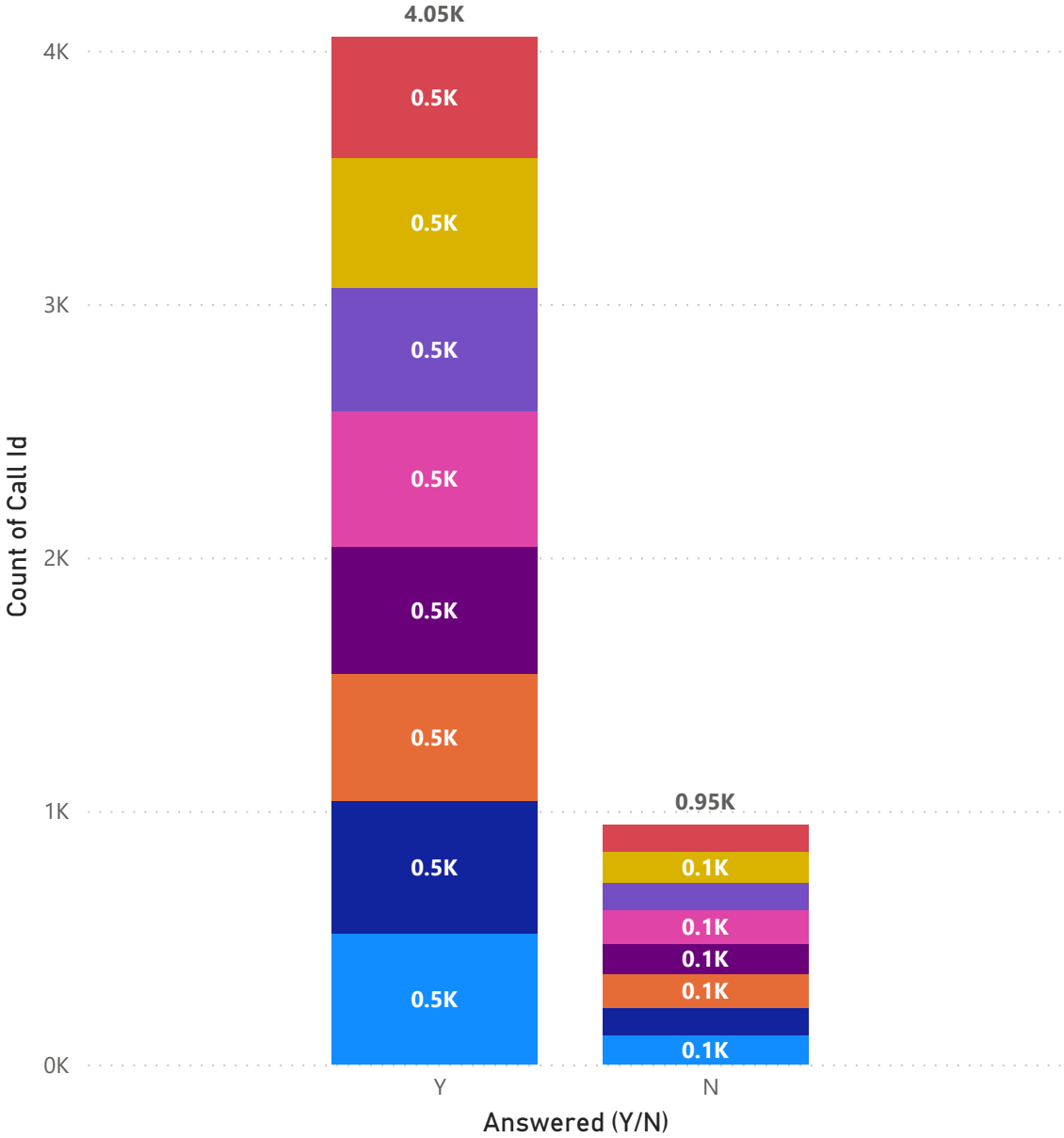
Answered (Y/N)	Count of Call Id	Average of Speed of answer in seconds	Earliest AvgTalkDuration
N	946		
Y	4054	67.52	00:00:30
Total	5000	67.52	00:00:30

Answered (Y/N)	Count of Call Id	Average of Speed of answer in seconds	Latest AvgTalkDuration
N	946		
Y	4054	67.52	00:07:00
Total	5000	67.52	00:07:00

Answered (Y/N)	Agent	Count of Call Id	Earliest AvgTalkDuration	Latest AvgTalkDuration
Y	Jim	536	00:00:31	00:06:59
Y	Dan	523	00:00:31	00:06:59
Y	Becky	517	00:00:30	00:07:00
Y	Martha	514	00:00:30	00:06:59
Y	Greg	502	00:00:31	00:07:00
Y	Diane	501	00:00:34	00:07:00
Y	Joe	484	00:00:31	00:06:58
Y	Stewart	477	00:00:31	00:07:00
N	Diane	132		
N	Jim	130		
N	Martha	124		
N	Greg	122		
N	Becky	114		
N	Dan	110		
N	Joe	109		
N	Stewart	105		
Total		5000	00:00:30	00:07:00

Count of Call Id by Answered (Y/N) and Agent

Agent Becky Dan Diane Greg Jim Joe Martha Stewart



09:00:00

Earliest Time

Answered (Y/N)	Earliest Time	Count of Call Id
☐ N	09:00:00	946
Becky	09:11:31	114
Dan	09:05:46	110
Diane	09:01:26	132
Greg	09:01:26	122
Joe	09:01:26	109
Martha	09:01:26	124
Stewart	09:01:26	105
Jim	09:00:00	130
☐ Y	09:00:00	4054
Diane	09:01:26	501
Becky	09:00:00	517
Dan	09:00:00	523
Greg	09:00:00	502
Jim	09:00:00	536
Joe	09:00:00	484
Martha	09:00:00	514
Stewart	09:00:00	477
Total	09:00:00	5000

18:00:00

Latest Time

Answered (Y/N)	Latest Time	Count of Call Id
☐ N	18:00:00	946
Greg	18:00:00	122
Becky	17:58:34	114
Dan	17:57:07	110
Diane	17:57:07	132
Joe	17:57:07	109
Martha	17:57:07	124
Stewart	17:55:41	105
Jim	17:49:55	130
☐ Y	18:00:00	4054
Becky	18:00:00	517
Dan	18:00:00	523
Diane	18:00:00	501
Jim	18:00:00	536
Joe	18:00:00	484
Stewart	18:00:00	477
Greg	17:58:34	502
Martha	17:57:07	514
Total	18:00:00	5000

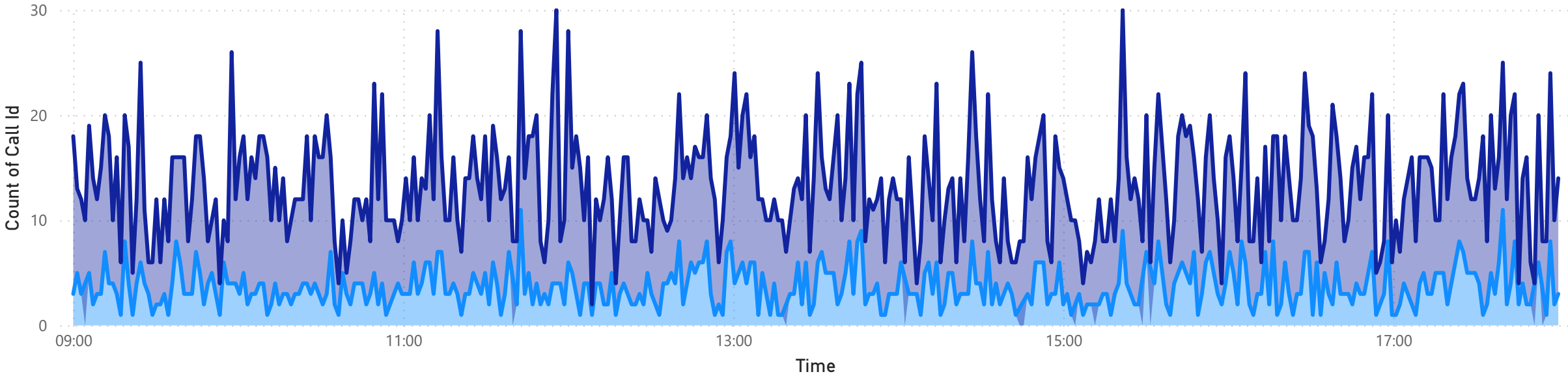
Year	Quarter	Month	Count of Call Id
2021	Qtr 1	January	1772
2021	Qtr 1	February	1616
2021	Qtr 1	March	1612
Total			5000

Year	Quarter	Month	Resolved	Count of Call Id
2021	Qtr 1	January	N	461
2021	Qtr 1	January	Y	1311
2021	Qtr 1	February	N	455
2021	Qtr 1	February	Y	1161
2021	Qtr 1	March	N	438
2021	Qtr 1	March	Y	1174
Total				5000

Year	Quarter	Month	Count of Call Id	Answered (Y/N)
2021	Qtr 1	January	317	N
2021	Qtr 1	January	1455	Y
2021	Qtr 1	February	318	N
2021	Qtr 1	February	1298	Y
2021	Qtr 1	March	311	N
2021	Qtr 1	March	1301	Y
Total			5000	

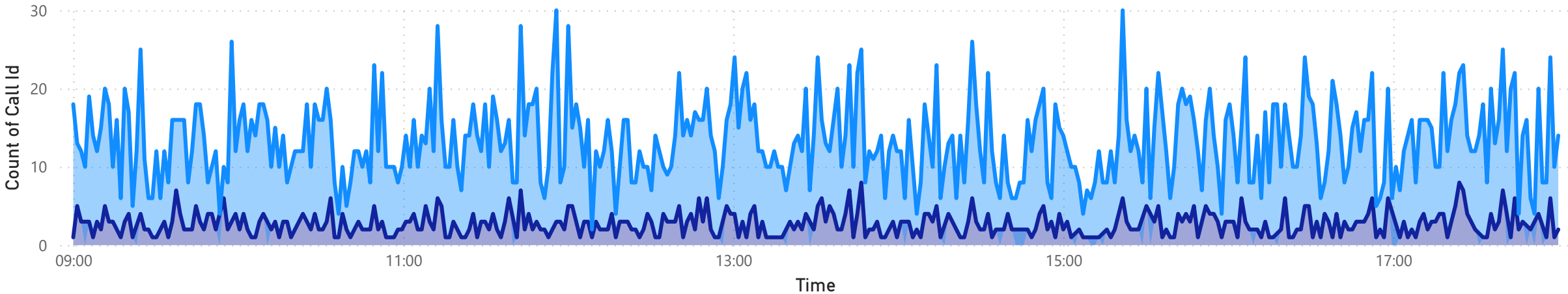
Count of Call Id by Time and Resolved

Resolved ● N ● Y



Count of Call Id by Time and Answered (Y/N)

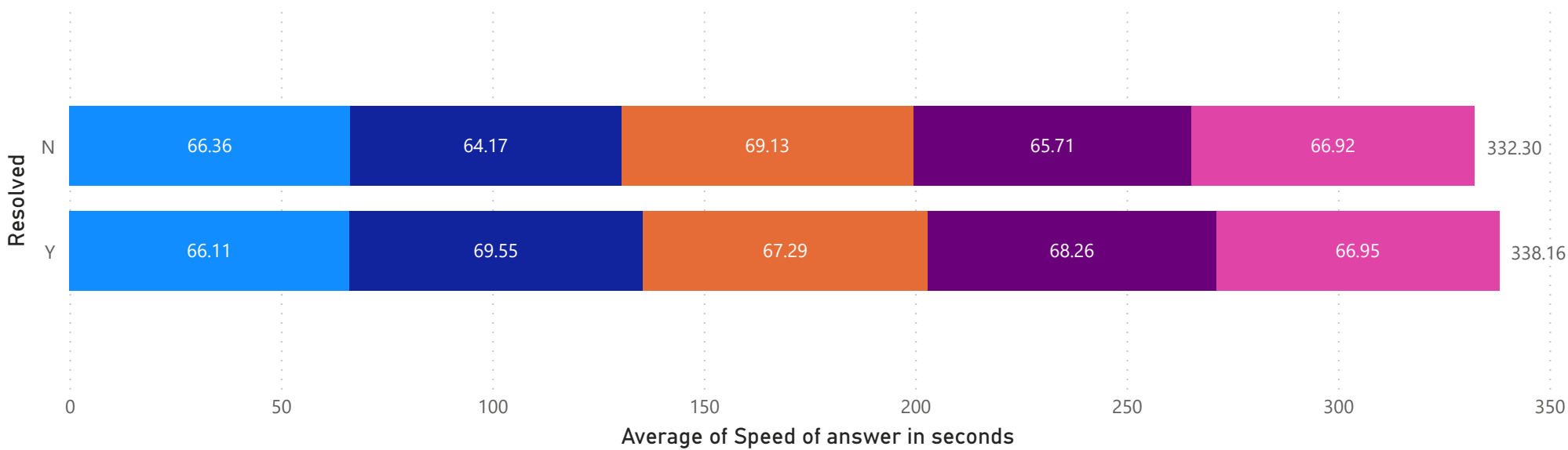
Answered (Y/N) ● N ● Y



Resolved	Satisfaction rating	Average of Speed of answer in seconds
N	1	66.36
Y	1	66.11
N	2	64.17
Y	2	69.55
N	3	69.13
Y	3	67.29
N	4	65.71
Y	4	68.26
N	5	66.92
Y	5	66.95
Total		67.52

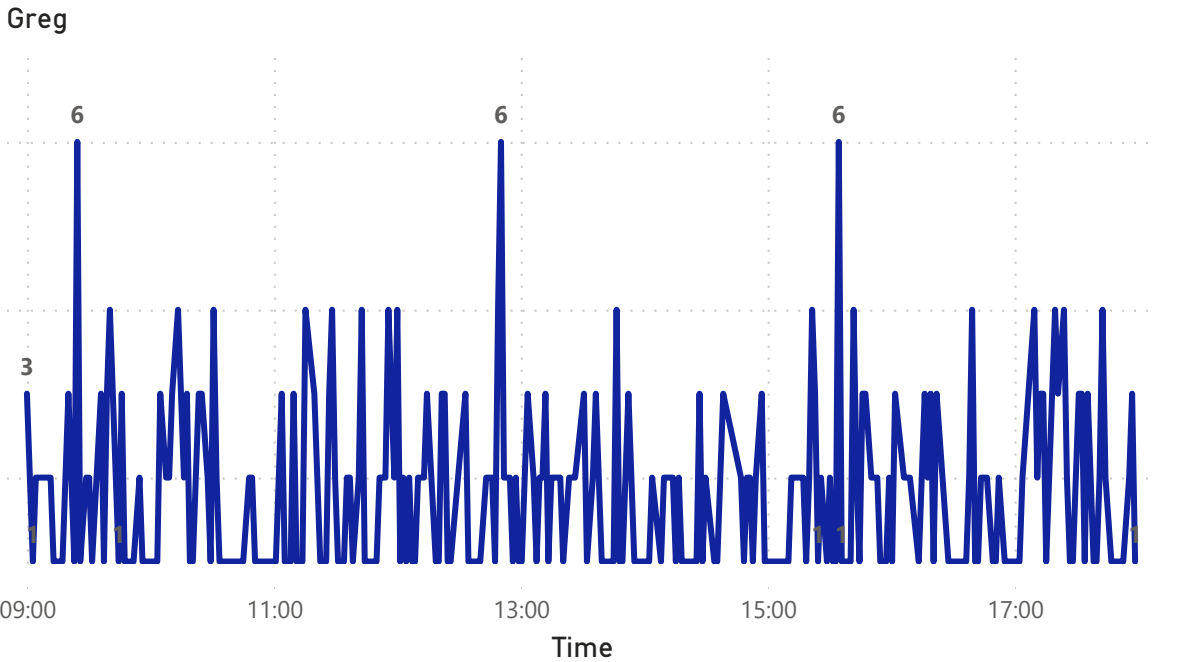
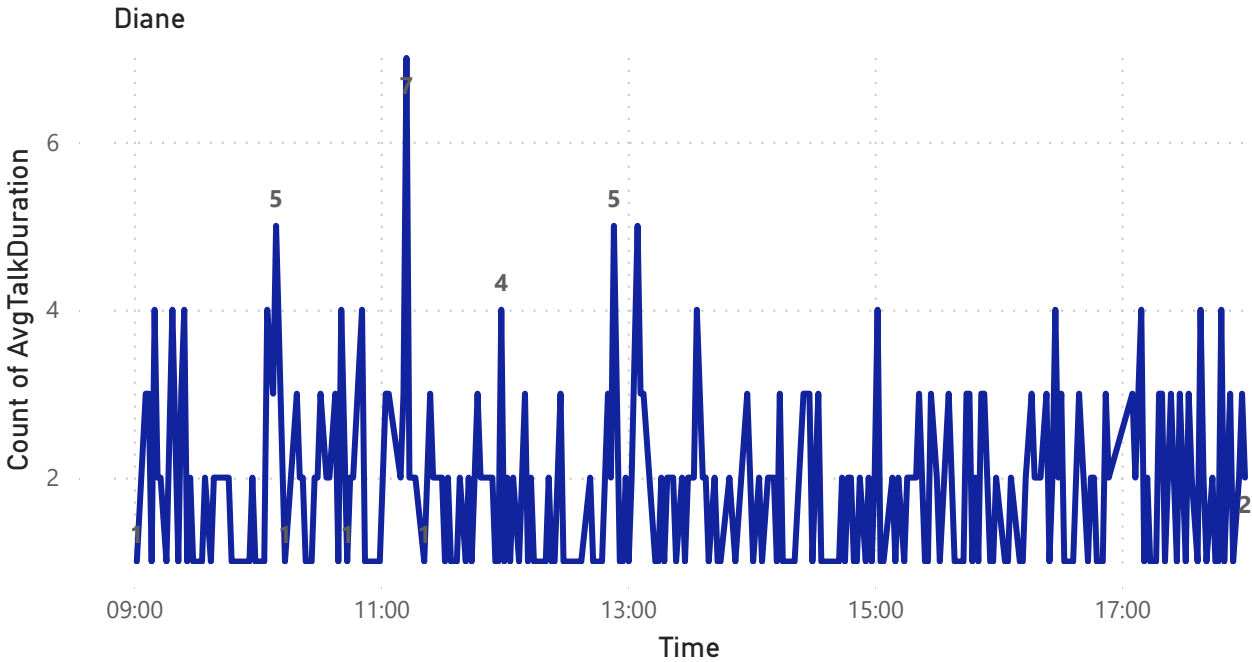
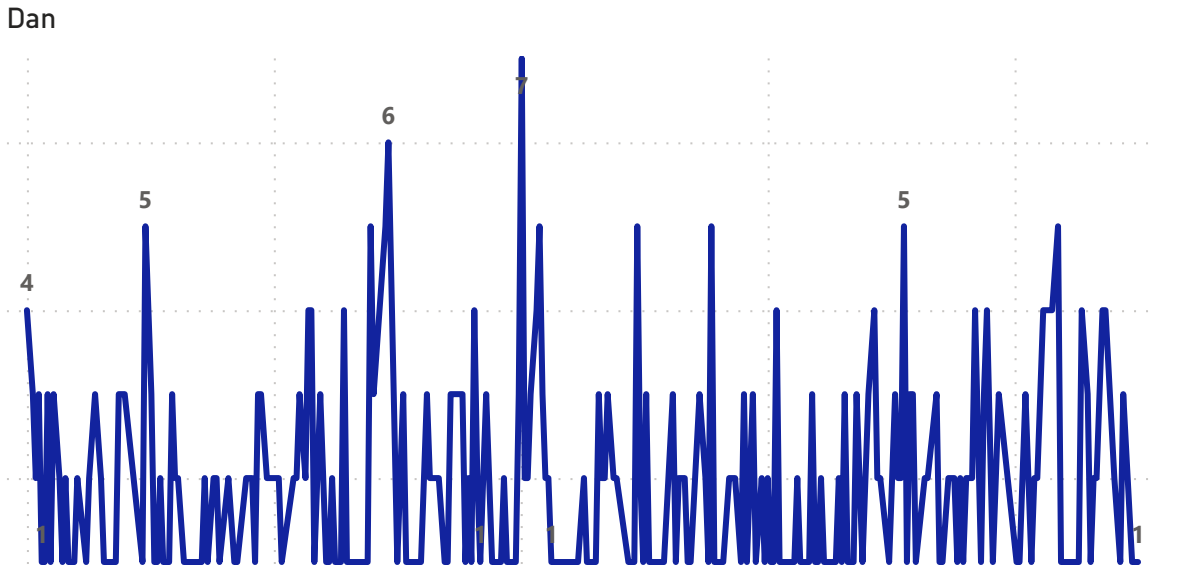
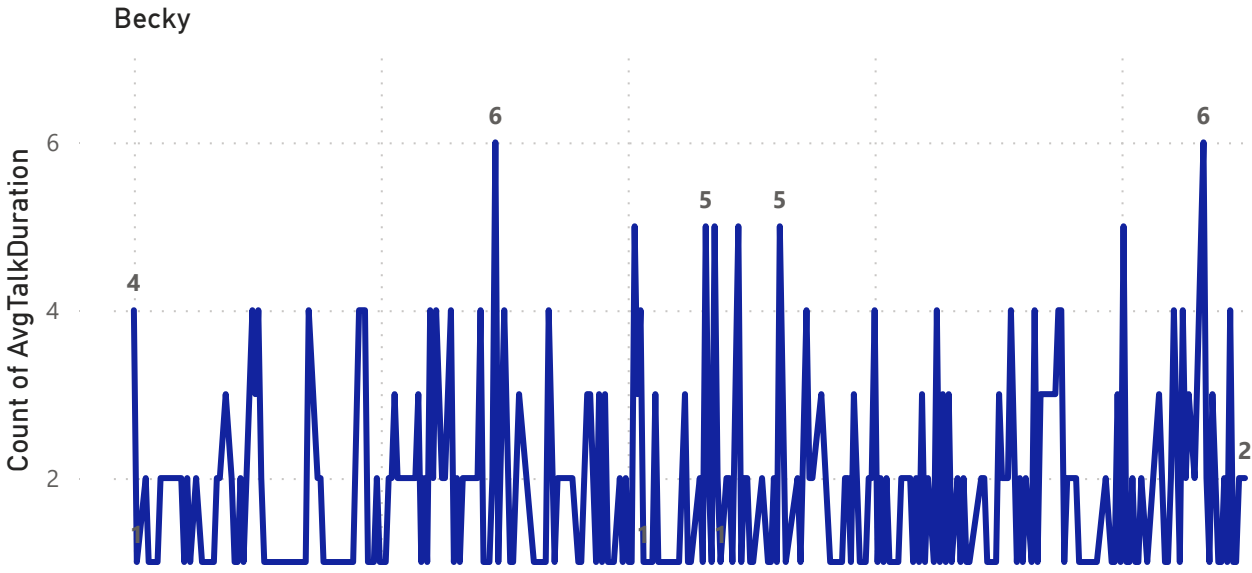
Average of Speed of answer in seconds by Resolved and Satisfaction rating

Satisfaction rating 1 2 3 4 5



Count of AvgTalkDuration by Time, Answered (Y/N) and Agent

Answered (Y/N) ● Y



Count of AvgTalkDuration by Time, Answered (Y/N) and Agent

Answered (Y/N) ● Y

