

# CALL CENTRE ANALYSIS

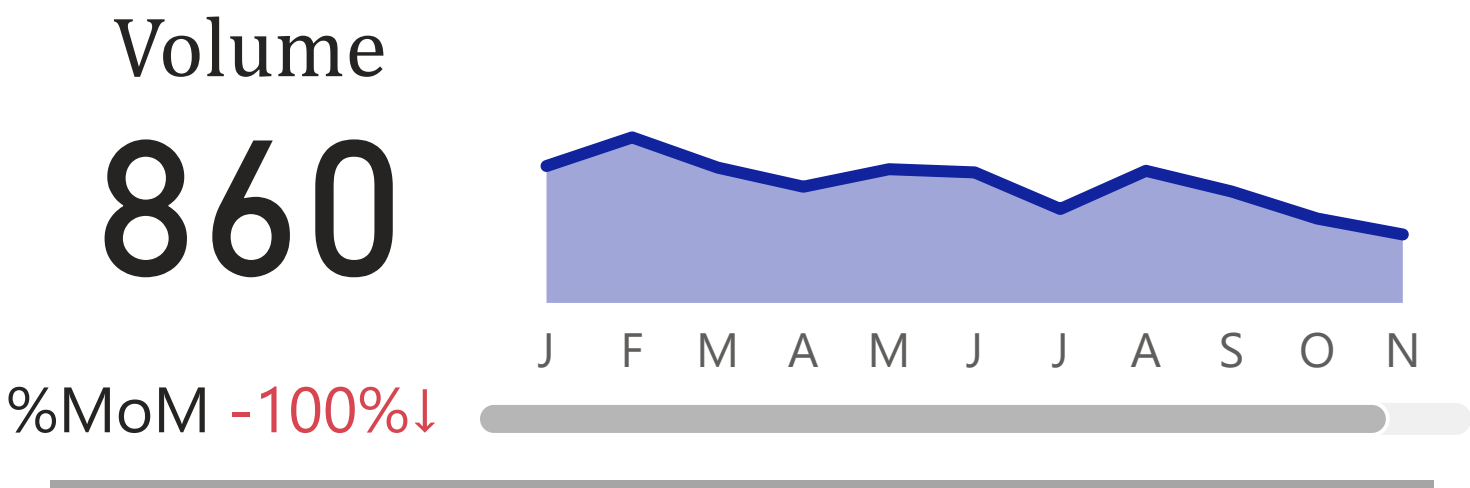
AKSHAY RAJ

2023

2024

Month  
All

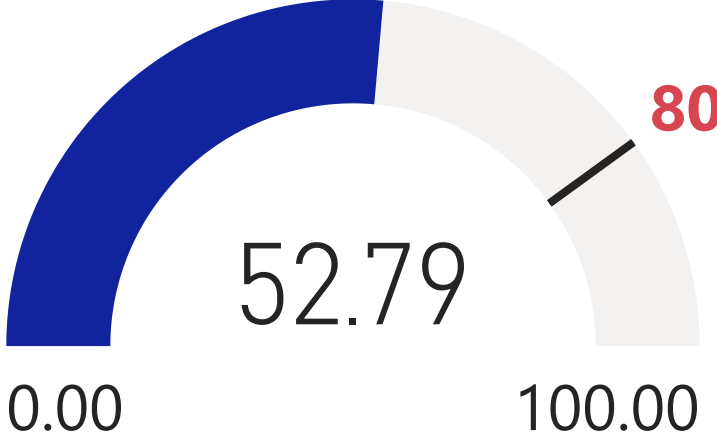
## CALLS



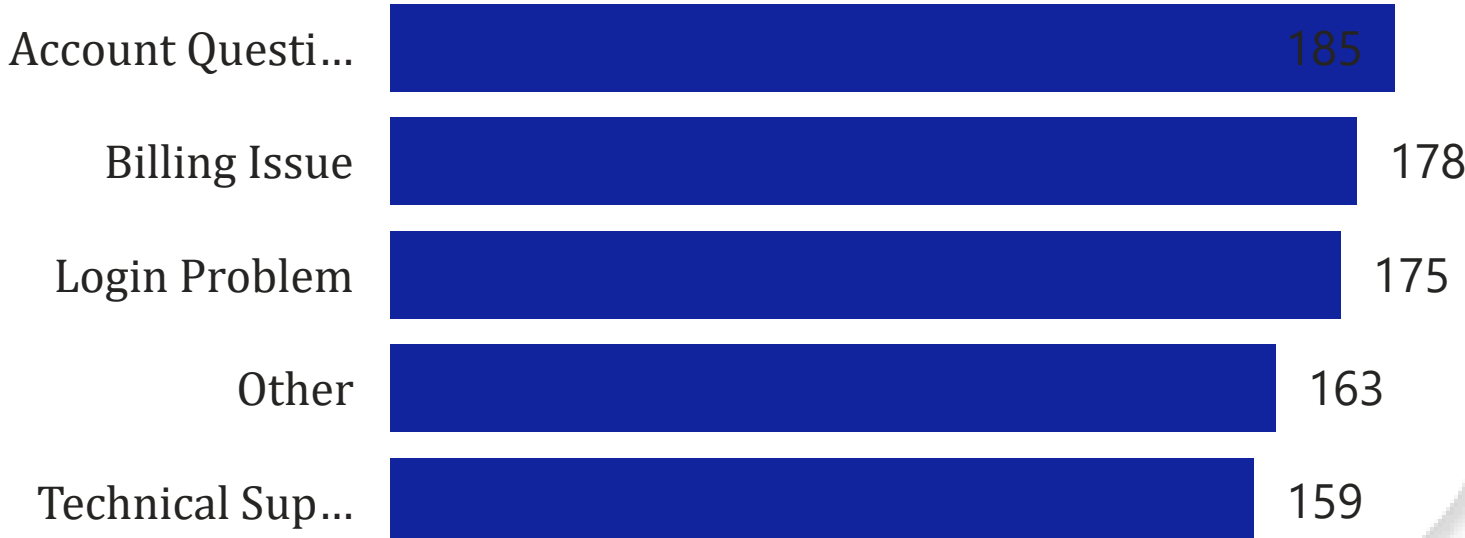
Avg Resolution Time (Days)

5.66

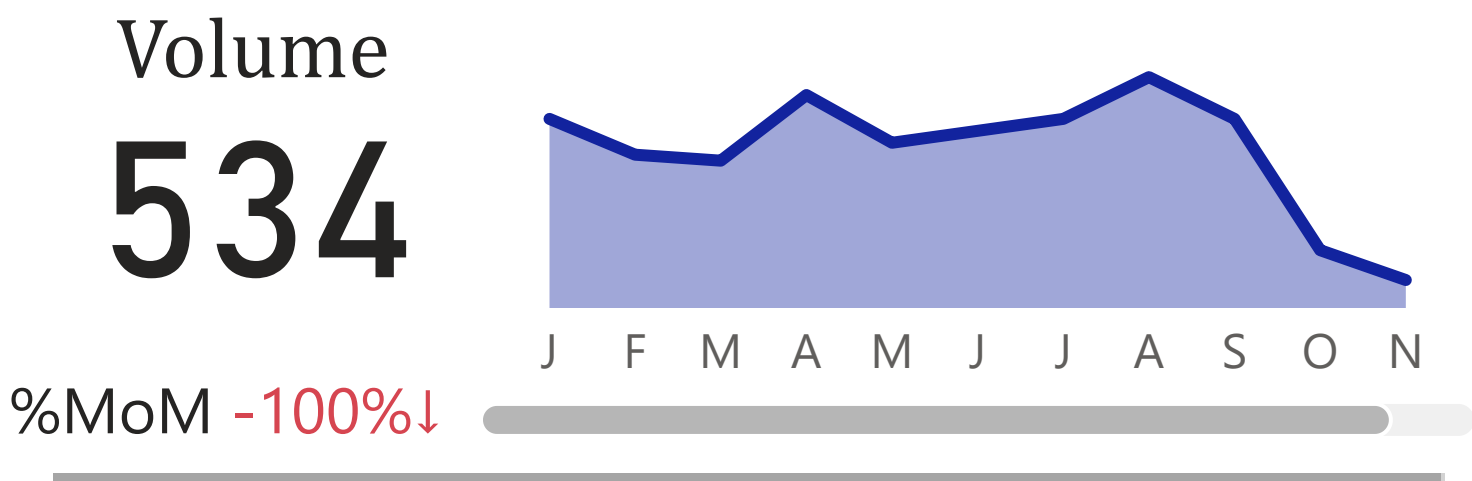
SLA Compliance Rate



Ticket Volume by Category



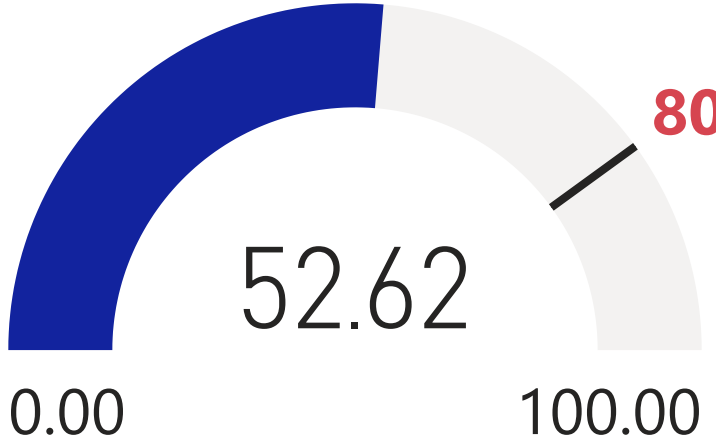
## EMAILS



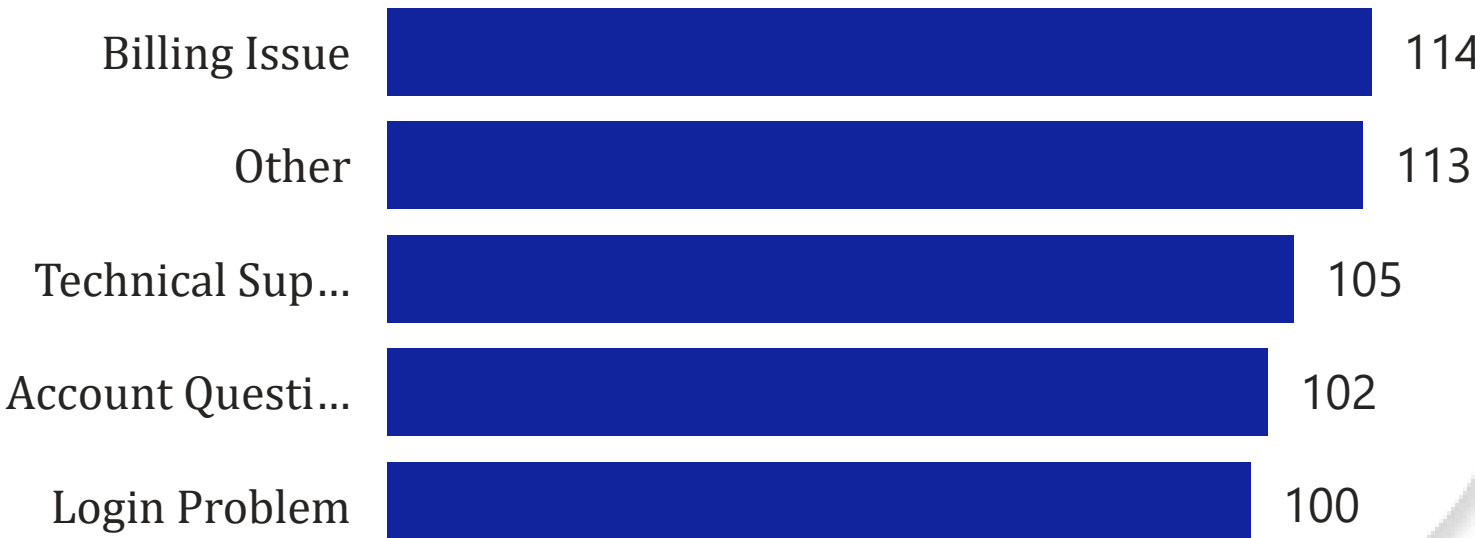
Avg Resolution Time (Days)

5.60

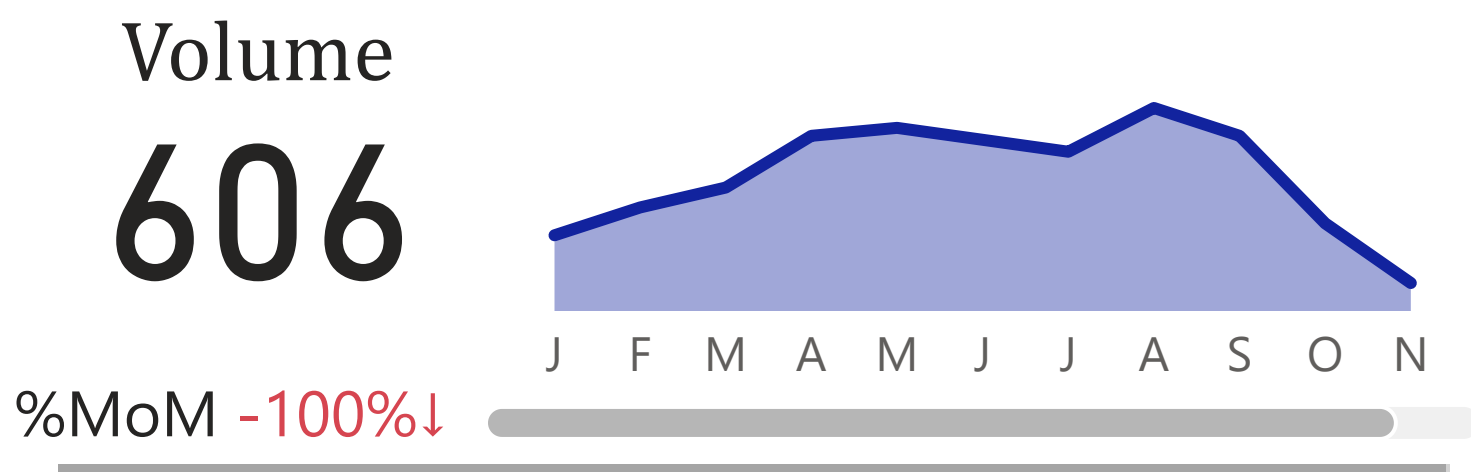
SLA Compliance Rate



Ticket Volume by Category



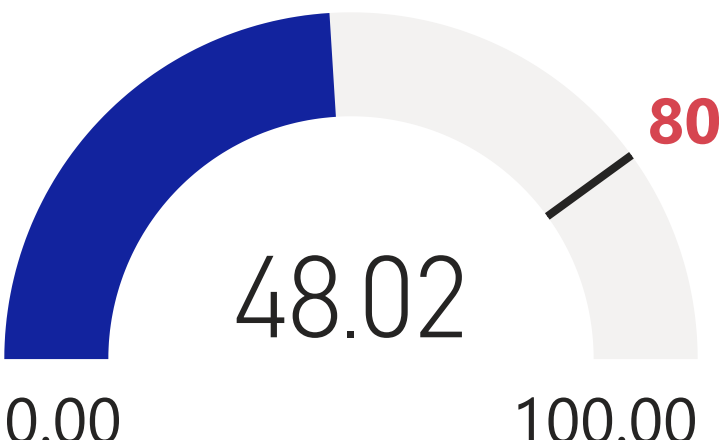
## CHATS



Avg Resolution Time (Days)

5.59

SLA Compliance Rate



Ticket Volume by Category

