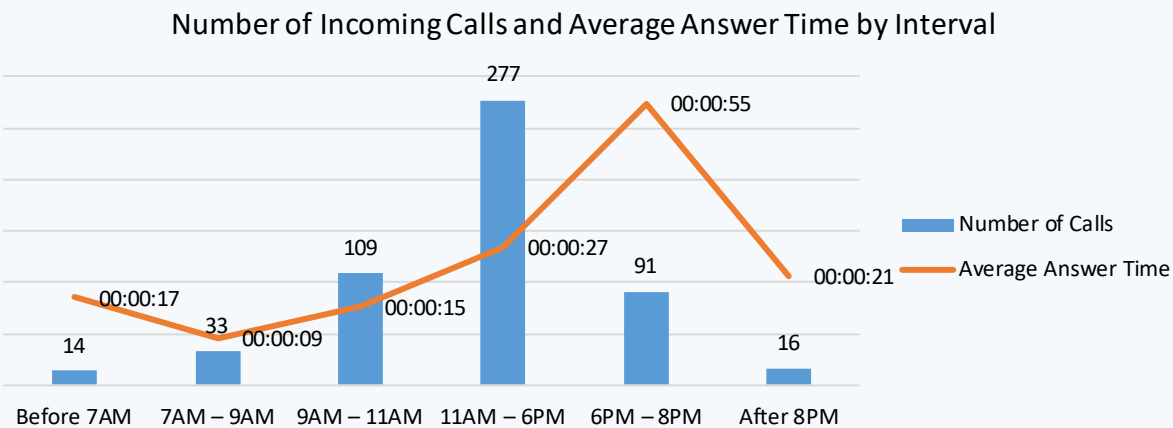


Health Insurance Call Centre Daily Performance

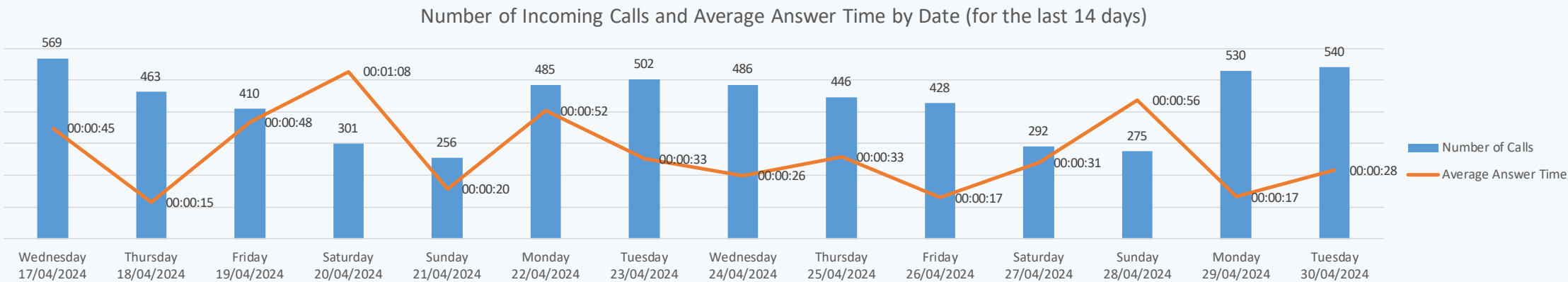
30/04/2024

1. Number of Calls and Average Answer Time

Total Received	Total Handled	Total Lost	Percentage Lost	Average Answer Time
540	520	20	3.70%	00:00:28



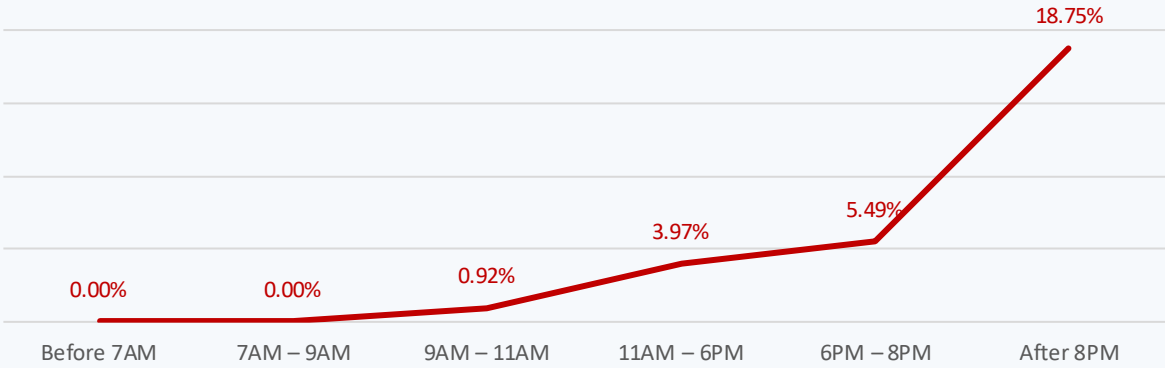
- Summary for the entire reporting period:
- Late evenings on working days had the longest answer times, and the highest rate of missed calls.
 - The outsourced provider returned up to 70% of overflow calls back to the main line, indicating severe performance issues.
 - General calls represented only a small share of total activity. Most calls were medical requests, with service approval calls being the most frequent. A large proportion of calls fell into the “Other” category
 - Overall customer satisfaction remained relatively high despite long waiting times and missed calls.



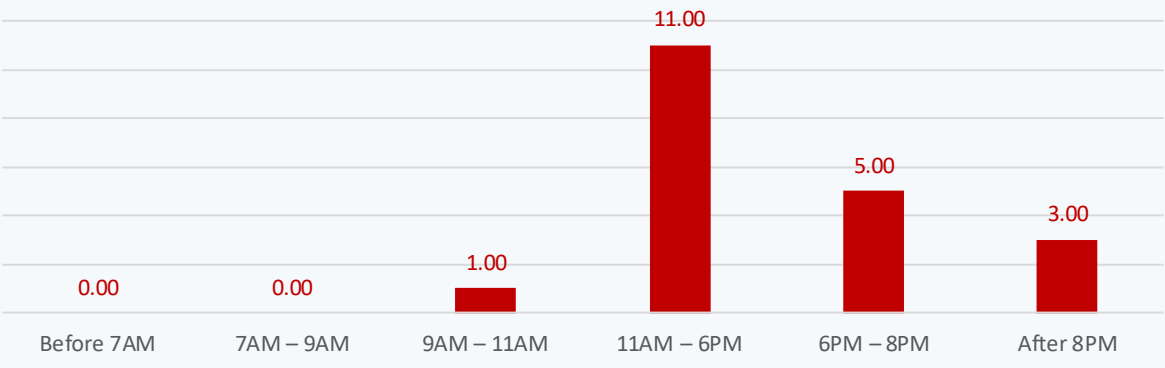
2. Lost Calls

Total Received	Total Handled	Total Lost	Percentage Lost	Average Answer Time
540	520	20	3.70%	00:00:28

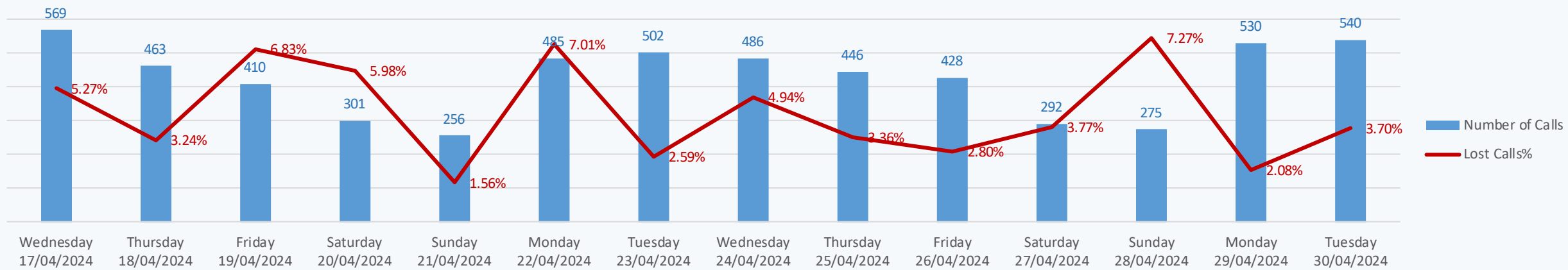
Percent of Lost Calls by Interval



Number of Lost Calls by Interval



Number of Incoming Calls and Percentage of Lost Calls by Date (for the last 14 days)



3. Outsourced Call-Center Performance

Transferred Out
23

Received Out
20

Transfer Missed
3

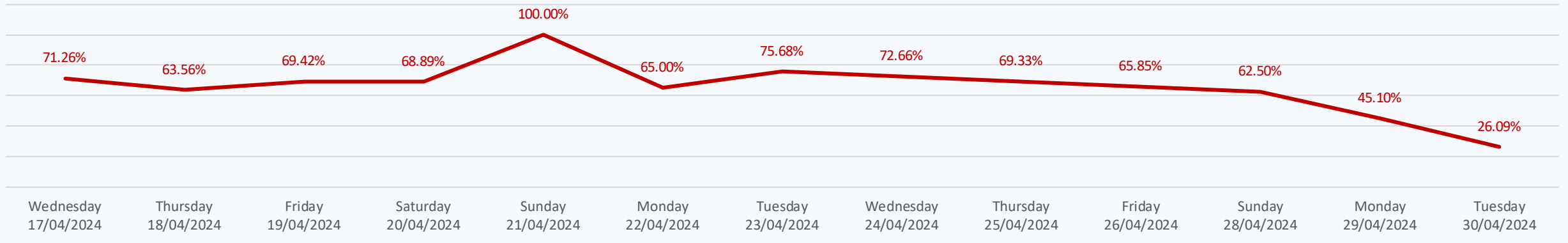
Handled Out
9

Missed Out
5

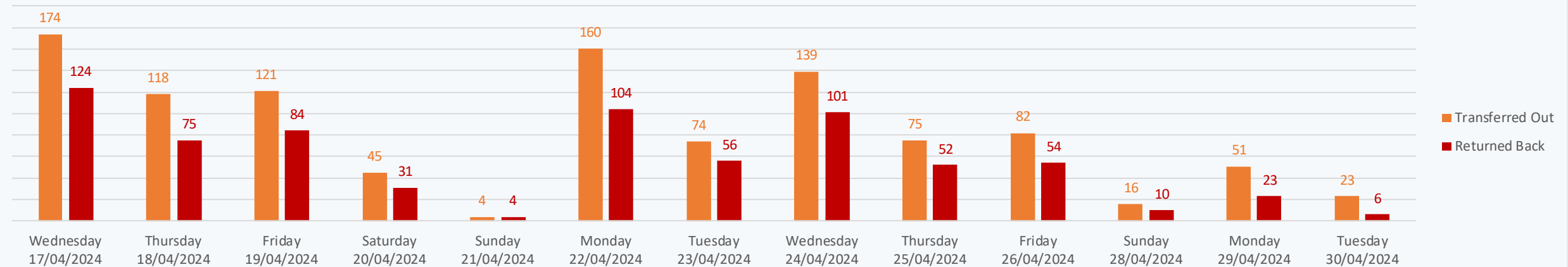
Returned Back
6

Received back
6

Percentage of Return Overflow by Date (for the last 14 days)



Transferred and Returned Calls by Date (for the last 14 days)



4. Call Types

General request

60

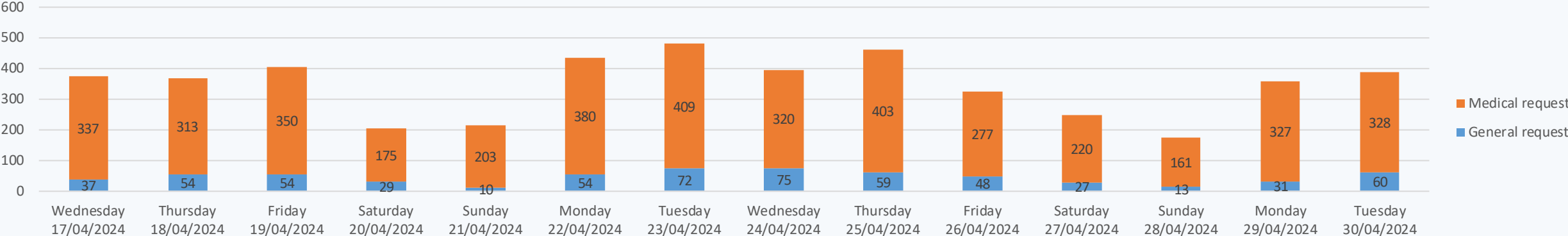
Medical Request

328

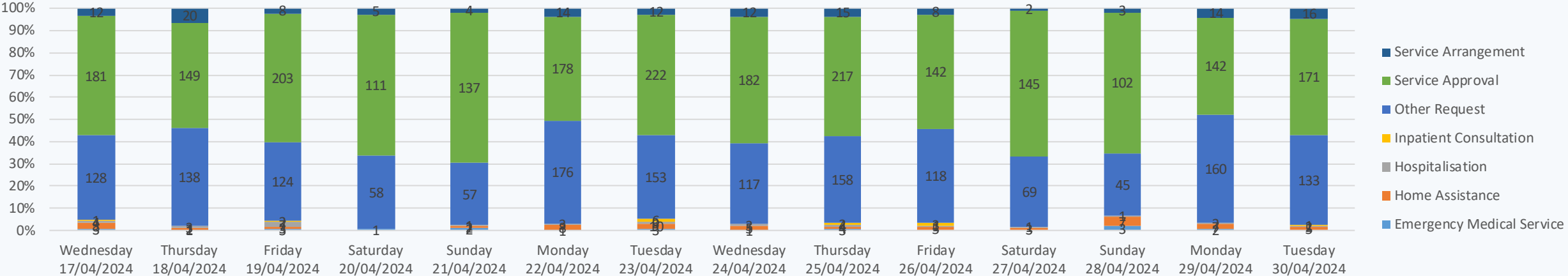
Grand Total

388

Calls by Category and Date (for the last 14 days)



Medical Calls by Subcategory and Date (for the last 14 days)



5. Customer Satisfaction Score (CSAT)

Question 1

5.00

Question 2

5.00

Question 3

5.00

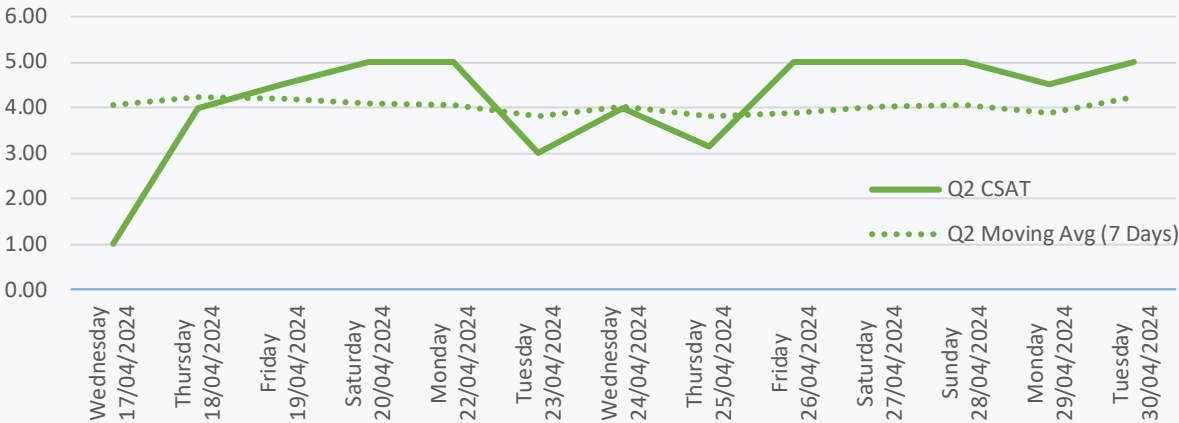
Question 1 Average CSAT by Date (for the last 14 days)



To obtain immediate feedback and evaluate the quality of call-centre services, all callers were asked to provide ratings on a scale from 1 to 5.

- Question 1 assesses whether the caller’s inquiry was successfully resolved during the interaction with the call centre.
- Question 2 evaluates the caller’s level of satisfaction with the waiting time.
- Question 3 measures the caller’s overall satisfaction with the call-centre service.

Question 2 CSAT by Date (for the last 14 days)



Question 3 CSAT by Date (for the last 14 days)

