

Language

☐ French
☐ Italian

Area

☒ EMEA
☐ LATAM

Queue

☐ French
☐ Italian

Date, Year, Month,...

☐ 01 June 2020
☐ 02 June 2020

Week

☐ Week 23 - 2020
☐ Week 24 - 2020

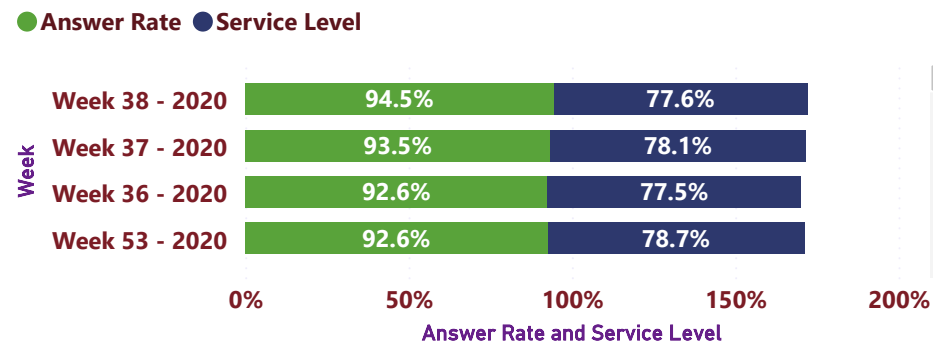
MonthYear

☐ Aug 2020
☐ Dec 2020

Year

☒ 2020
☐ 2021

## Answer Rate & Service Level by Week



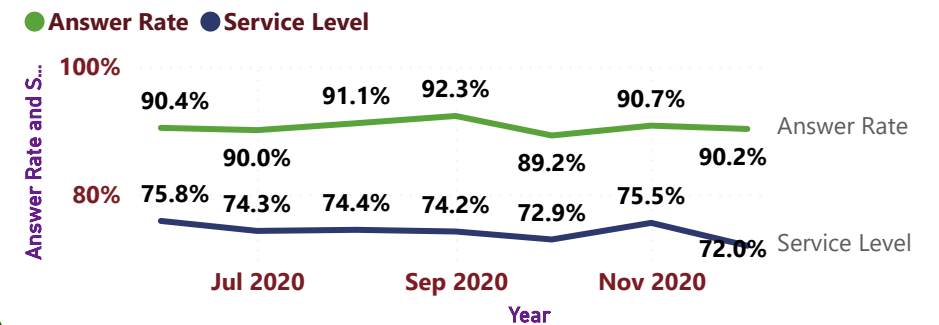
## Avg\_Service\_Level

74.0%

90.5%

Answer Rate

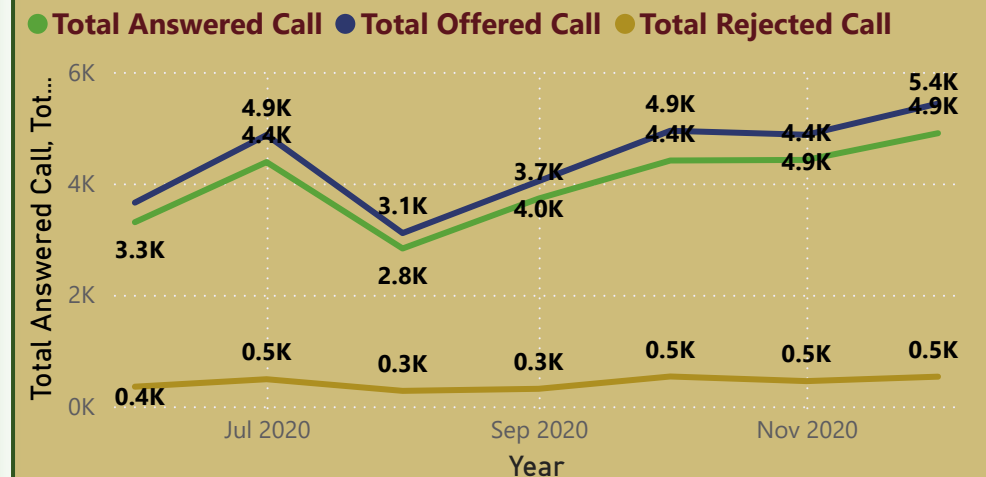
## Answer Rate & Service Level by Year and Month



## Call Handling Overview (Offered, Answered & Rejected Calls)

Week	Month	Day	Area	Queue	Answered Call	Offered Call	Rejected Call
Week 34 - 2020	August	18	EMEA	Portuguese	1	1	0
Week 23 - 2020	June	5	EMEA	Portuguese	2	2	0
Week 28 - 2020	July	9	EMEA	Portuguese	2	2	0
Week 37 - 2020	September	10	EMEA	Portuguese	2	2	0
Total					27974	30915	2941

## Total Answered Call VS Total Offered Call VS Total Rejected Call by Year & Month



Language

- ☐ Portuguese
- ☐ Spanish

Are...

- ☐ EMEA
- ☒ LATAM

Queue

- ☐ Brazilian Portuguese
- ☐ Mexican Spanish

Date, Year, Month, Day

- ☐ 01 June 2020
- ☐ 02 June 2020

Week

- ☐ Week 2 - 2021
- ☐ Week 23 - 2020

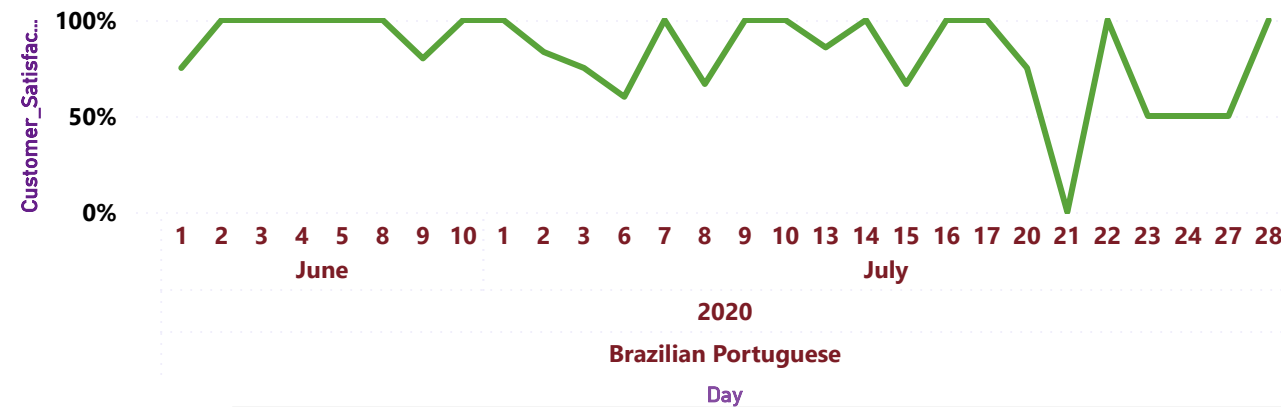
MonthYear

- ☐ Aug 2020
- ☐ Dec 2020

Year

- ☐ 2020
- ☐ 2021

Customer\_Satisfaction\_Score By Queue & Yearly & Monthly & Daily

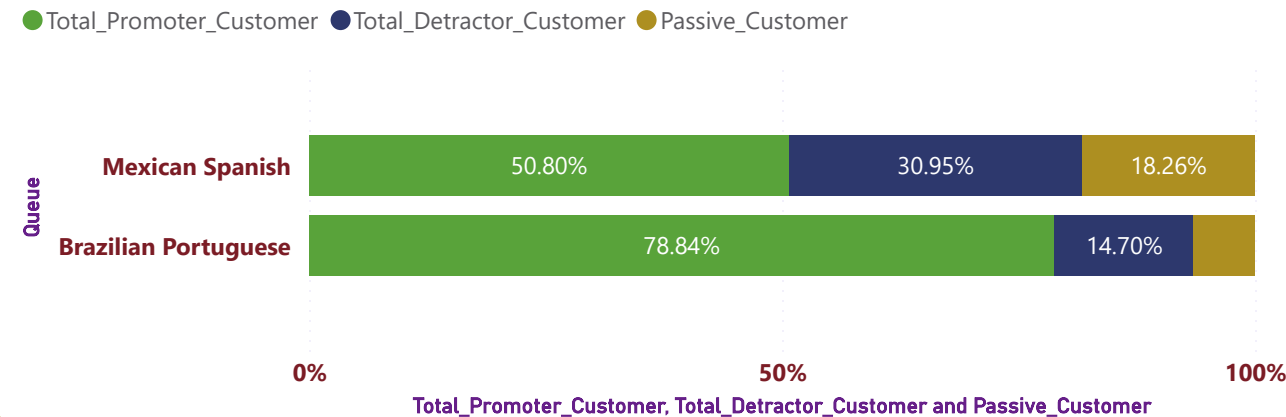


Average Net Promoter Score  
**36.21%**

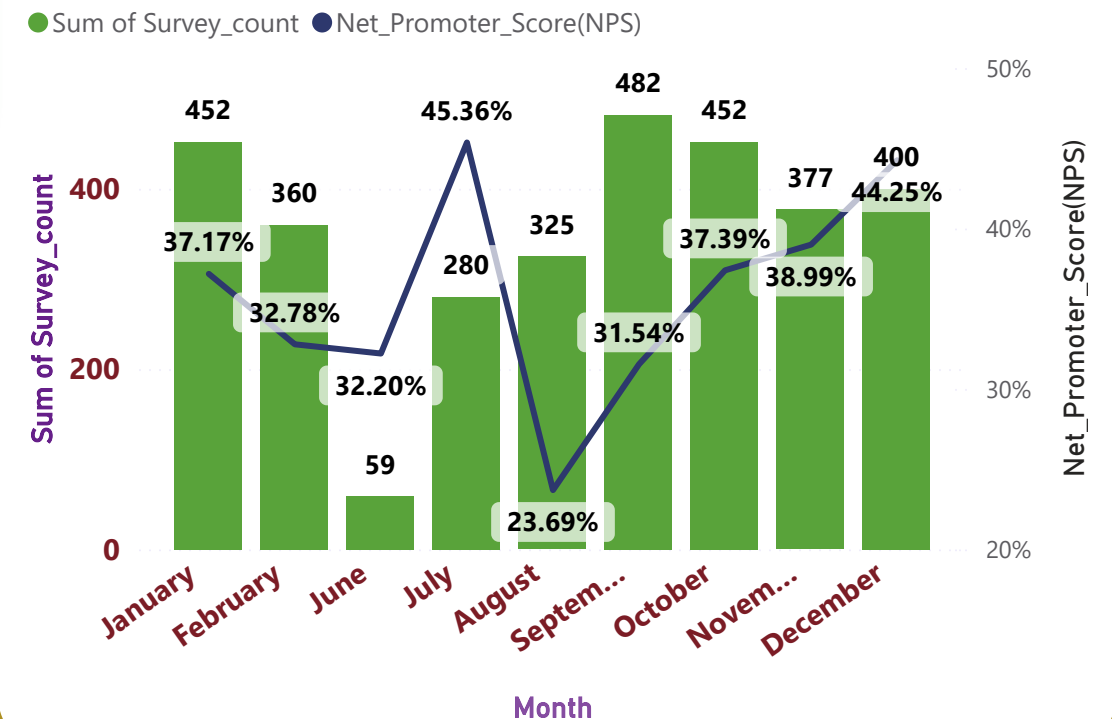
Total\_Survey\_Count  
**3187**

Avg\_Customer Satisfaction Score  
**61.15%**

Promoter\_Customer VS, Detractor\_Customer VS Passive\_Customer by Queue



Total\_Survey\_Count VS Net\_Promoter\_Score(NPS) by Month\_



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Year

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☐ 2021

## Call Center Daily KPIs - Answered call ,AHT, Talk time, Hold Time, ACW\_Time & Time Metrics

Week	Month	D a y	Area	Queue	Answer ed Call	Avg_AHT _Mint	Talk_Ti me (min)	Hold_ Time (min)	After_Call_ Work_Time (min)
Week 2 - January 2021	January	4	EMEA	French	97	23.59	1634.7	124.6	528.7
Week 2 - January 2021	January	5	EMEA	French	64	18.67	847.5	76.5	270.9
Week 2 - January 2021	January	6	EMEA	French	47	21.12	722.1	45.4	225.2
Week 2 - January 2021	January	7	EMEA	French	80	16.45	913.5	83.6	319.2
Week 2 - January 2021	January	8	EMEA	French	82	25.24	1451.0	124.4	494.4
Week 23 - 2020	June	1	EMEA	French	54	24.45	913.8	53.2	353.2
Week 23 - 2020	June	2	EMEA	French	95	16.20	1119.7	117.5	302.0
Week 23 - 2020	June	3	EMEA	French	85	18.19	1084.3	113.3	348.3
Total					35309	21.66	55519	3845	171186.9
							3.5	0.4	

Average Net Promoter Score

46.18%

Avg\_Service\_Level

74.3%



## Avg\_AHT\_Minutes VS Net\_Promoter\_Score a VS Service Level by Queue and Year

● Avg\_AHT\_Minutes ● Net\_Promoter\_Score ● Service Level

