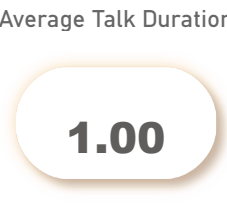
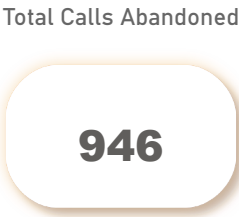
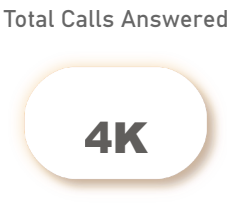
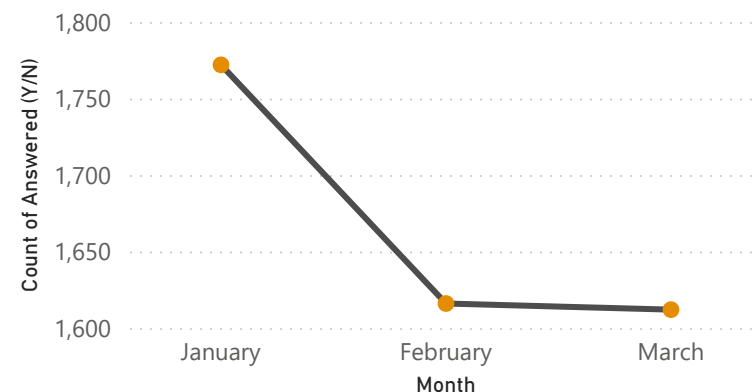




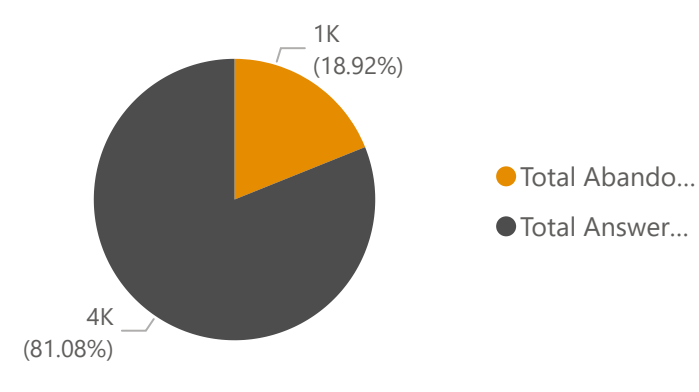
Overview of Call Trends in Customer and Agent Behaviour at PhoneNow



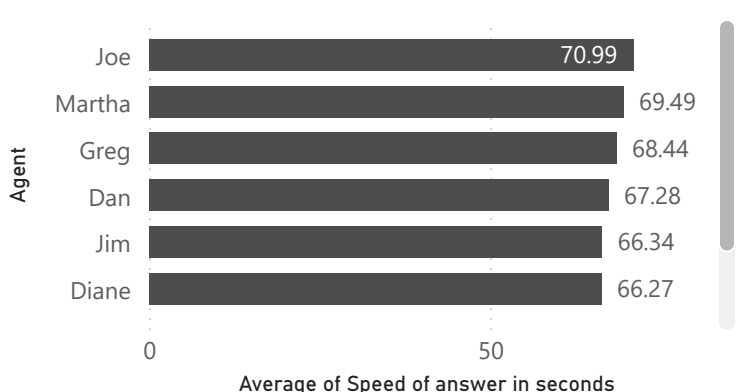
Calls Received by Month



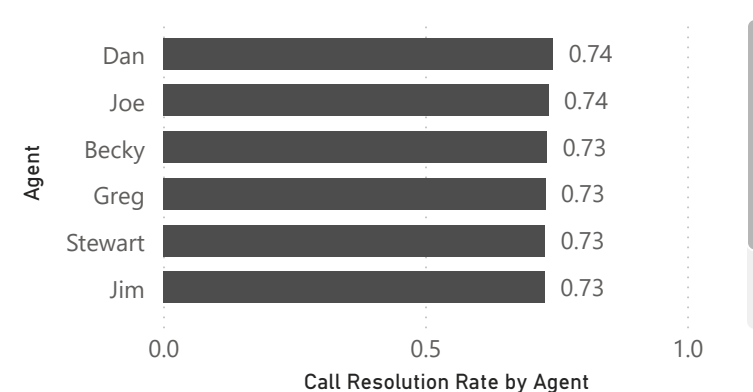
Calls Abandoned Vs Calls Answered



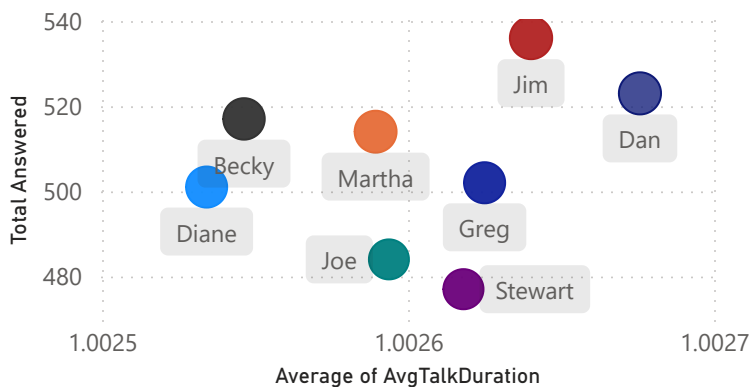
Average Speed of Answer by Agent



Percentage of Calls Resolved by Agent



Agent Performance Quadrant



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