



PhoneNow

CALLS

5000

MISSED CALLS

946

UNRESOLVED CALLS

408

AVERAGE TALK DURATION (in seconds)

224.92

AVERAGE SPEED OF ANSWER (in seconds)

67.52

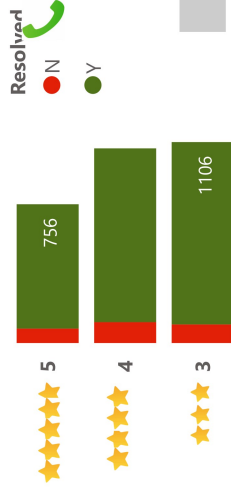
TOPIC

All

AGENT

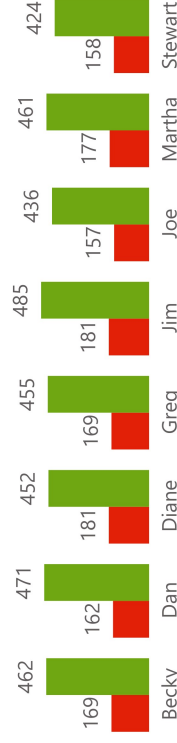
All

RATING



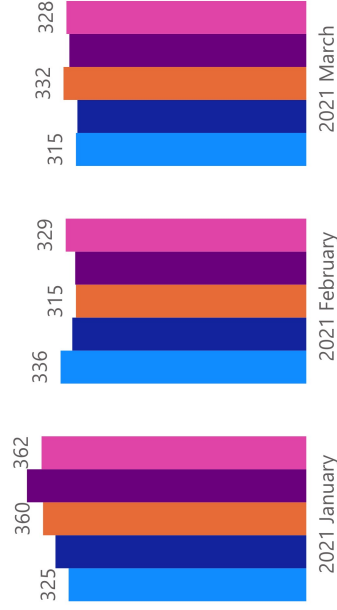
CALLS BY AGENT

Resolved ● N ● Y



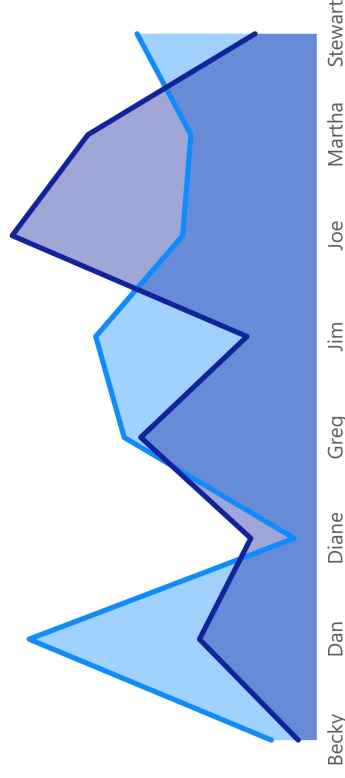
CALLS BY MONTH

● Admin Support ● Contract related ● Payment related ● Streaming ● Technical Support



TALK DURATION vs CALL ANSWERS

— Talk Duration — Call Answers



Note: The data and information in this document is reflective of a hypothetical situation and client. This document is to be used for PwC Virtual Internship purposes only.