



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

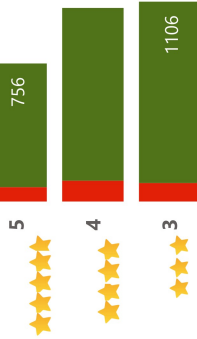
All

AGENT

All

RATING

Resolved
● N ● Y



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.

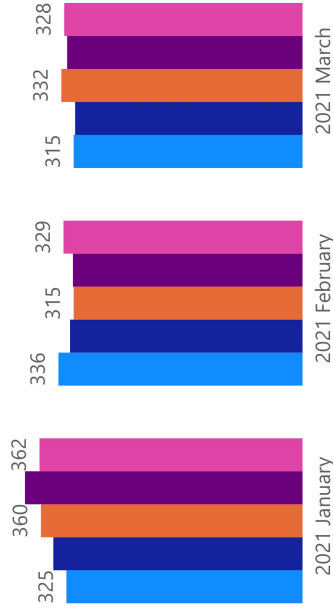
CALLS BY AGENT

Resolved ● N ● Y



CALLS BY MONTH

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



TALK DURATION vs CALL ANSWERS

— Talk Duration — Call Answers

