



2024 Customer Satisfaction Analysis

5,000

Total Calls

8

Total Agents

4,054

Total Calls Answered

81.1%

% Calls Answered

946

Total Calls Rejected

18.9%

% Calls Rejected

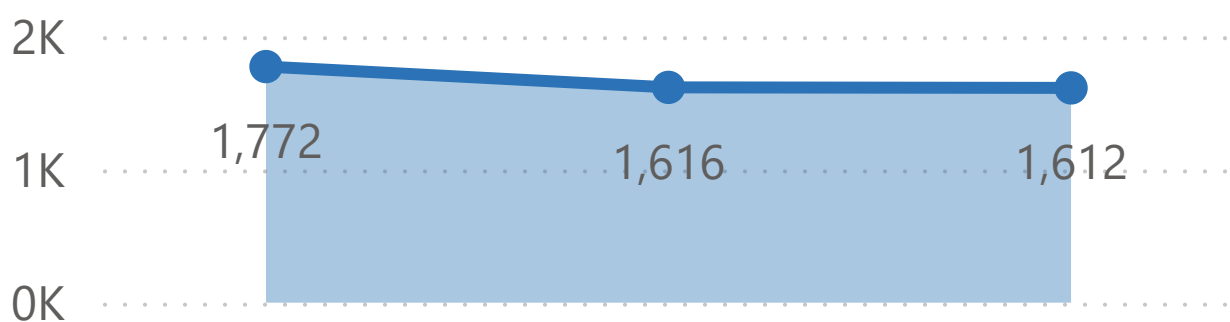
1/1/2024



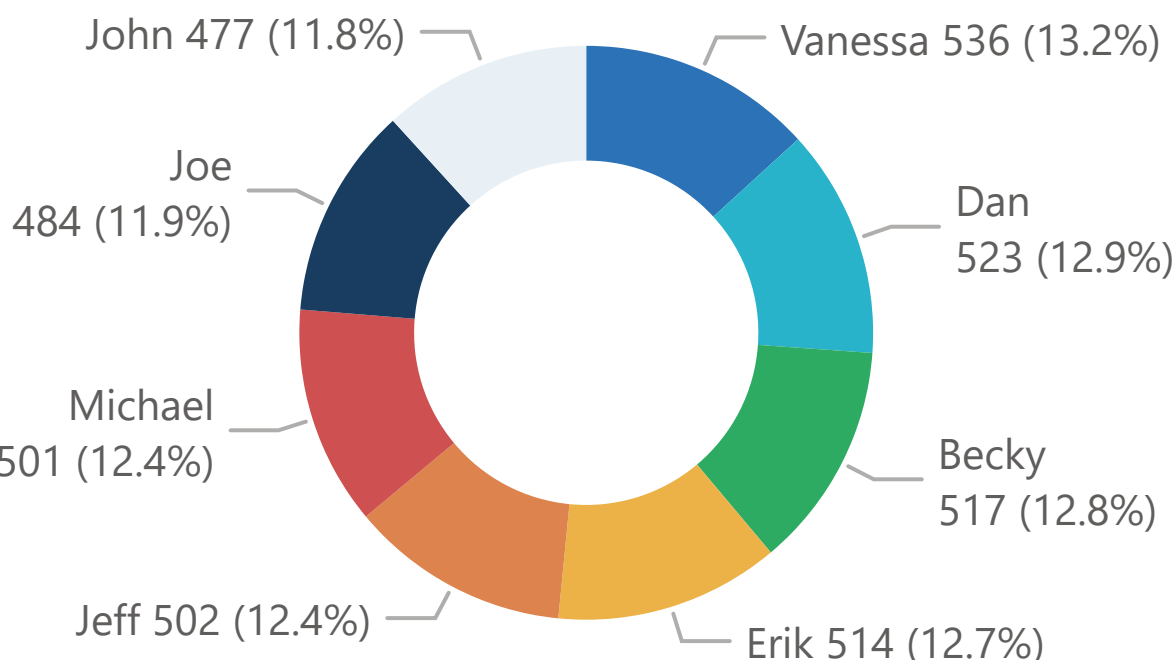
3/31/2024



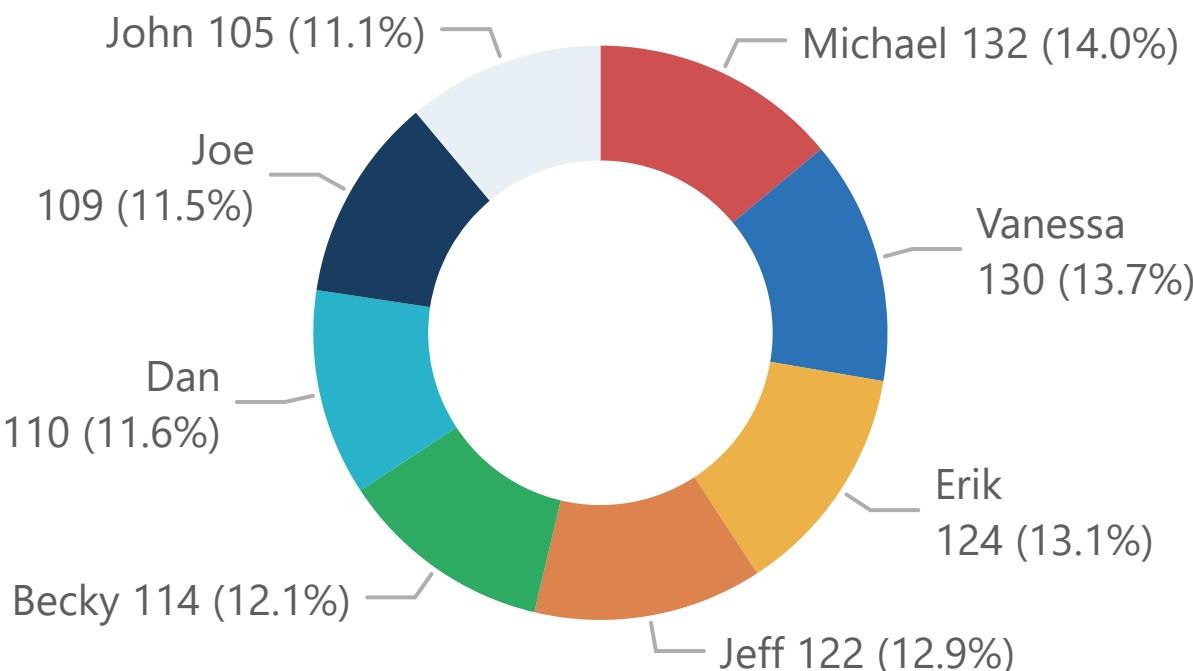
Total Calls by Month



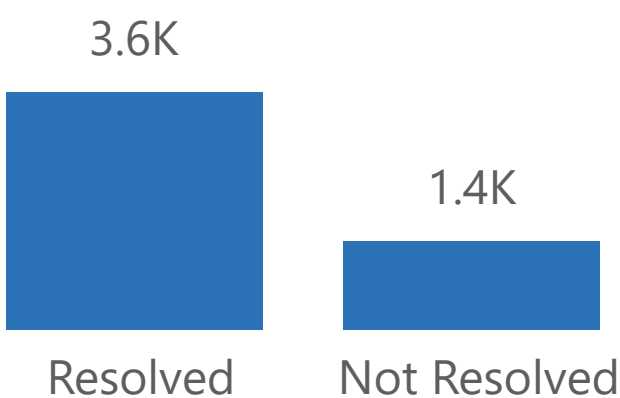
Calls Answered by Agent



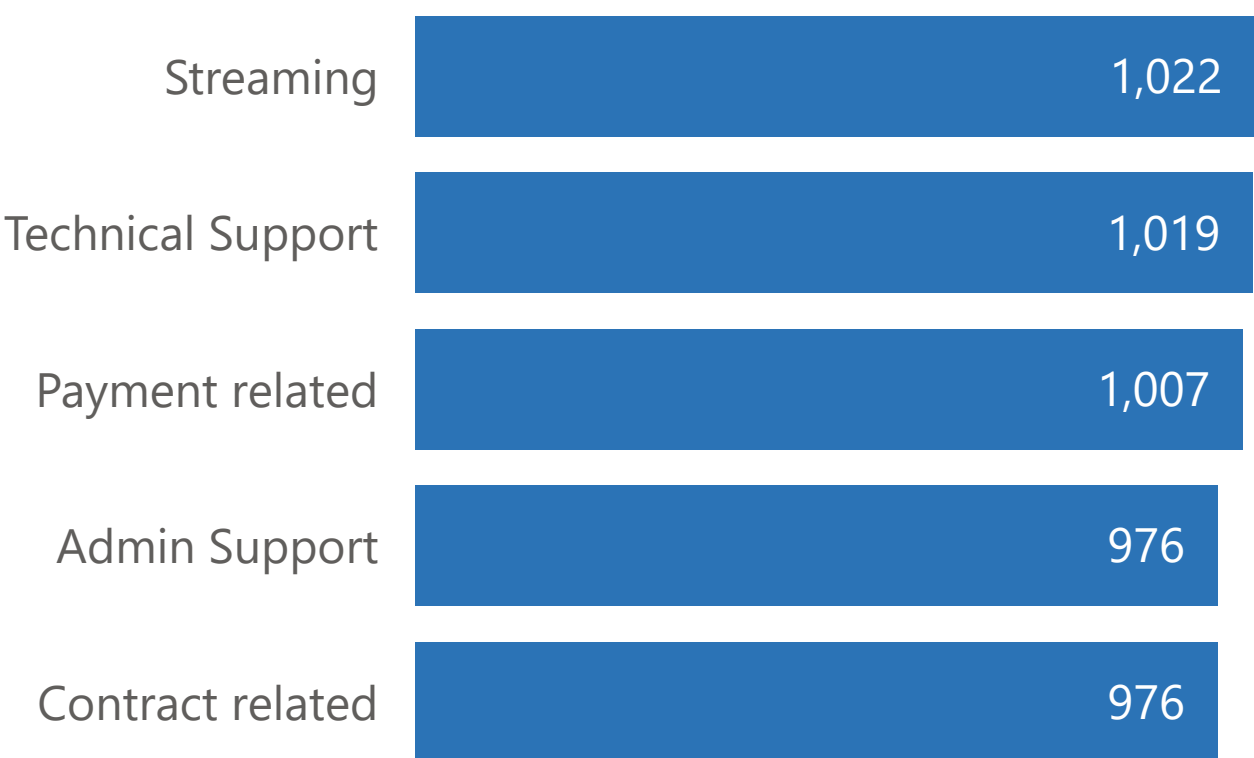
Calls Rejected by Agent



Total Calls by Resolution

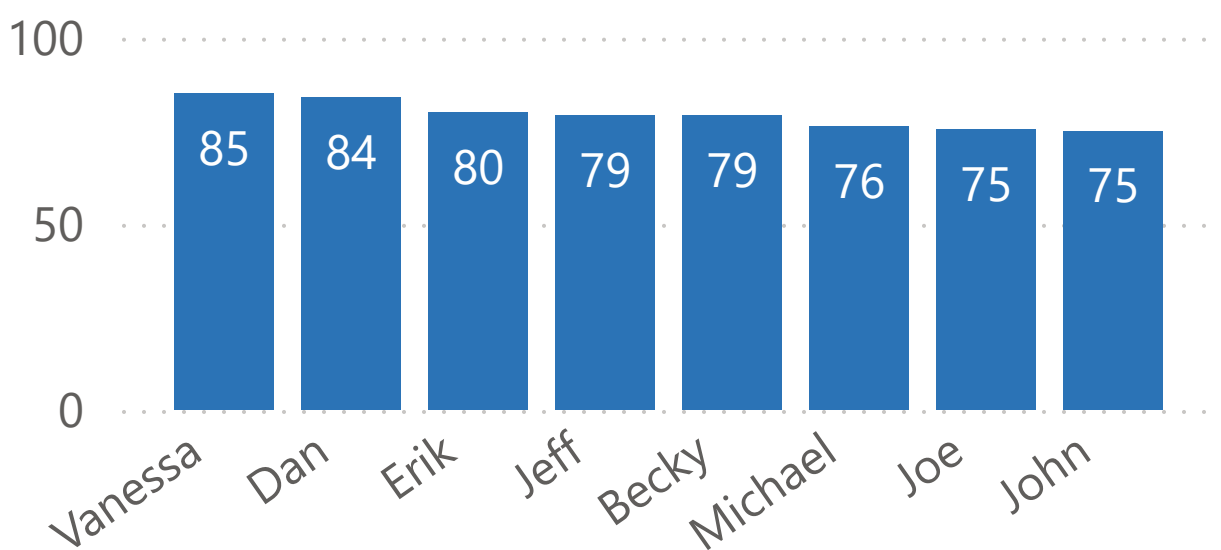


Total Calls by Topic



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Sum of Duration On Calls by Agent



Vanessa

Highest Calls Answered

Dan

Highest Satisfaction Rate