

Sheet 2: Country and Operator

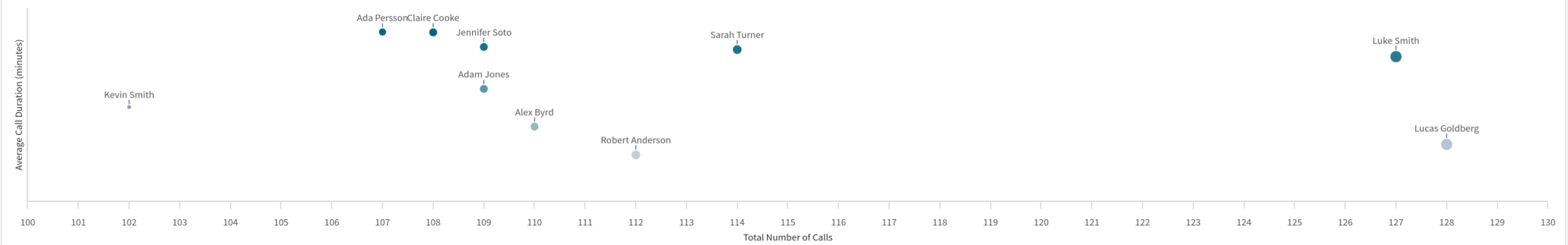
Filter Pane

Call Time

Average Call Satisfaction Percentage

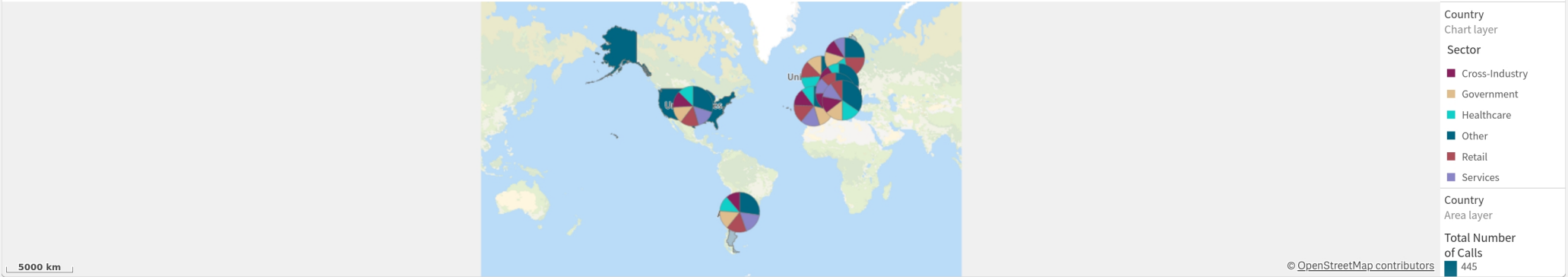
49.58%¹²
Average Call Duration (minutes)

Top 10 Operators based on the Number of Calls

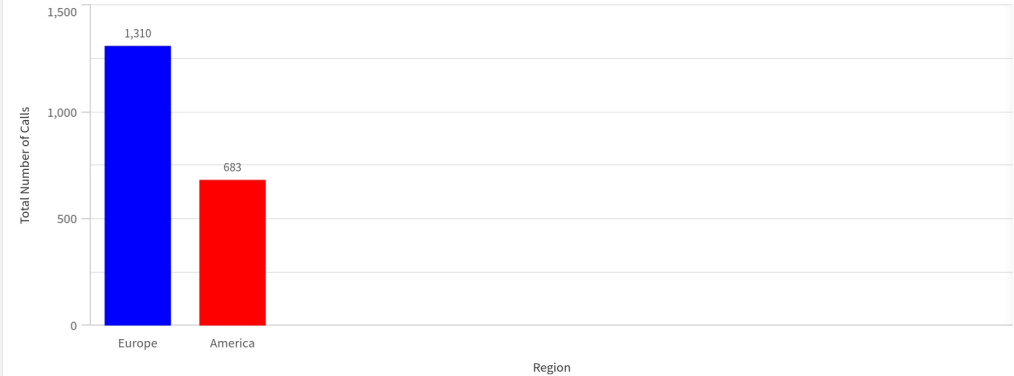


Total Number of Calls

Per Country and Sector



Distribution of Calls in Europe vs America



Average Percentage of Satisfaction

per Call Center Country & City

Country		City		Average Call Satisfaction Percentage	
-					
Argentina				48.40%	
Germany				47.64%	
Italy				44.55%	
Portugal				47.23%	
Sweden				50.22%	
Switzerland				54.87%	
United Kingdom				48.94%	
United States				52.22%	
				49.75%	