

#### Key Insights:

1. Among calls from different categories like Contract, Payment, Technical, Admin and Streaming, Streaming has the highest median satisfaction rating for resolved calls
2. Customer Agent Martha has the highest average satisfaction rating(3.47) and agent Joe has the lowest rating(3.33). However it is also noticed that the average rating of all agents is 3.4
3. Highest call volume was witnessed on 11<sup>th</sup> of the Month(230 calls – 186 resolved and 44 not resolved)
4. Approx. 65% of calls have rating 3 or more
5. There is scope for improvement in rating for tickets related to Contract Payment and Technical sections