



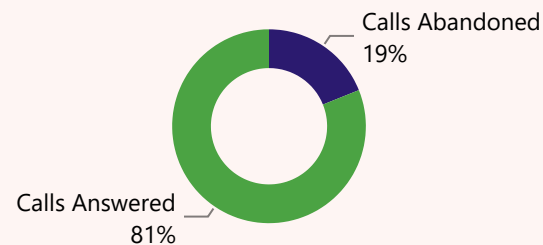
Over the Period, a total of 5000 call came through, out of which 81% were answered.

73% of customer call complaints were successfully resolved with Streaming issues being the most topic customers called on. January had the most calls of 1772, followed by February 1616 and March 1612.

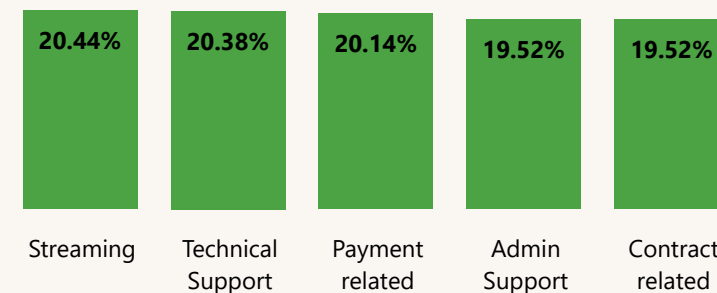
TOTAL CALLS OVER THE PERIOD

5000

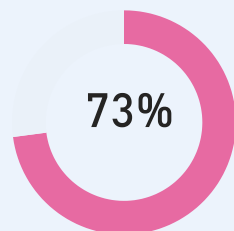
CALLS ANSWERED / ABANDONED



CALL COMPLAINTS FROM CUSTOMERS



CALLS RESOLVED



MONTHLY CALLS



CUSTOMER SATISFACTION



AVERAGE SPEED OF ANSWERING CALLS

67.52 Seconds

AGENTS PERFORMANCE

Agent	Total Calls	Calls Resolved	Average Speed of Answer
Becky	631	462	65.33
Dan	633	471	67.28
Diane	633	452	66.27
Greg	624	455	68.44
Jim	666	485	66.34
Joe	593	436	70.99
Martha	638	461	69.49
Stewart	582	424	66.18