

BRONX CALL CENTRE INSIGHTS FOR THE MONTH OF OCTOBER 2024



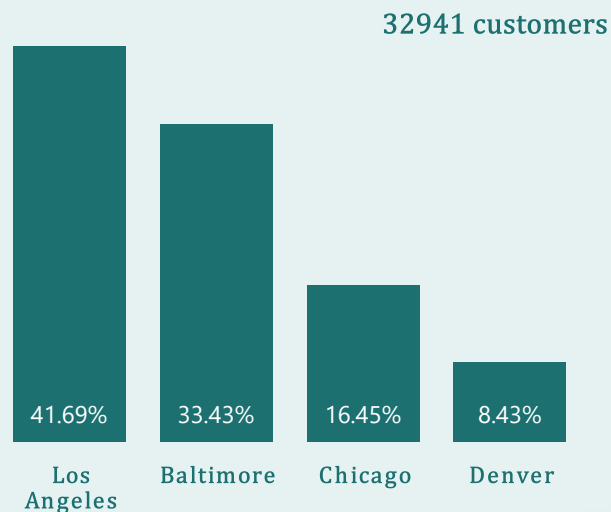
Average call
duration

25 minutes

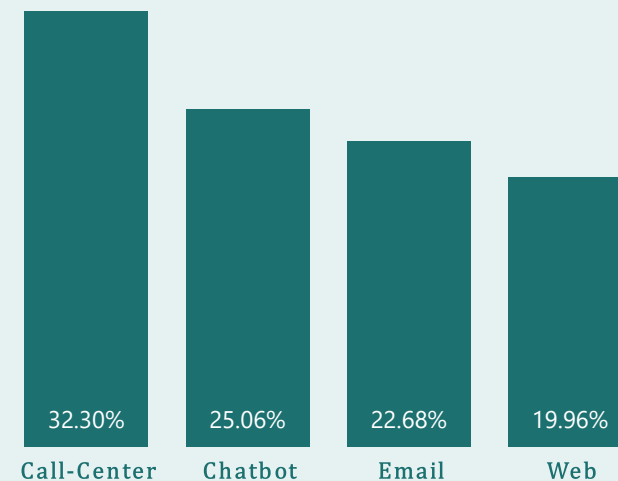
Within service
level

62.6%

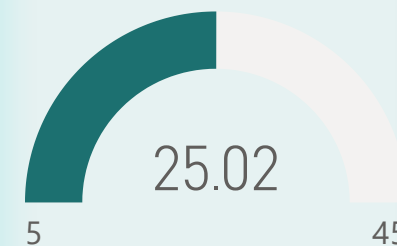
Customer volume by call center location



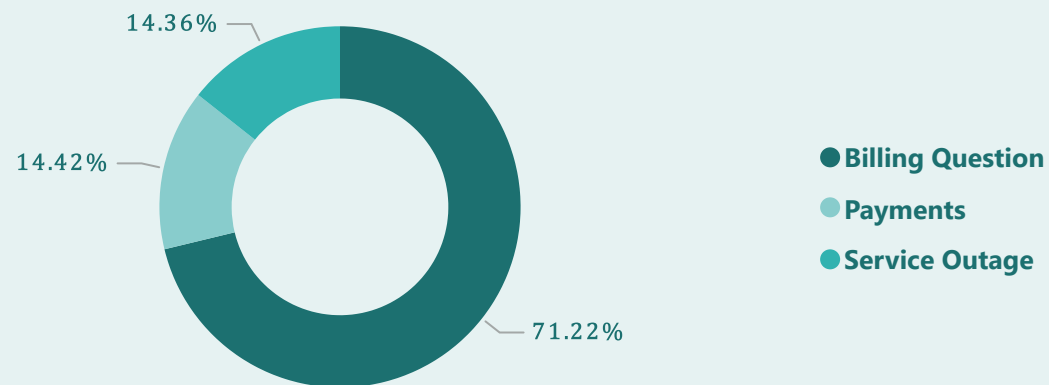
Customer volume by channel



Average call duration



Call volume by request



Customer sentiments

