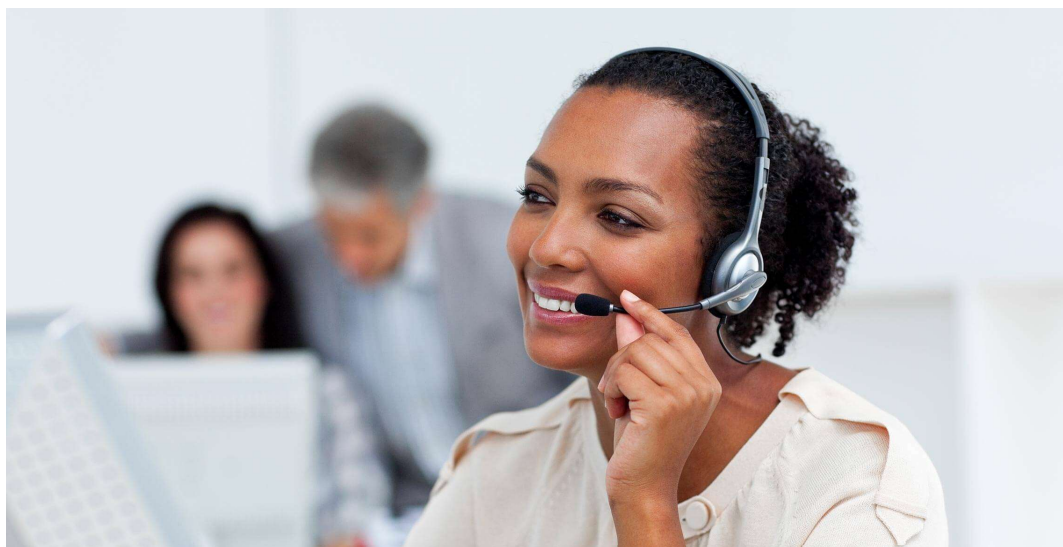


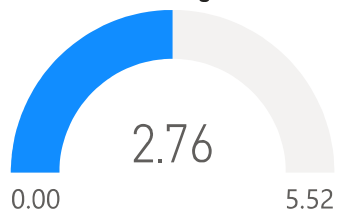
CALL CENTER

3 months insight

KEY POINT INDICATORS

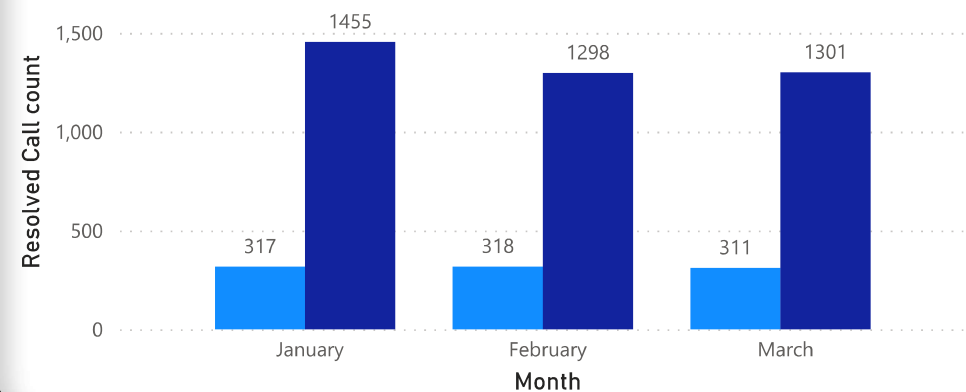


Average Customer Satisfaction Rating

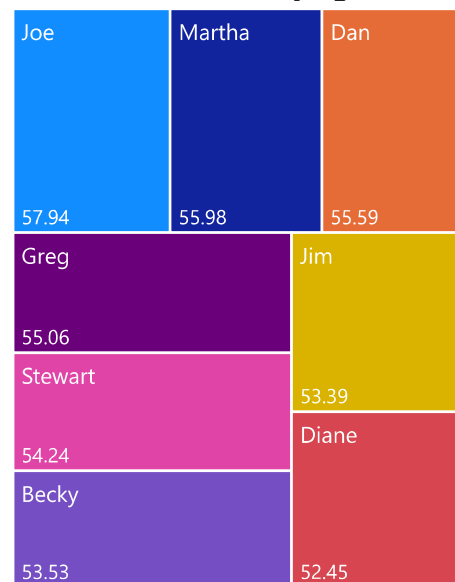


Topic	Average talk duration
Admin Support	2620
Contract related	2593
Payment related	2528
Streaming	2802
Technical Support	2613
Total	13156

Answered Yes/No ● No ● Yes



Call Statistics by Agent



Answered call statistics by Month

