



2022

2023

2024

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

Oct

Nov

Dec

Calls Answered

3K

+3.8% vs Last Year

Actual/Forecast%

107.2%

Previous Year was 101.1%

Abandoned %

4.2%

Previous Year was 4.6%

AHT

634

Previous Year was 638

Billing

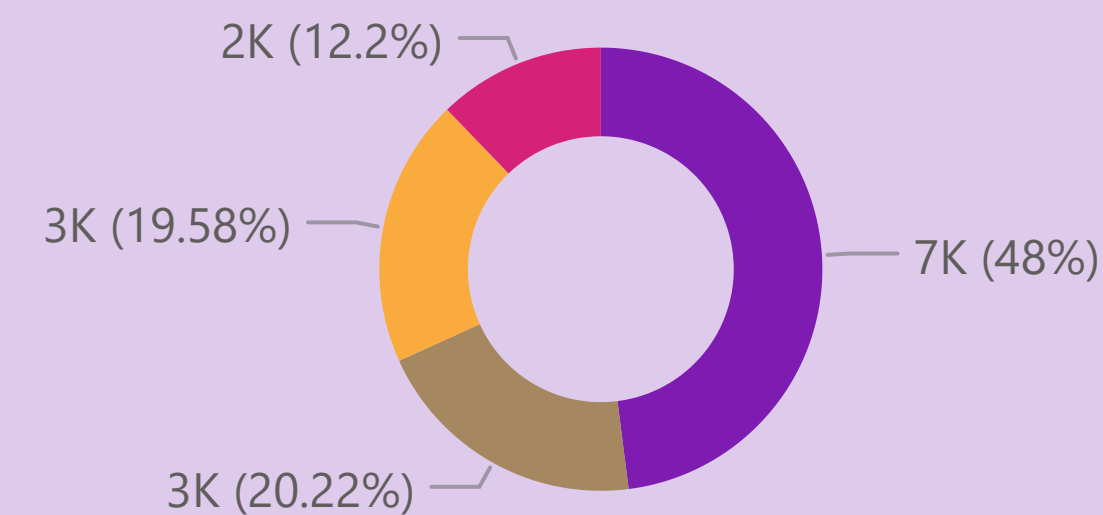
General Inquiry

New Connections

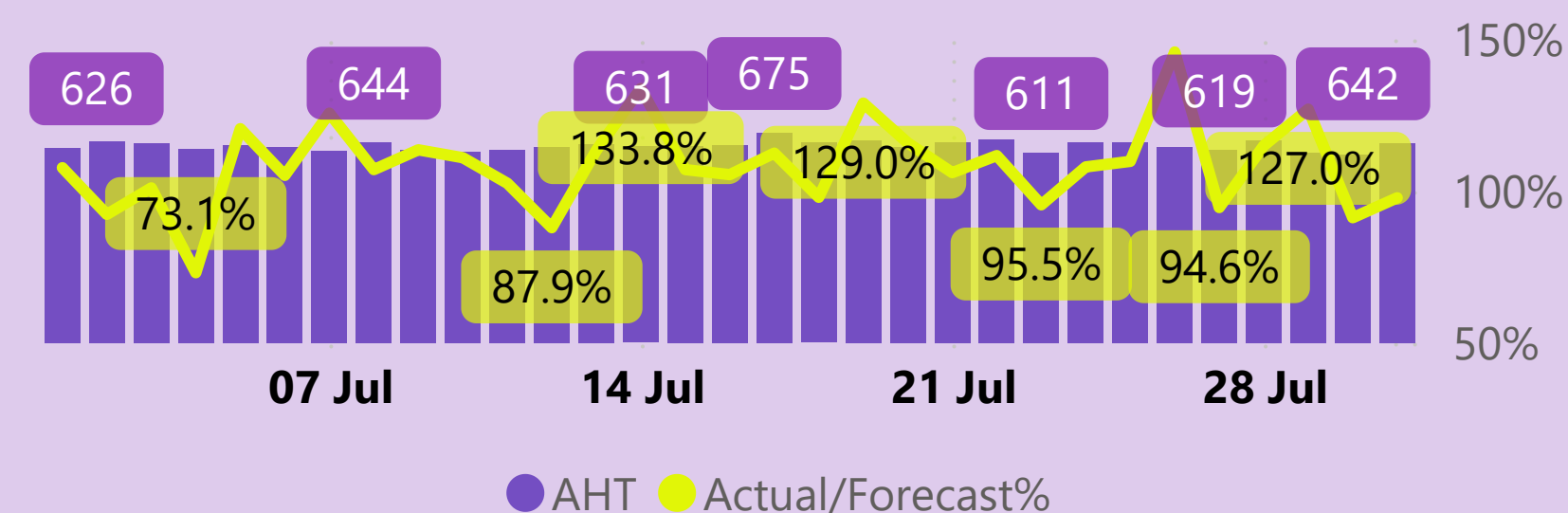
Technical Support

Calls Answered by Department Name

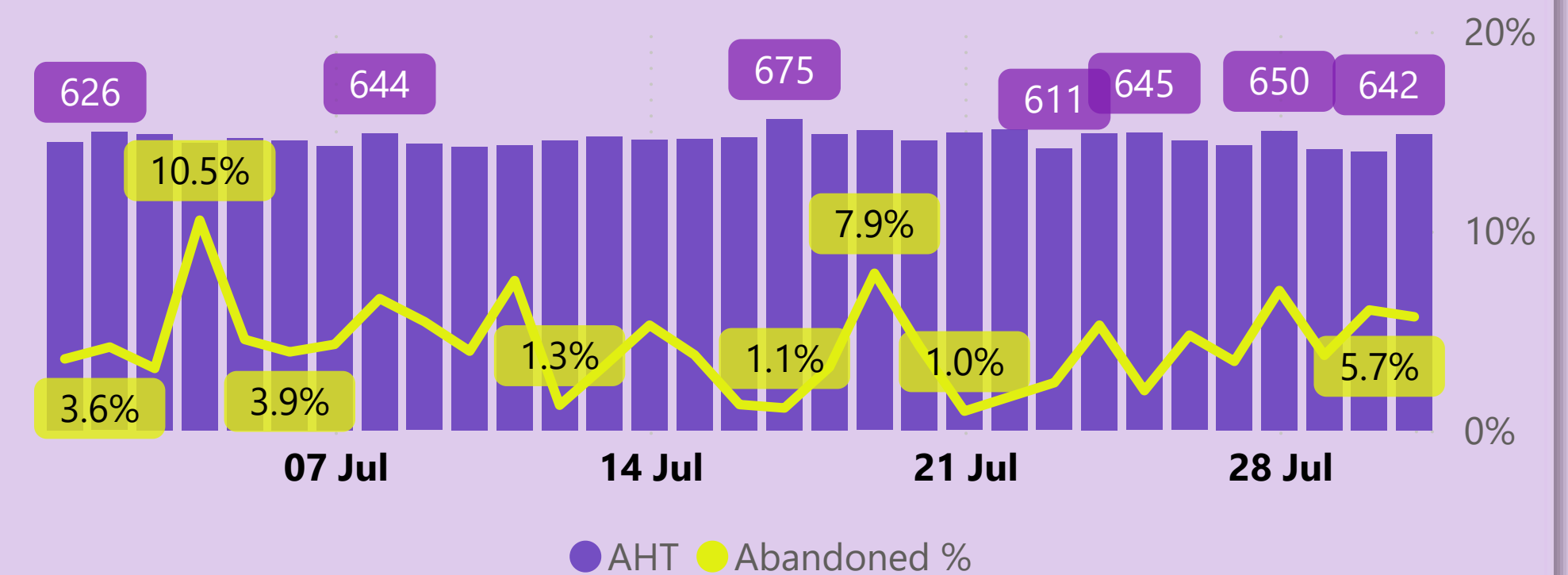
● Billing ● General Inquiry ● Technical Support ● New Connec...



AHT vs Actual/Forecast %



AHT Vs Abandoned %



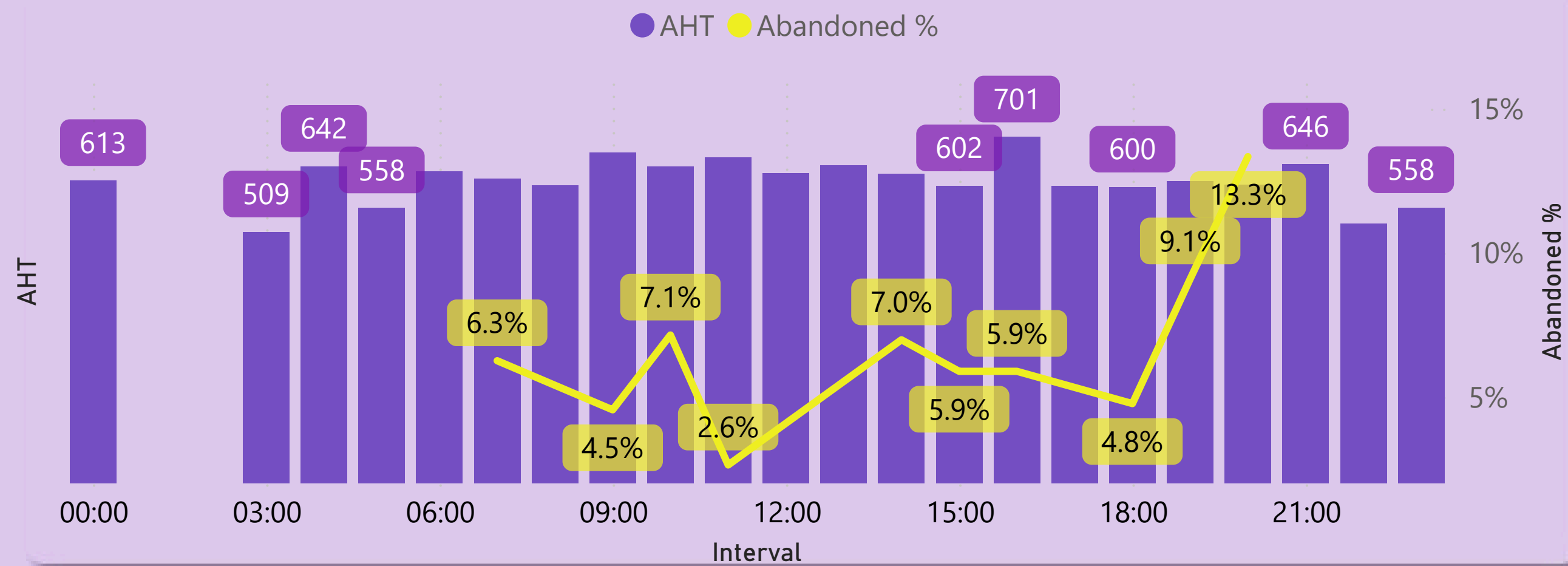
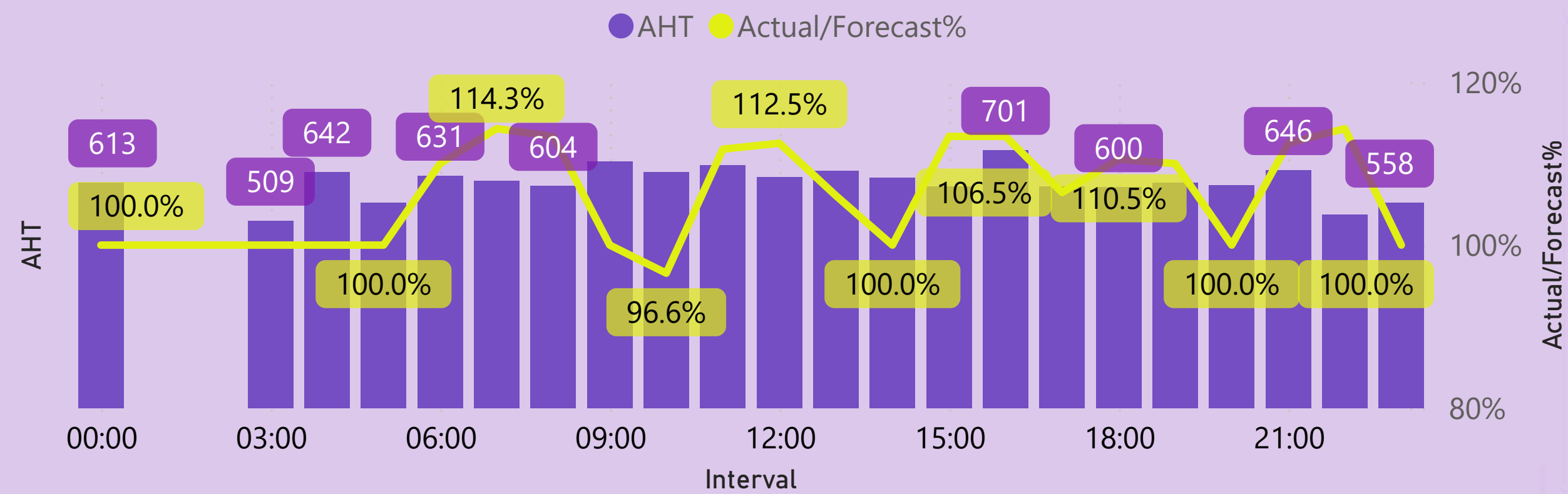
★ 17-Jul-24 was the date with the highest AHT with an AHT of 675 and the Actual/Forecast of 112.5%

★ 04-Jul-24 was the date with highest Abandoned Calls % with 10.5% and the AHT on that day was 623



07 July 2024

All



Interval	Calls Answered	AHT	Abandoned %	Abandoned
00:00:00	1	613		
03:00:00	3	509		
04:00:00	5	642		
05:00:00	5	558		
06:00:00	11	631		
08:00:00	17	604		
12:00:00	45	628		
13:00:00	35	644		
17:00:00	33	602		
21:00:00	9	646		
22:00:00	8	526		
23:00:00	5	558		
11:00:00	38	660	2.6%	
09:00:00	22	670	4.5%	
18:00:00	21	600	4.8%	
15:00:00	34	602	5.9%	
16:00:00	34	701	5.9%	
Total	439	629	3.6%	



Clear Filters

of months to show

6

Department

All

Agent

All

Agent ID

All

Team Manager

All

Agent
Multiple

Team
Multiple

AHT
637

Previous Year
was --

Surveys
432

Surveys Last
Year --

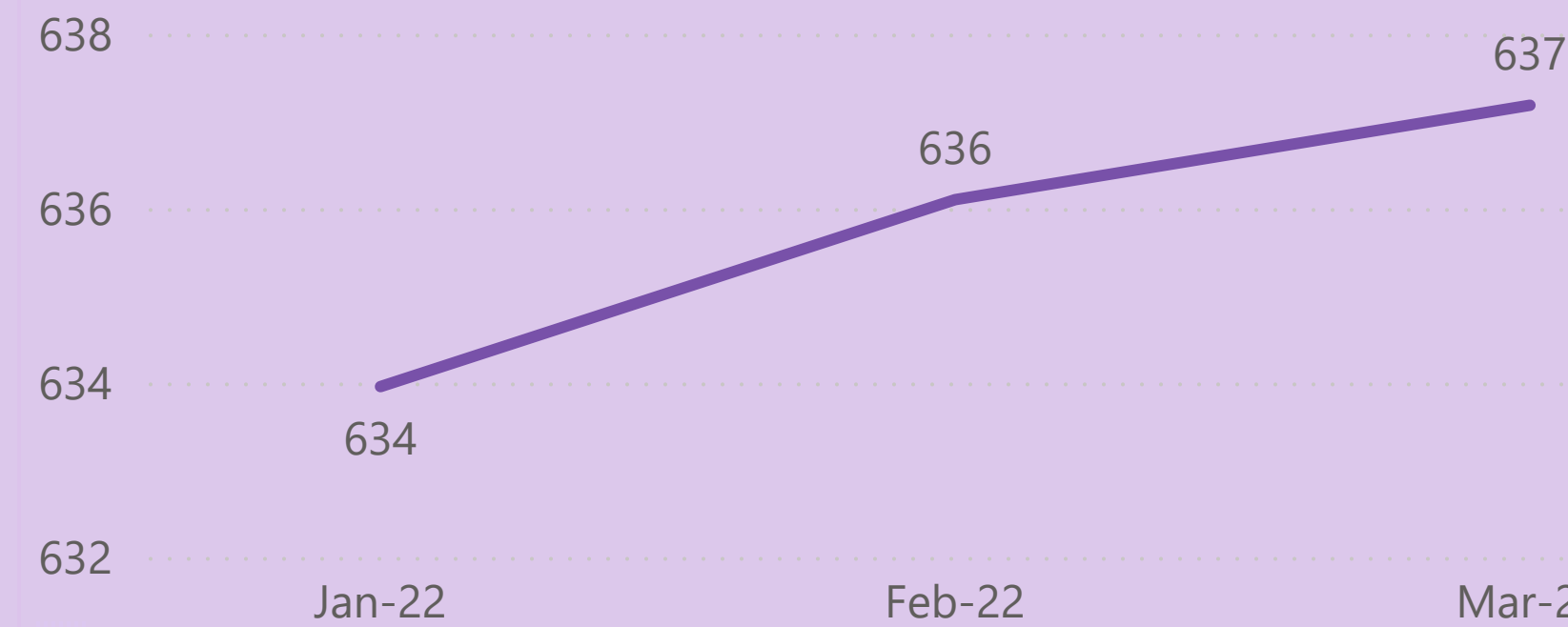
NPS Score
-0.33

Previous Year
was --

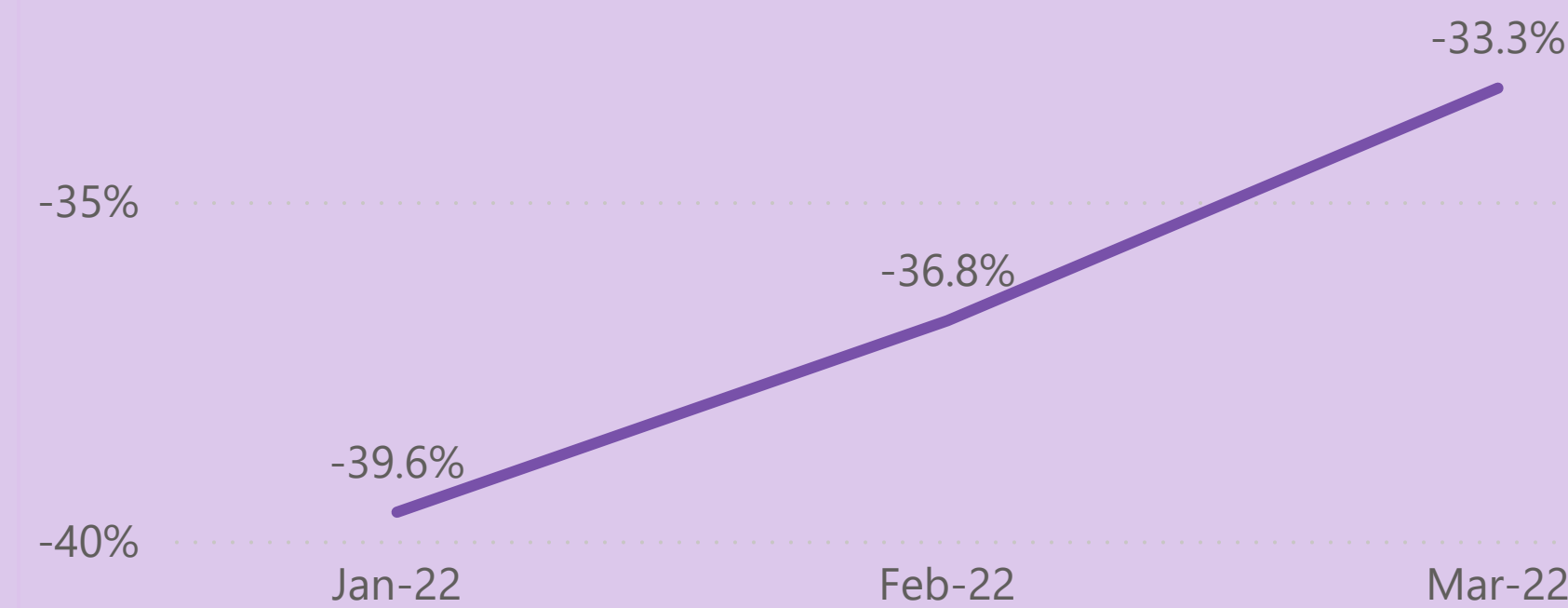
CSAT Score
38.0%

Previous Year
was --

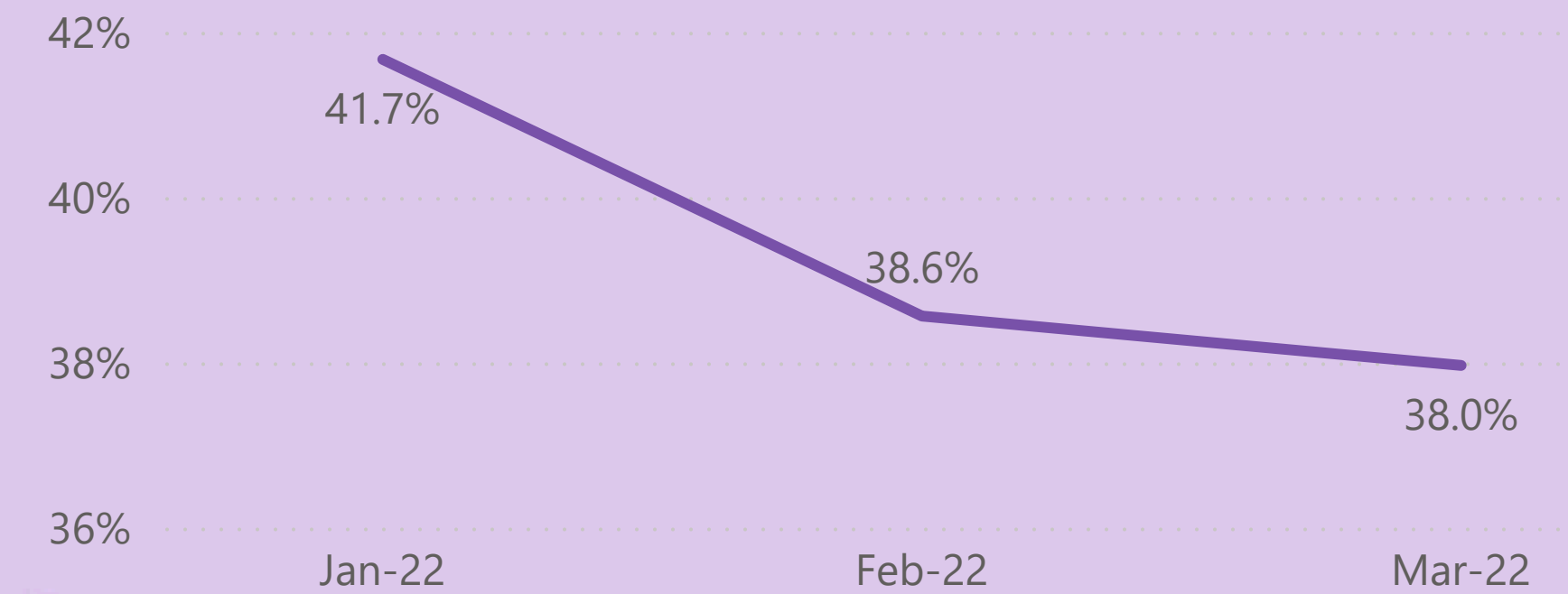
AHT Trend



NPS Trend



CSAT Trend



Transfer % Trend

