

30th October - 12th January of 2022 and 2023:
Queries related to New admissions

2022: 282 queries

Payment plan changes: 103

Payment allocation: 40

Discounts: 18 queries

Other:121 (Generally for current accounts, not admissions related)

2023: 540 queries

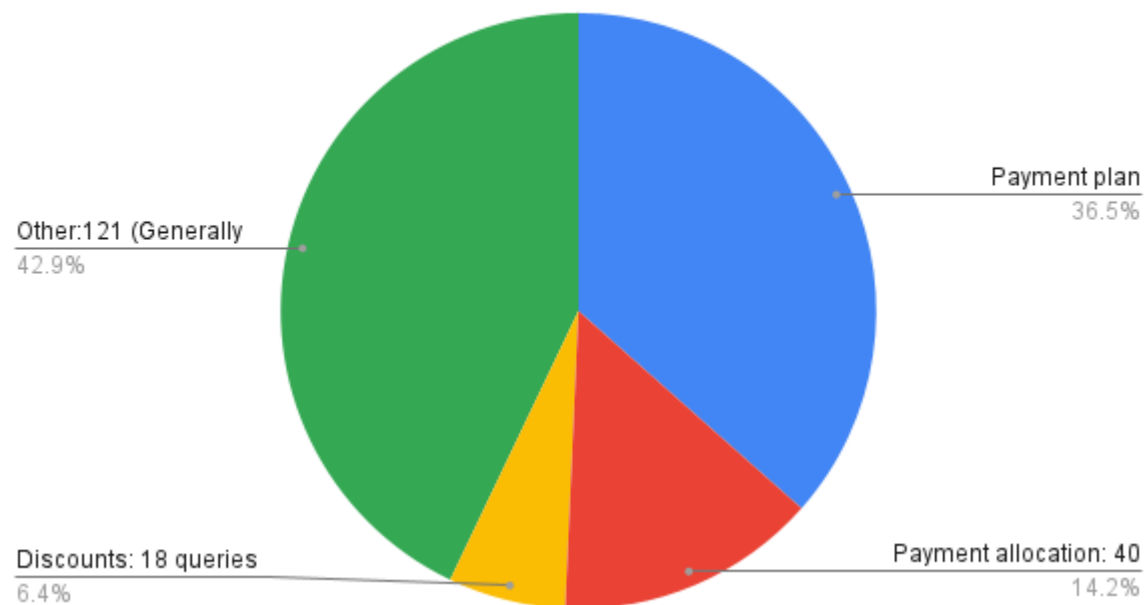
Payment plan changes: 139 queries

Payment allocation: 82 queries

Discounts: 41 queries

Other: 278 (Generally for current accounts, not admissions related)

2022 Customer Service Queries: 282 queries



2023 Customer Service Queries: 540 queries

