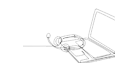


- **5000** issues were received with **3646** of them having been resolved.
- The average customer satisfaction rate is **3.4**.
- The average speed of answer by the call agents is **67.52 Seconds**.
- **4054** Calls were answered while **946** went unanswered.



Date	Agent	Answered (Y/N)	Topic
2021-01-01	Becky	Y	Admin Support
2021-01-01	Becky	Y	Payment related
2021-01-01	Becky	Y	Streaming
2021-01-01	Becky	Y	Technical Support
2021-01-01	Dan	Y	Admin Support
2021-01-01	Dan	Y	Payment related
2021-01-01	Dan	Y	Streaming
2021-01-01	Diane	Y	Admin Support
2021-01-01	Diane	Y	Contract related
2021-01-01	Diane	Y	Payment related