

# PHONENOW CALL CENTRE REPORT

Month

All

Topic

All

## Resolved Topic Status

Streaming	No 273	Yes 749	1022
Technical Support	No 283	Yes 736	1019
Payment related	No 278	Yes 729	1007
Admin Support	No 253	Yes 723	976
Contract related	No 267	Yes 709	976

## Average Satisfaction Rating



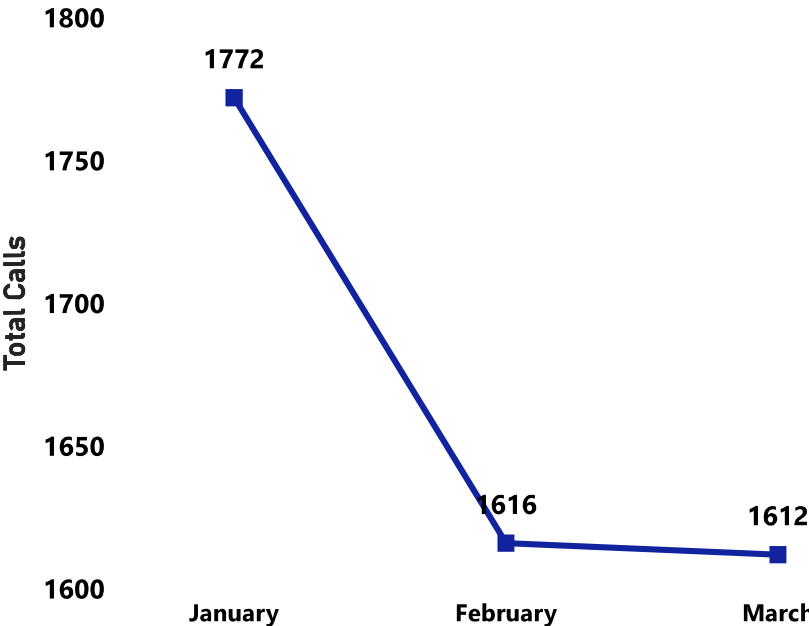
## Average Speed of Answer(Seconds)

67.52

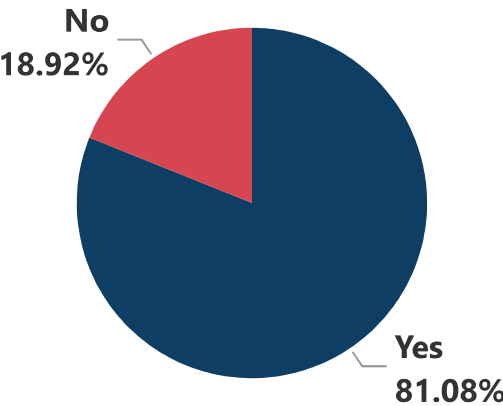
## Successful Resolution Percentage

72.92%

## Total Calls by Month



## Total Call Answered



## Average Satisfaction Rating by Agent

