

Date

All

Call Agent

agent\_01

agent\_02

agent\_03

agent\_04

agent\_05

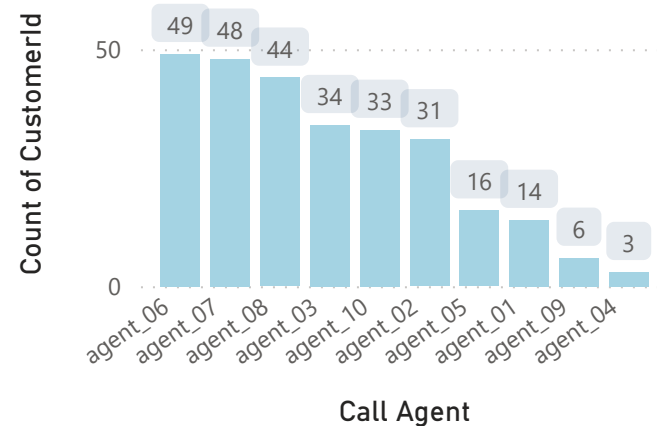
agent\_06

agent\_07

agent\_08

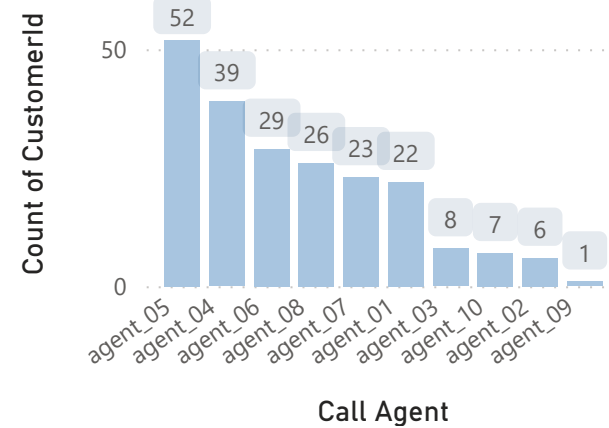
### PaidBack Customers per Agent

Loan Status PaidBack



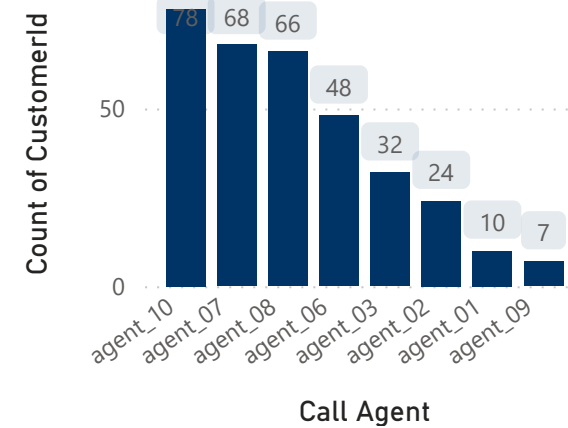
### Collection Customers per Agent

Loan Sta... Collection



### Penalty1 Customers per Agent

Loan St... Penalty1

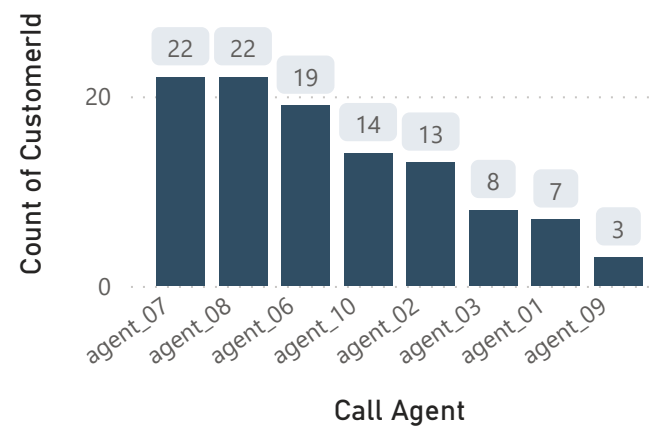


### Sum of Phone Duration (Hours) by Call Agent



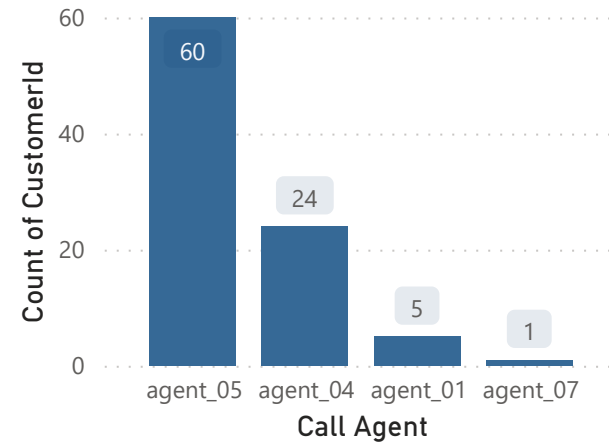
### PaidOut Customers per Agent

Loan Status PaidOut



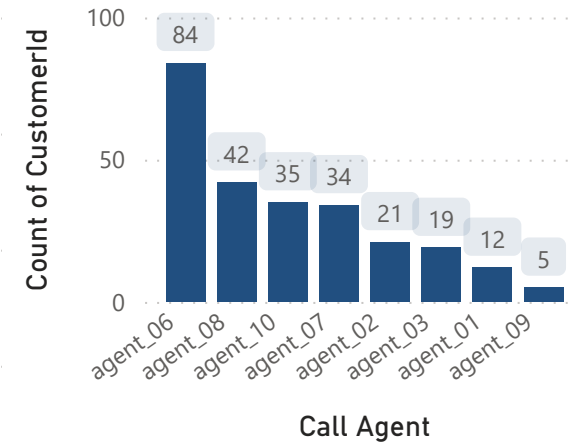
### Collection2 Customers per Agent

Loan Sta... Collection2

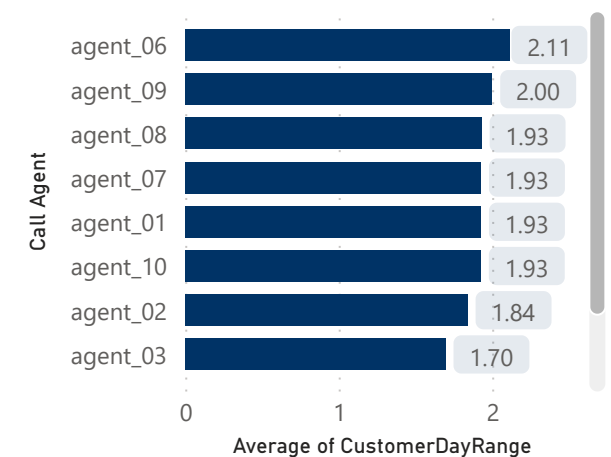


### Penalty2 Customers per Agent

Loan St... Penalty2



### Average of CustomerDayRange by Call Agent



agent\_01

Autodialer

Call Type

DE

Country Code

StrategyCheckpoint  
All

- CustomerId
- ☐ Select all
  - ☐ 105881
  - ☐ 232065
  - ☐ 257359
  - ☐ 259528
  - ☐ 280169
  - ☐ 283836
  - ☐ 289926
  - ☐ 308617
  - ☐ 318094

Collection	Collection2	PaidBack	PaidOut	Penalty1	Penalty2	Penalty3
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CustomerId	Calls
557950	5
663768	3
280169	2
568435	2
596815	2
628010	2
635691	2
666498	2
105881	1
232065	1
257359	1
259528	1
283836	1
289926	1
308617	1
318094	1
328015	1
332776	1
361548	1
376951	1
410083	1
415219	1
416793	1
426300	1
432782	1
432899	1
437124	1
Total	82

Date	Phone Call Result	Call Resolution	Phone Duration
7/4/2022 12:00:00 AM	Completed	BankDetailsSofort	

Sankey diagram showing call flow from 82 total calls to various results and resolutions.

- Monday, July 04, 2022 (31 calls)
  - Completed (28 calls)
    - BankDetailsSofort (1 call)
- Tuesday, July 05, 2022 (12 calls)
  - FailedAgentTimeout (2 calls)
- Wednesday, July 06, 2022 (2 calls)
  - FailedNoAnswer (1 call)
- Thursday, July 07, 2022 (22 calls)
  - HangUp (4 calls)
- Friday, July 08, 2022 (15 calls)
  - NoAnswer (2 calls)
  - NotRelatedToCustomer (1 call)

Month	July
Day	4
CustomerId	Broken Promise to Pay [+3] Broken Promise to Pay [+4] PaidOut [0] PaidOut [1+] Broken Promise to Pay [+2] Broken Promise to
557950	
663768	
280169	2
568435	
596815	

CustomerId

All

Collection

Collection2

CollectionsFraud

Penalty1

Penalty2

Penalty3

PostExternal

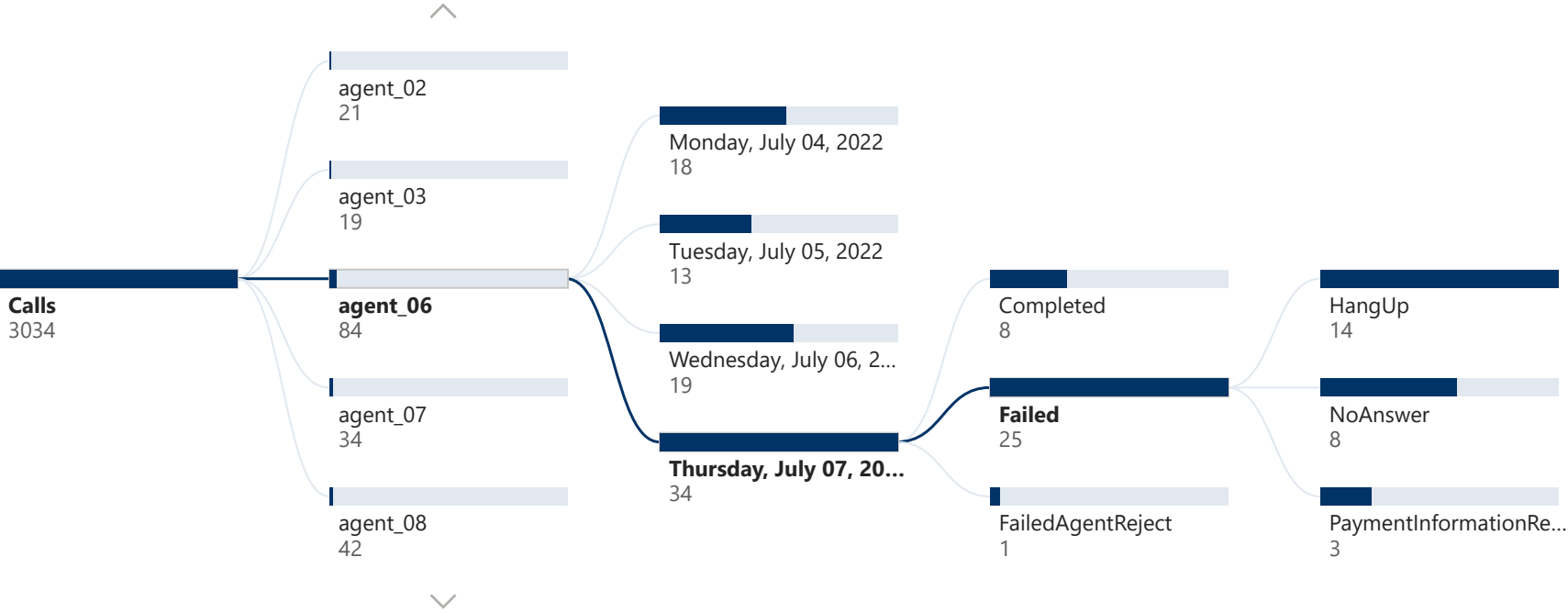
CustomerId	Calls	Risk Type
663768	15	High Risk
663216	14	High Risk
157616	10	High Risk
469905	10	High Risk
482547	10	High Risk
568435	9	High Risk
639842	9	High Risk
633709	7	High Risk
582218	6	High Risk
632272	6	High Risk
648676	6	High Risk
662699	6	High Risk
663622	6	High Risk
663670	6	High Risk
175874	5	High Risk
241166	5	High Risk
260480	5	High Risk
263054	5	High Risk
309062	5	High Risk
318872	5	High Risk
328474	5	High Risk
337942	5	High Risk
341512	5	High Risk
344574	5	High Risk
351532	5	High Risk
354384	5	High Risk
389964	5	High Risk

Call Agent agent\_06

Date 7/7/2022 12:00:00 AM

Phone Call Result Failed

Call Resolution



Month	July						
Day	4						
Action Status	Broken Promise to Pay [+2]	Broken Promise to Pay [+3]	Broken Promise to Pay [+4]	Broken Promise to Pay [+5]	PaidOut [1+]	Penalty 1 [+2]	Penalty 1 [+5]
<div><div></div><div>Canceled</div></div>							
157616							
387523							1
517233							1
544401			1				

45.59    77.94    2.08

Avg of Call Durati...   Avg of Autodialer | Avg of CustomerDayRan...

Collection

Collection2

CollectionsFraud

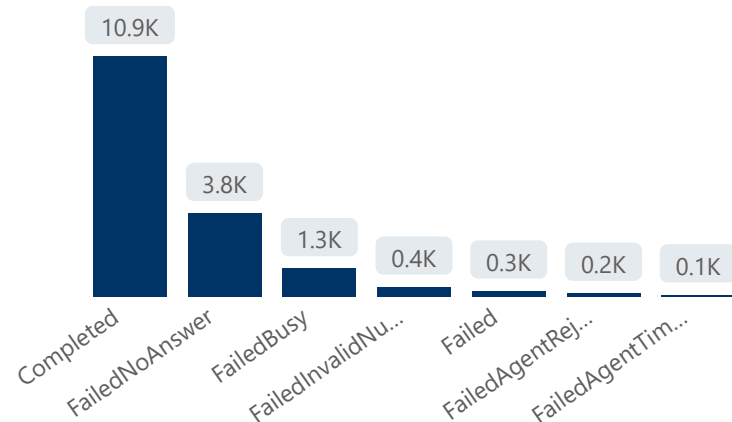
PaidBack

PaidOut

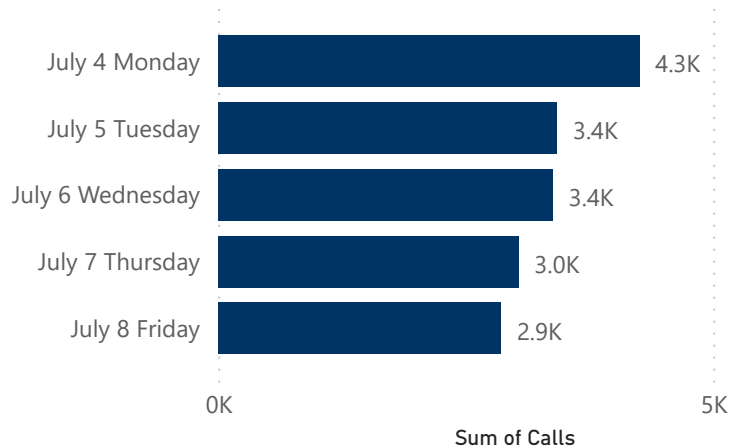
Penalty1

43

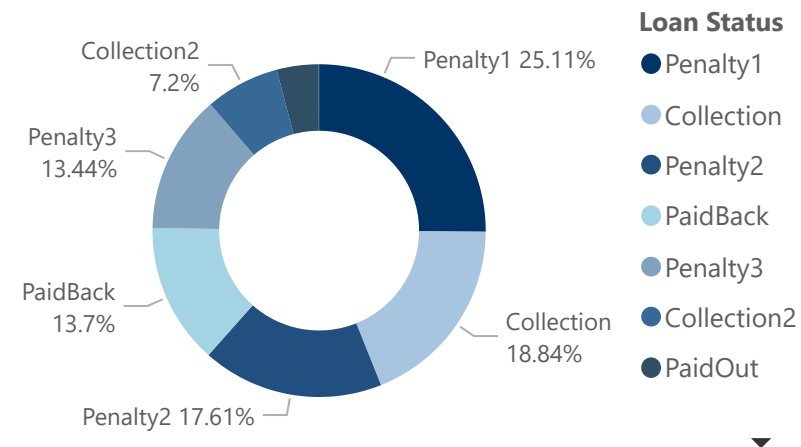
### Calls by Phone Call Result



### Calls by Month, Day



## Portfolio Status %



## Calls by Day and Call Resolution

**Call Resolution** ● AgentRej... ● AgentTi... ● BankDet... ● Busy ● CallBack... ● HangUp ● InvalidN... ● NoAnswer ● NoArran... ● NoReply... ● NotRelat... ● Paid ● Paymen... ● Paymen... ● Paymen...

