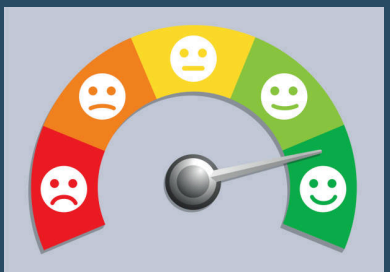


# Media Planet Call Centre 2021 Q1 Analysis



No of Agents

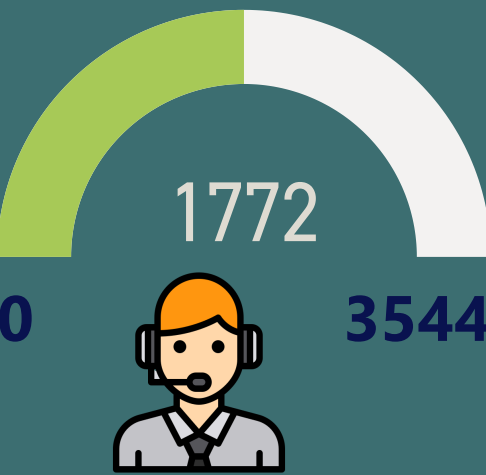
8



No of Calls

5,000

Highest call Month  
January



Becky

Dan

Diane

Greg

Jim

Joe

Martha

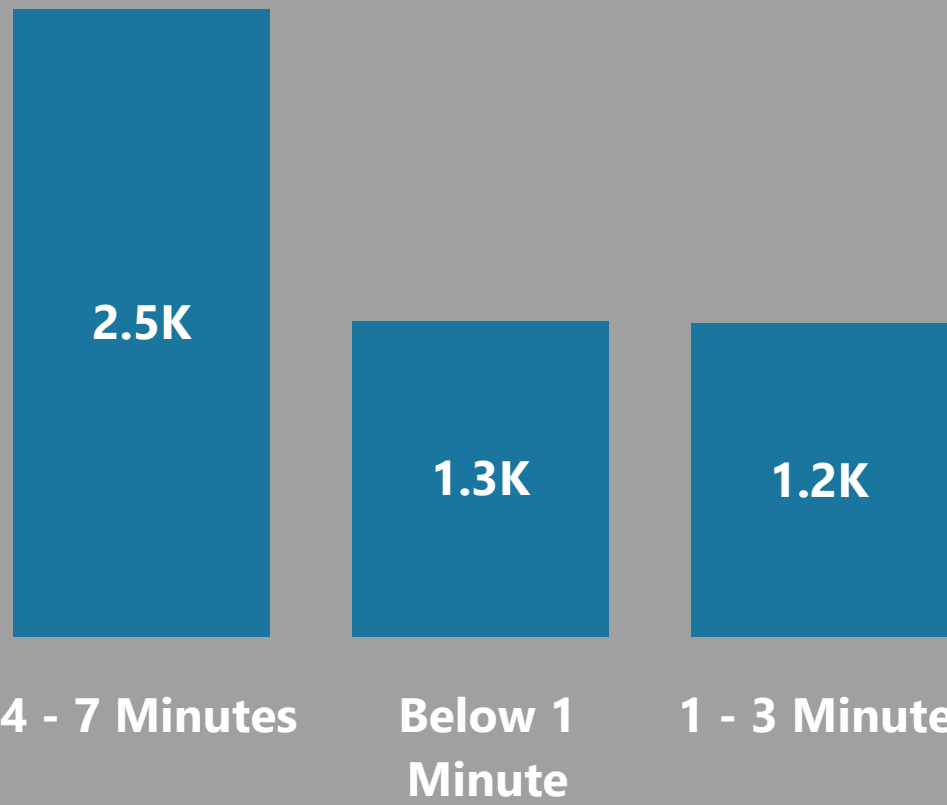
Stewart

February

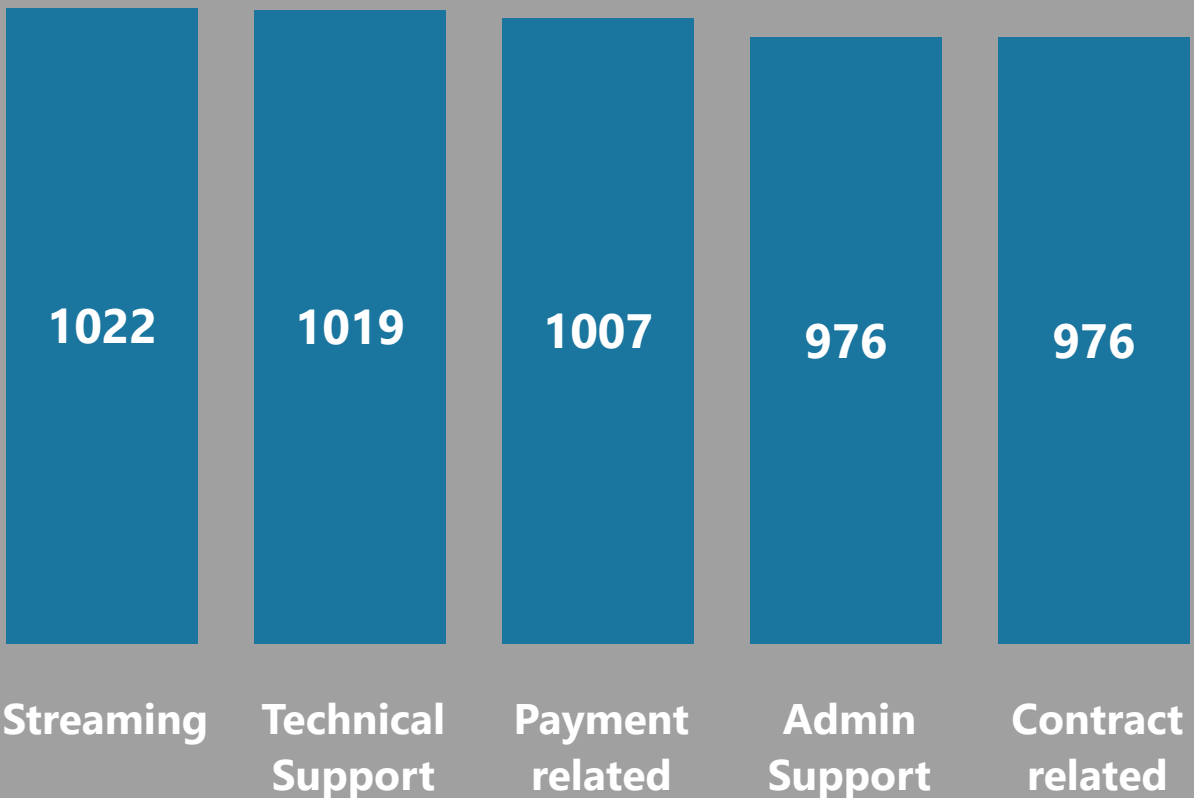
January

March

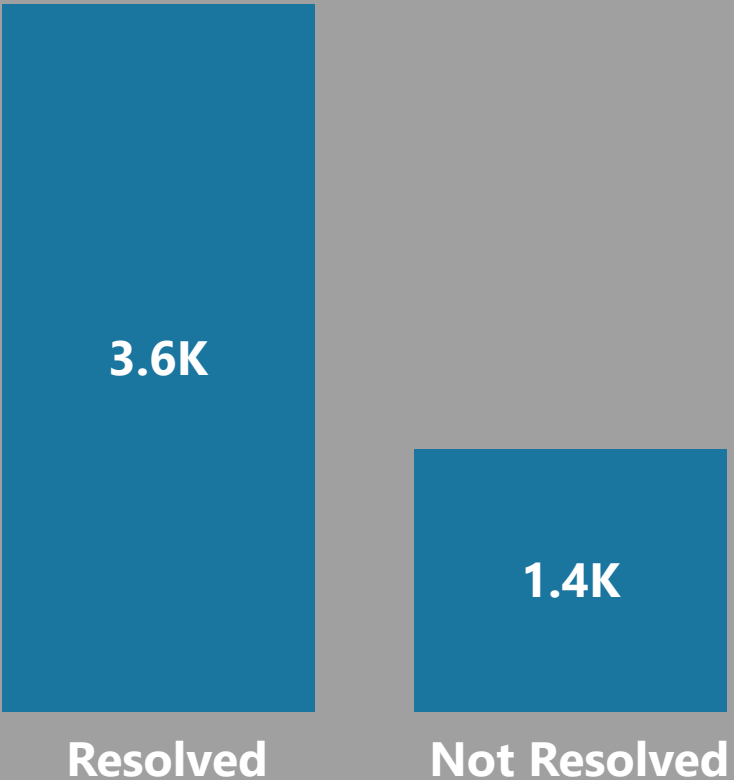
No of Average Talk Duration



No of Calls by Topic



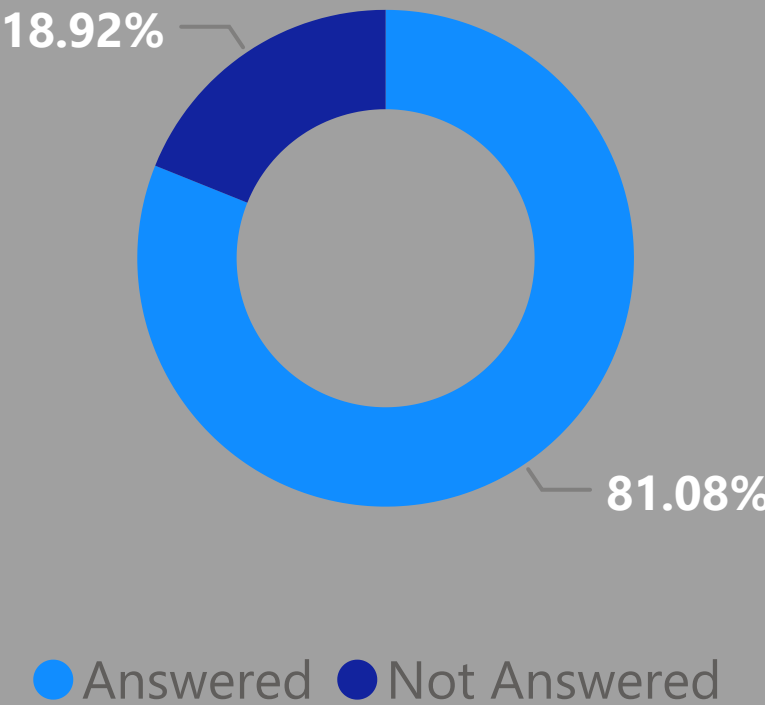
No of Calls Resolved



Callers' Satisfaction rating



Calls Answered



No of Calls by Agent

