

# Call Center



492K

Total Answered calls



36K

Total An abandoned call



205M

Total Talk Time

# Navigate

Show AHT

Show AHT  
during quarters

Avg calls / day

AHT by  
language

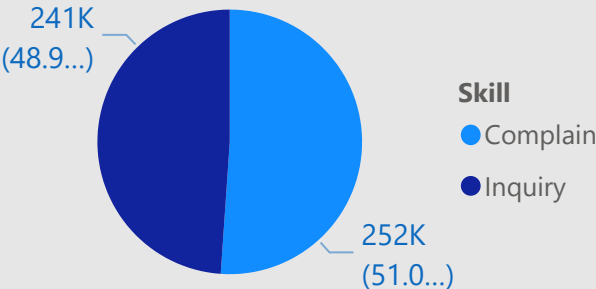
Customer  
Satisfaction

## Total of offered calls per skill month

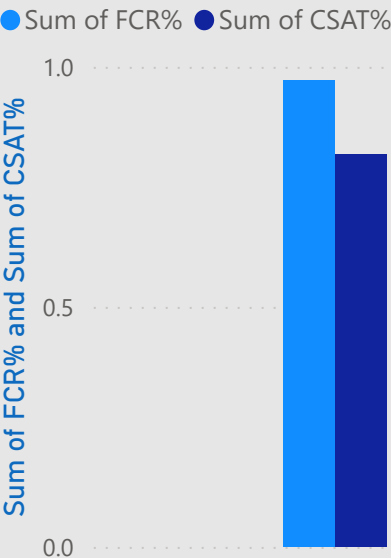
Month	Complain	Inquiry	Total
January	19303	28853	48156
February	22585	23750	46335
March	30790	16746	47536
April	24718	17184	41902
May	18694	27940	46634
June	29878	21241	51119
July	21971	17575	39546
August	21205	23559	44764
September	25961	16629	42590
October	19492	20442	39934
November	19290	20493	39783
December	17577	22231	39808
Total	271464	256643	528107

# Dashboard Call

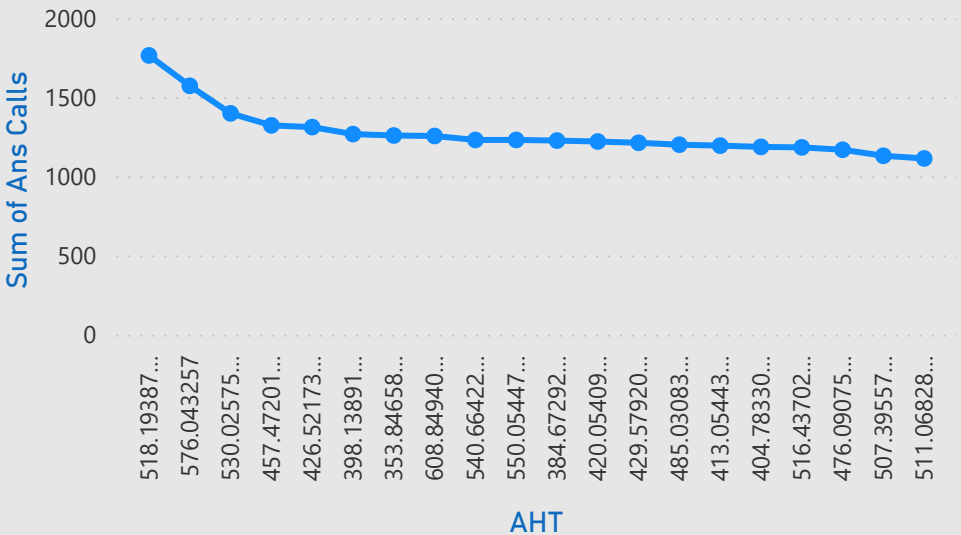
Ans Calls by Skill



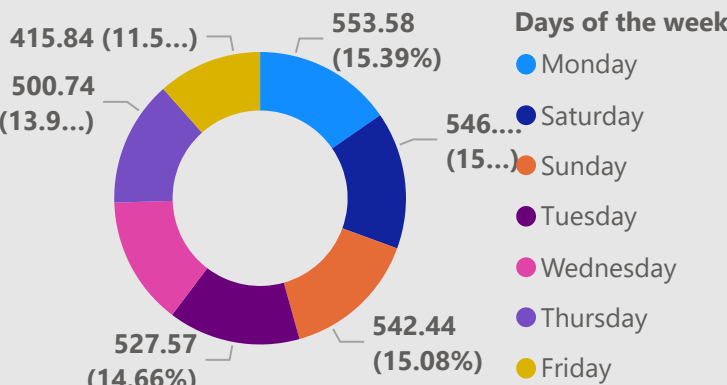
Sum of FCR% and Sum of CSAT%



Answered Calls



Average of Offered Calls by Days of the week



Sum of PCA% and Sum of SLA%

