Shortage of agents (salaries are not Rewarding) Call backlog (increase numbers of customers comparable with the agents) Call Center Issues with the system and bugs Communication issue between the customer and Not all of them professional technicians Faced issues with the system as it gets **Technicians** during the down many times per month. technician visit Technicians use their phone numbers to call customers. (here they complain that after the visit, customers annoyed them with calls) Caller ID Masking IT department is not aware enough of System the system and how to handle the outage very quickly. The system has low capacity due to the increase in users.