

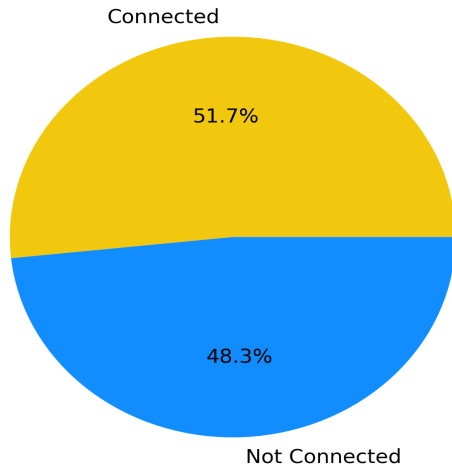
# C-SAT Calling Summary

For :23/04/2025

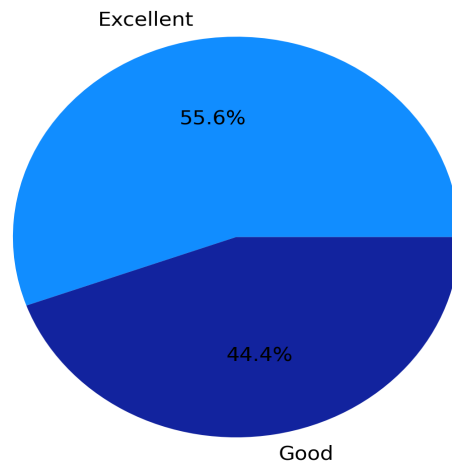
ConnectedCount	NotConnectedCount	TotalCount	TotalPercentage
226	281	507	95.97%

ConnectedCount	NotConnectedCount	TotalCount	TotalPercentage
200	100	300	95.97%

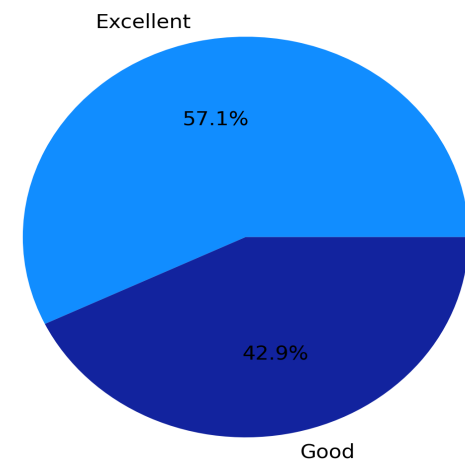
## Corporate Call Status



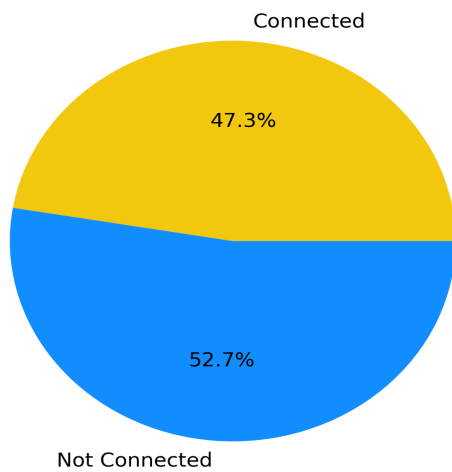
## Corporate Feedback Analysis



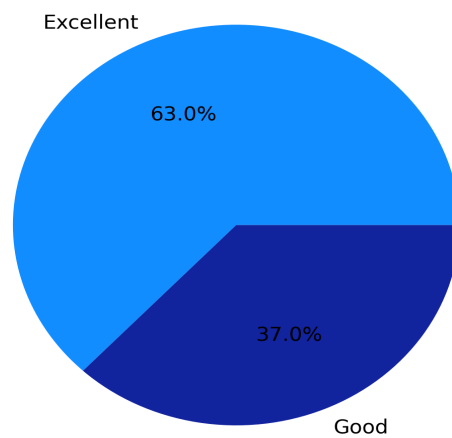
## Corporate Rating



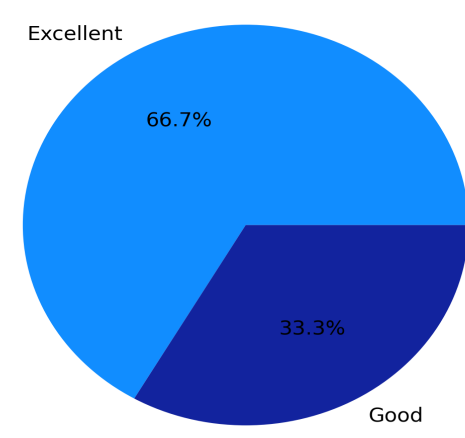
## Retail Call Status



## Retail Feedback Analysis



## Retail Rating

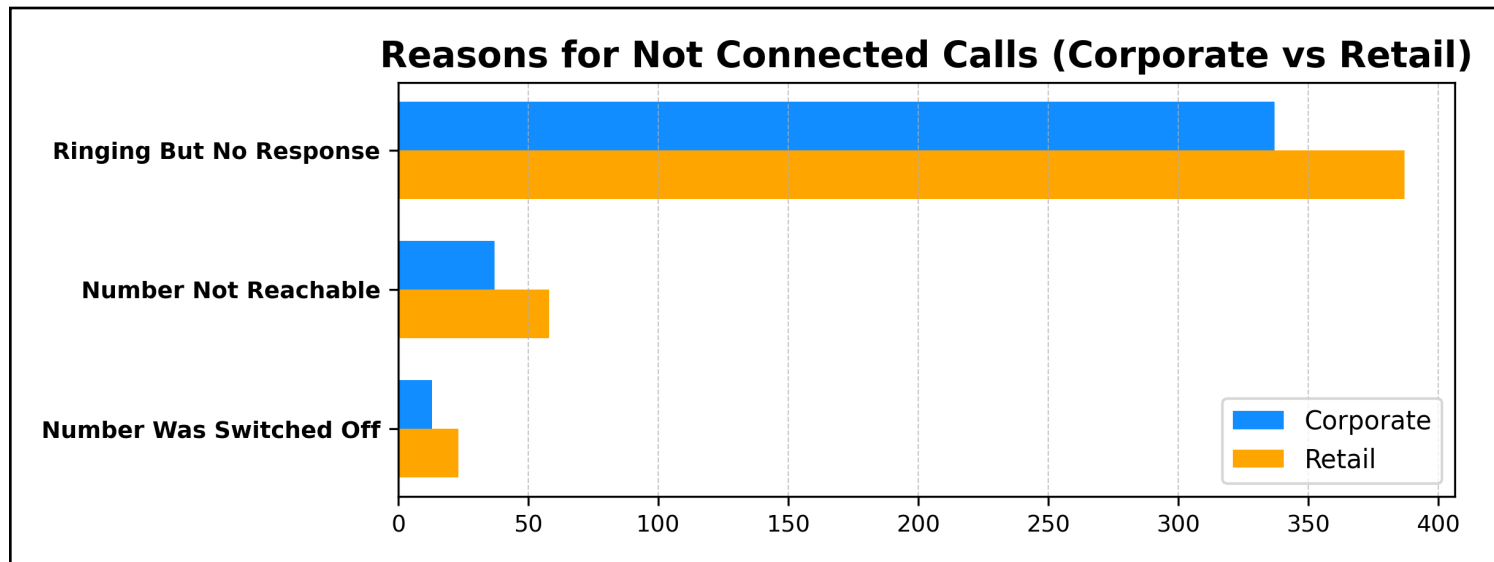
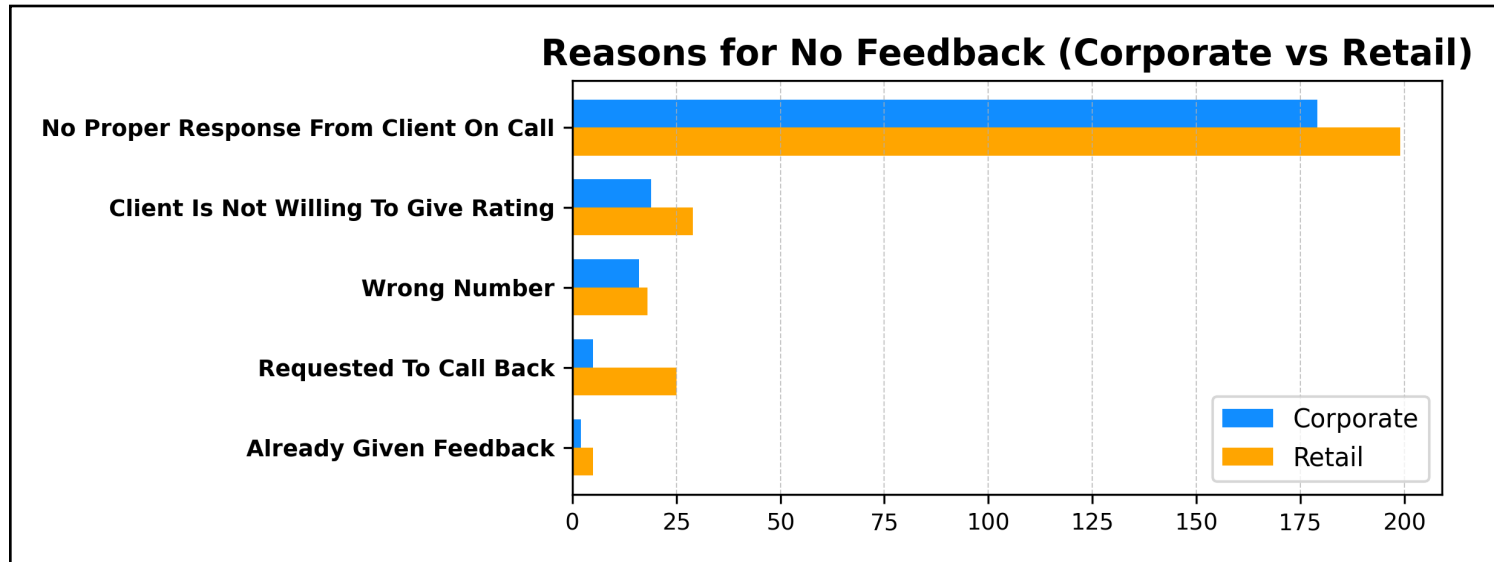


# C-SAT Calling Summary

For :23/04/2025

ConnectedCount	NotConnectedCount	TotalCount	TotalPercentage
226	281	507	95.97%

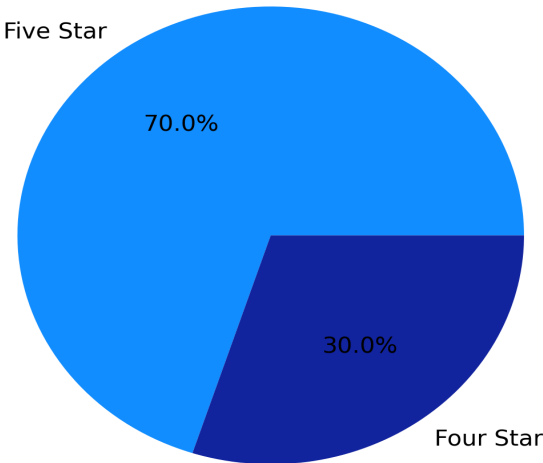
ConnectedCount	NotConnectedCount	TotalCount	TotalPercentage
200	100	300	95.97%



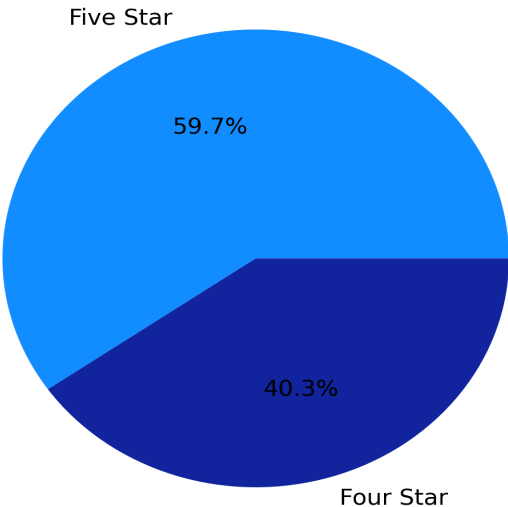
# C-SAT Rating Received

For :23/04/2025

Rating For Retail Services



Rating For Corporate Services



Rating	RatingCount	Rating Count (%)
fivestar	114	58.46%
fourstar	77	39.49%
threestar	3	1.54%
Total	195	100.00%

Rating	RatingCount	Rating Count (%)
fivestar	114	58.46%
fourstar	77	39.49%
threestar	3	1.54%
Total	195	100.00%

# Employee Wise C-SAT Calling Performance

For :23/04/2025

Caller Name	Not Conne.	No Feedba.	Excellent	Good	Fair	Poor	Total
Ganesh.Gadde	19	36	17	8	0	0	80
Mohammad.Shah	35	42	13	20	0	0	110
Priyanka.Kadam	41	27	25	17	0	0	110
Sagar.Itkar	34	32	25	15	3	1	110
Trupti.Shinde	34	25	37	13	1	0	110
Total	163	162	117	73	4	1	520

Caller Name	Not Conne.	No Feedba.	Excellent	Good	Fair	Poor	Total
Ganesh.Gadde	19%	36%	17%	8%	0%	0%	80%
Mohammad.Shah	35%	42%	13%	20%	0%	0%	110%
Priyanka.Kadam	41%	27%	25%	17%	0%	0%	110%
Sagar.Itkar	34%	32%	25%	15%	3%	1%	110%
Trupti.Shinde	34%	25%	37%	13%	1%	0%	110%
Total	163%	162%	117%	73%	4%	1%	520%

# Employee Wise C-SAT Calling Performance

For :23/04/2025

Details	Not Connected			
Caller Name	1	2	3	Total
Ganesh.Gadde	0	2	17	19
Mohammad.Shah	0	0	35	35
Priyanka.Kadam	0	0	41	41
Sagar.Itkar	0	0	34	34
Trupti.Shinde	0	2	32	34

Details	Not Connected			
Caller Name	1	2	3	Total
Ganesh.Gadde	0%	2%	17%	19%
Mohammad.Shah	0%	0%	35%	35%
Priyanka.Kadam	0%	0%	41%	41%
Sagar.Itkar	0%	0%	34%	34%
Trupti.Shinde	0%	2%	32%	34%