



call centre trends

Total calls

5000

% of calls answered

81.1%

Call Numbers

4054

Calls Answered

946

Calls Abandoned

Avg Satisfaction

3.40

Avg Satisfaction by Month

January

3.45

February

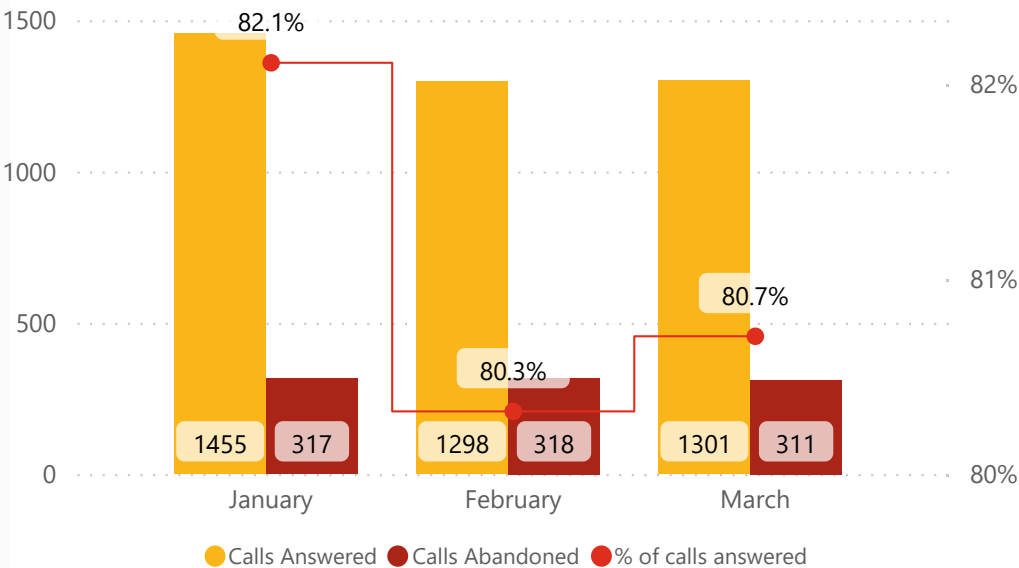
3.38

March

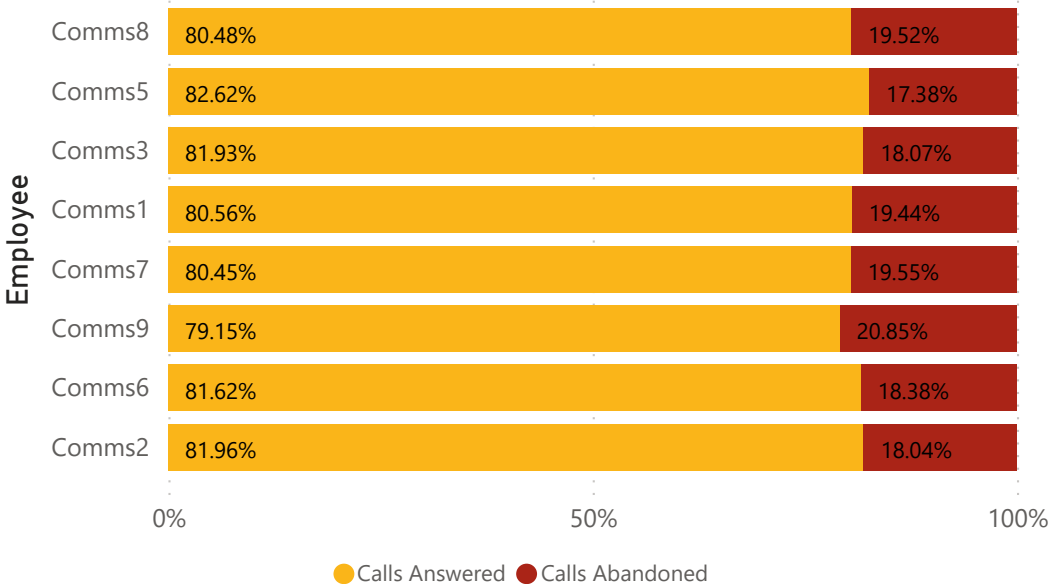
3.37

Average of Satisfaction rating

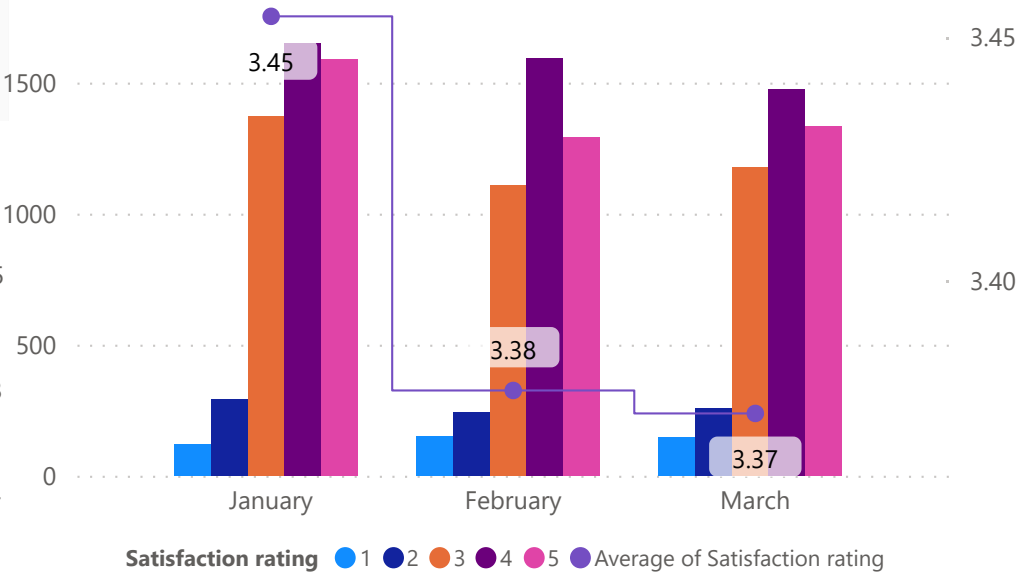
Calls answered, abandoned and % answered by month



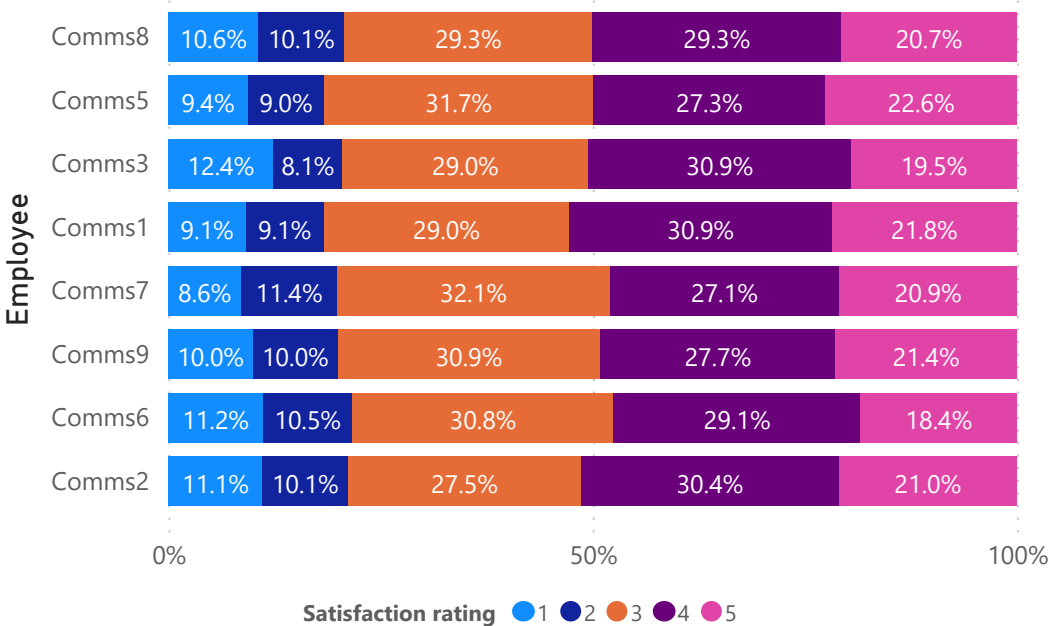
Calls answered, abandoned and % answered by month



Satisfaction ratings by month and average per month



Satisfaction rating by Agent





Date

01/01/2021

31/03/2021

Topic

- ☐ Admin Support
- ☐ Contract related
- ☐ Payment related
- ☐ Streaming
- ☐ Technical Support

Resolved

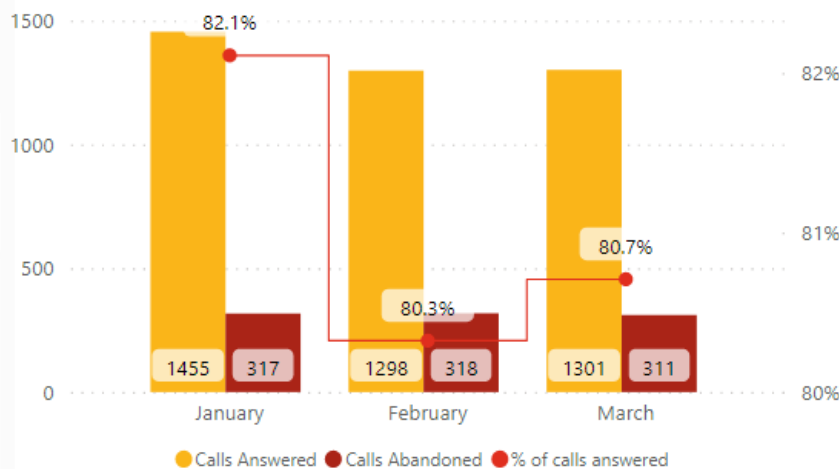
- ☐ N
- ☐ Y

Satisfaction rating

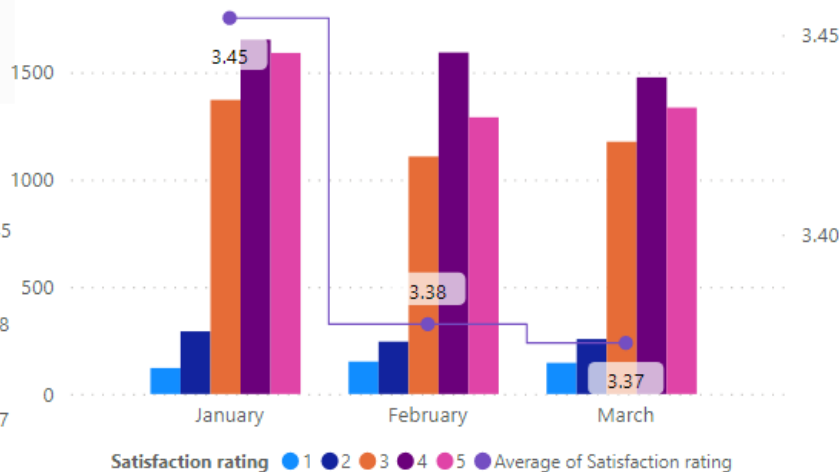
1

5

Calls answered, abandoned and % answered by month



Satisfaction ratings by month and average per month



Calls answered, abandoned and % answered by month



Total calls % of calls answered Avg Satisfaction

582

82.0%

3.4

Answered Abandoned Calls Resolved % Resolved

477

105

424

72.9%

Calls answered, abandoned and % answered by month

