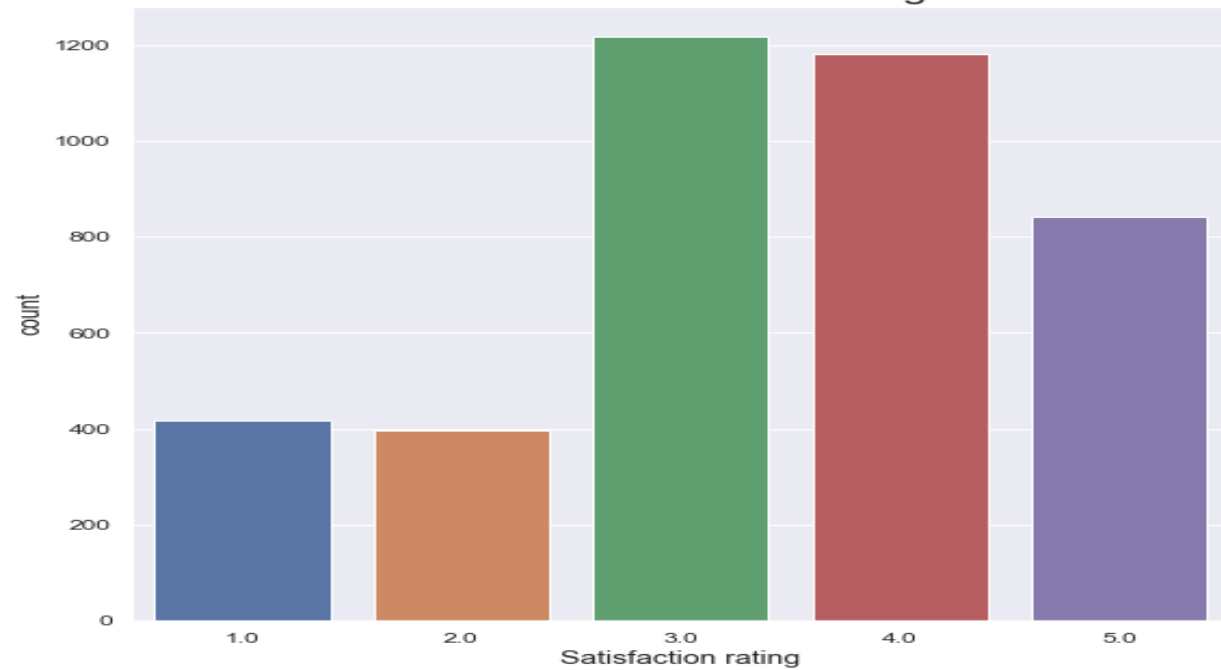
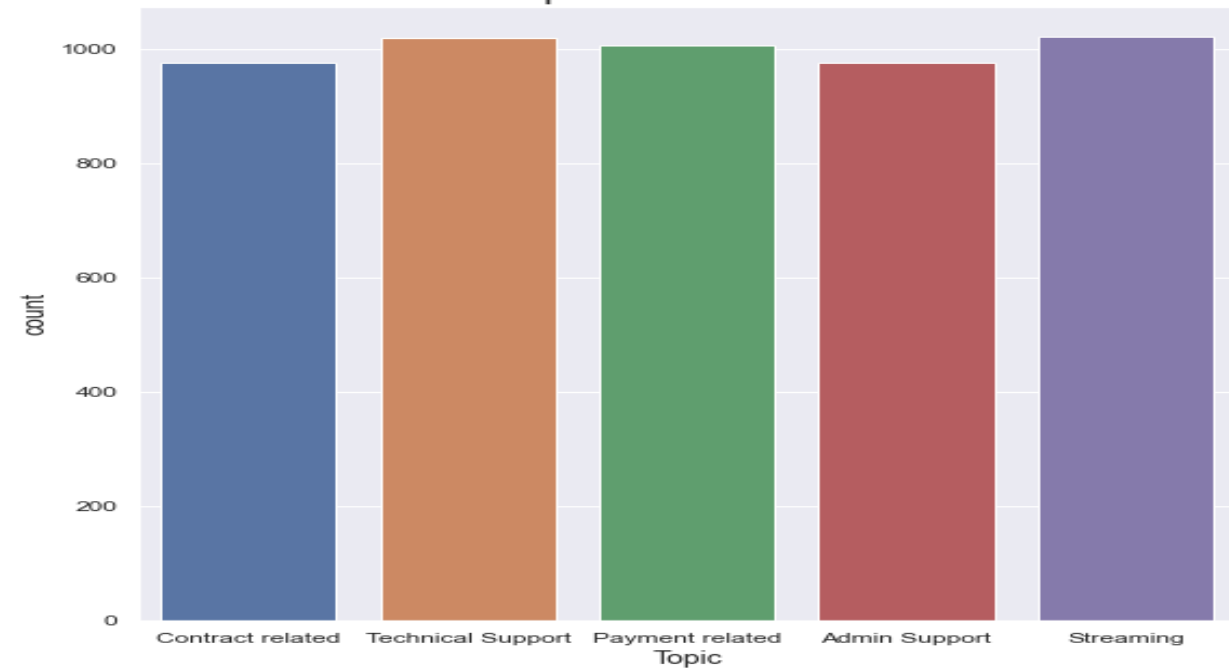


Overall Satisfaction rating

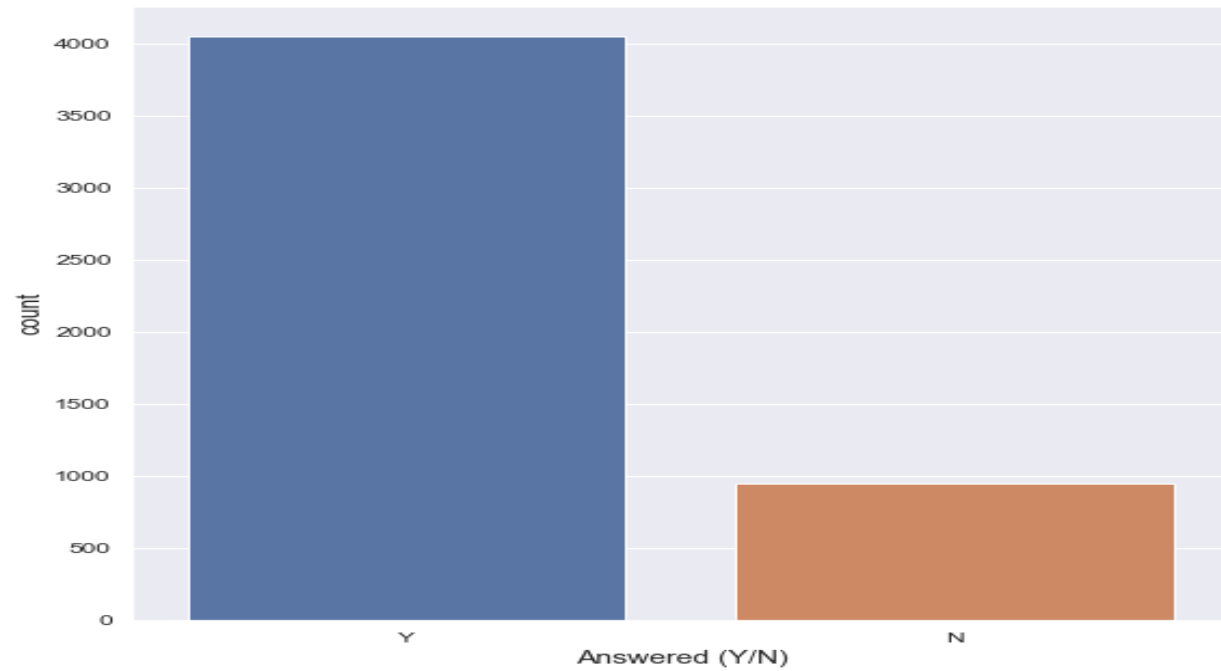


Topics Encountered

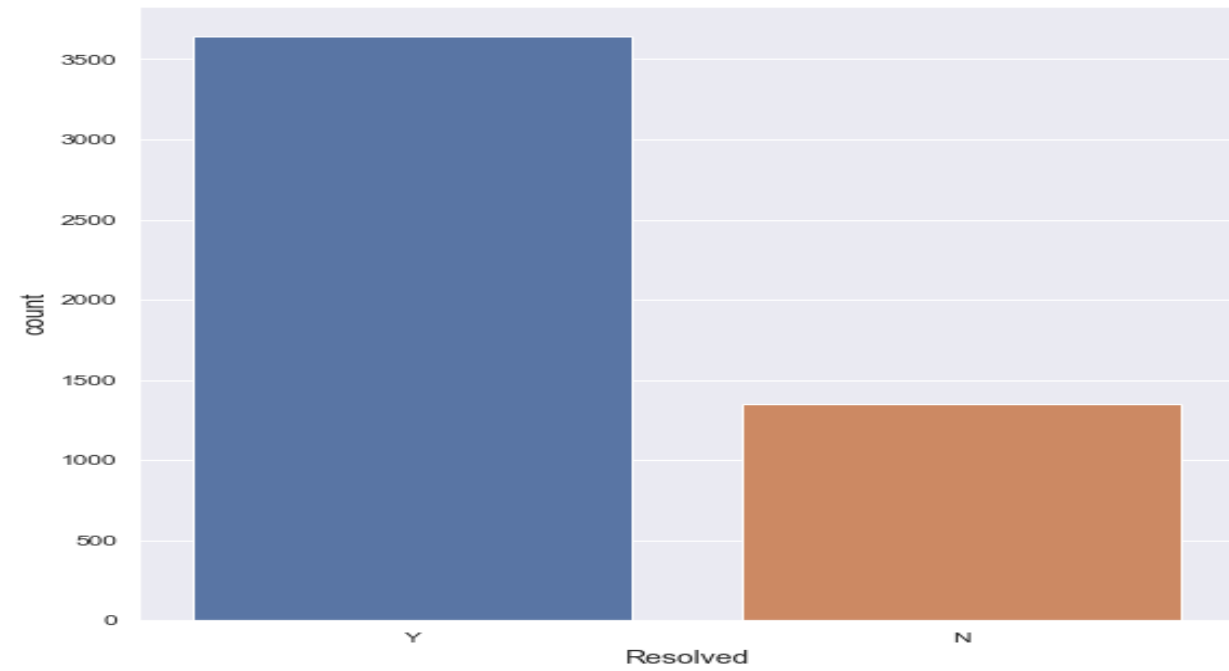


Call Centre Trends

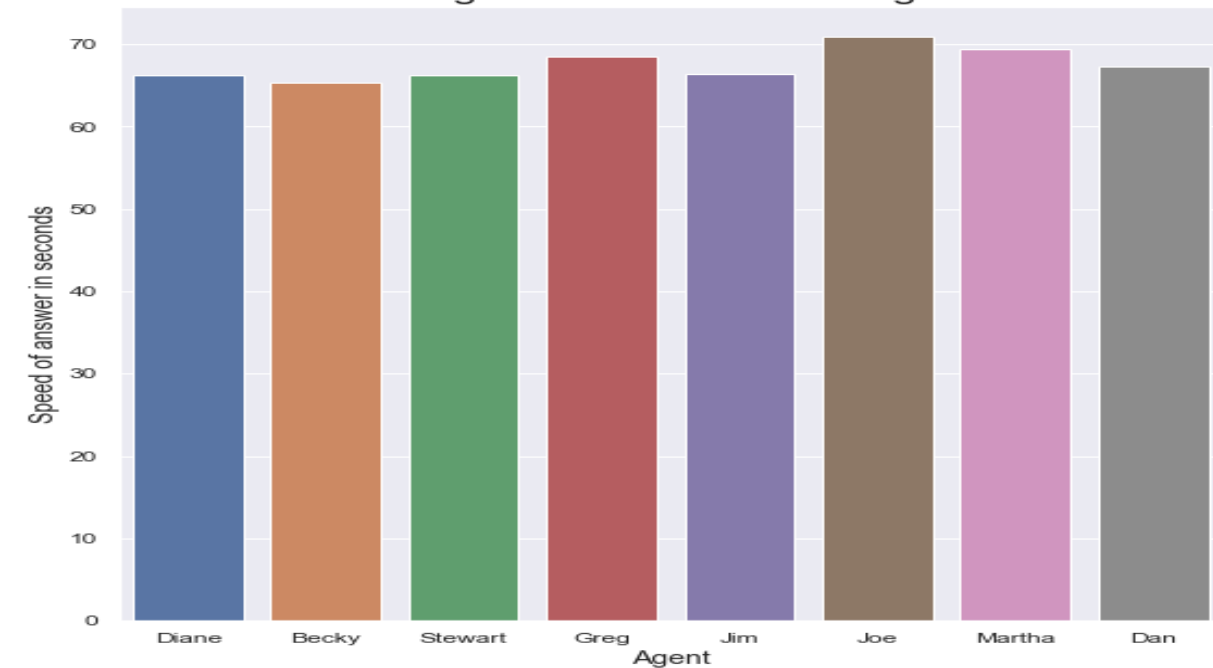
Call Answered Counts



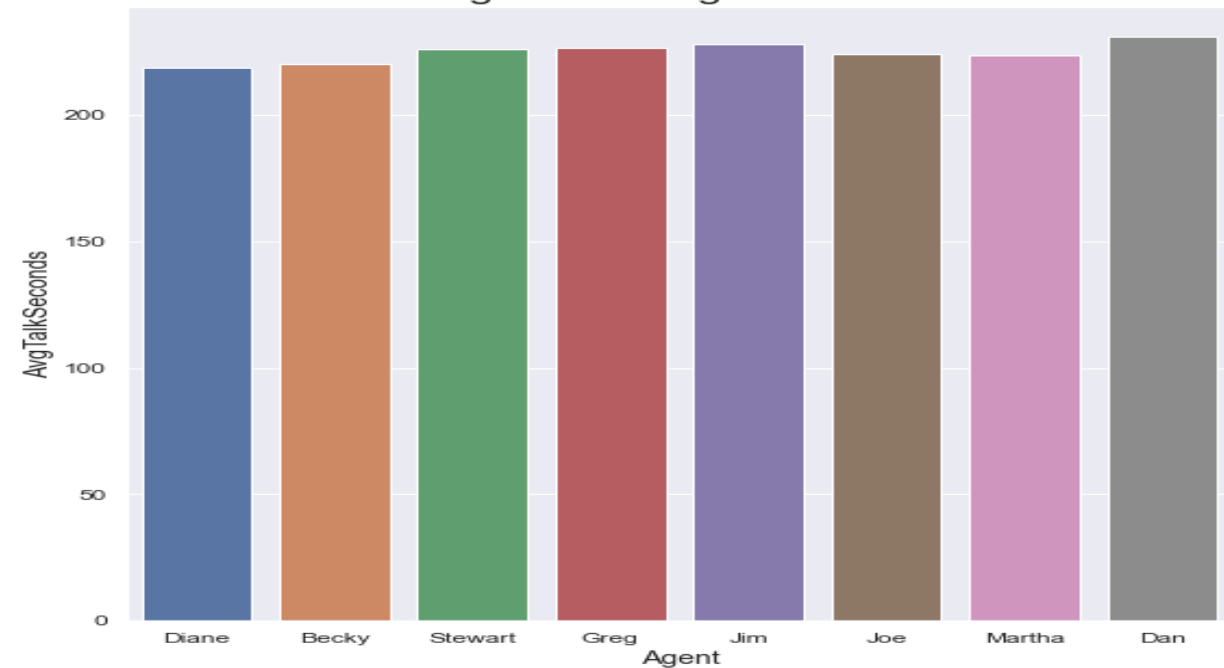
Case Resolved Counts



Agents Satisfaction rating

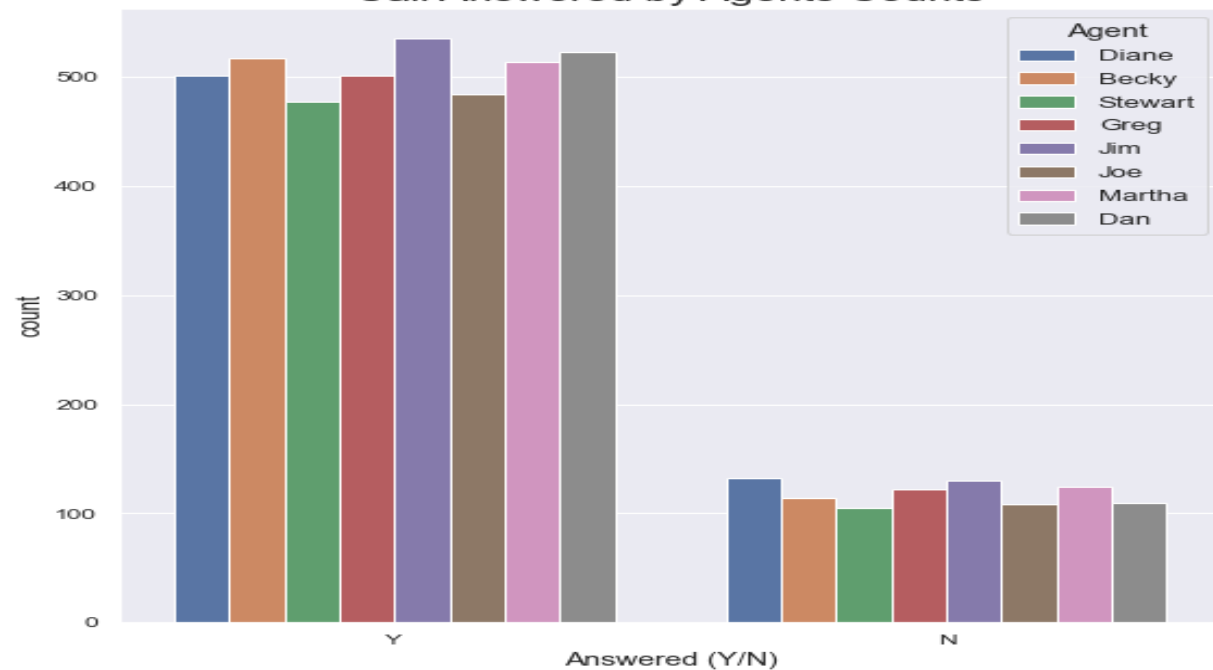


Agents Average Talktime

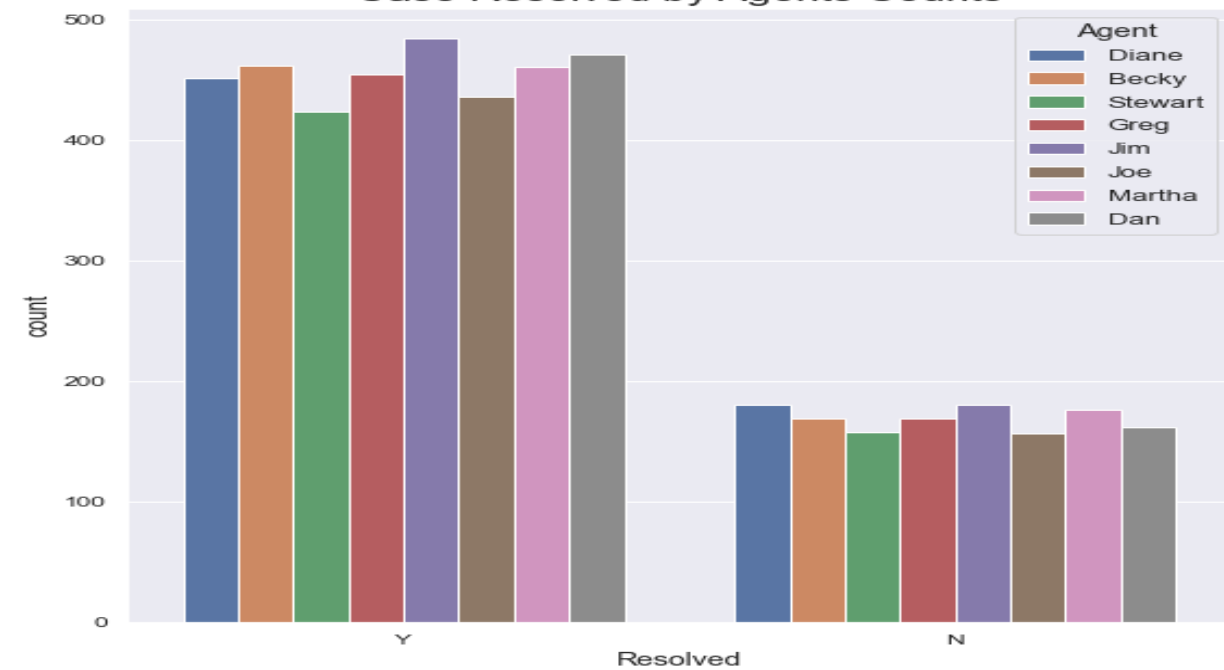


Agent Performances

Call Answered by Agents Counts



Case Resolved by Agents Counts



Calls in First Quarter 2021

