

Repeat Call Analysis Dashboard

Breakdown by Month

First Calls

After 1 Day

After 2 Days

After 3 Days

After 4 Days

After 5 Days

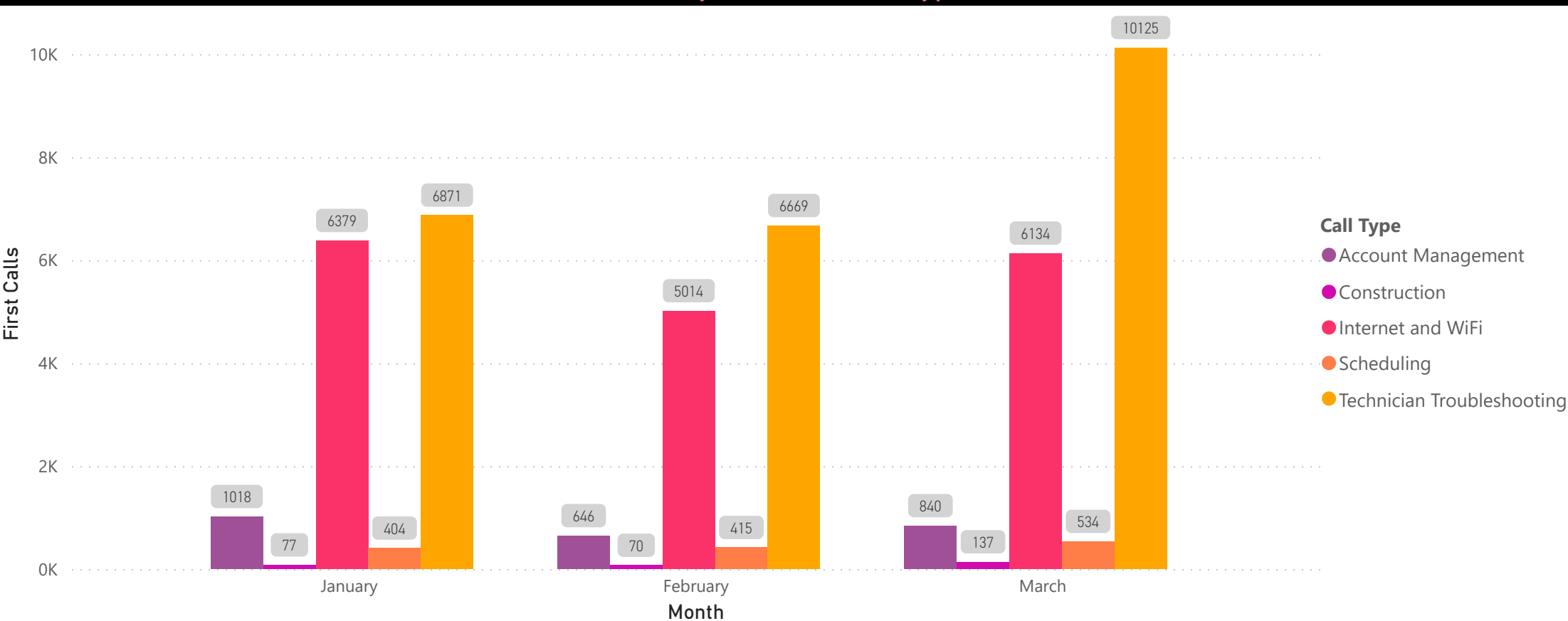
After 7 Days

Area A

Area B

Area C

Calls by Month and Call Type



Repeat Call Analysis Dashboard

Breakdown by Day of Week

First Calls

After 1 Day

After 2 Days

After 3 Days

After 4 Days

After 5 Days

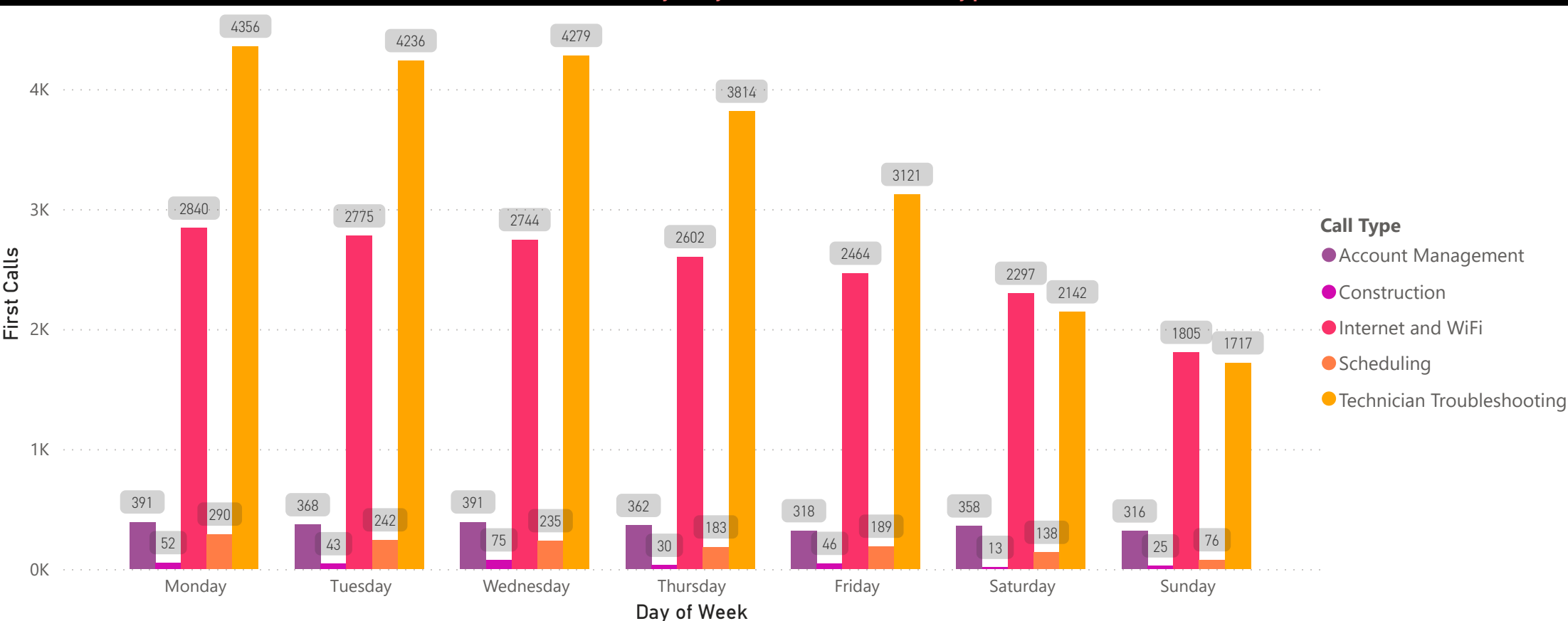
After 7 Days

Area A

Area B

Area C

Calls by Day of Week and Call Type



Repeat Call Analysis Dashboard

Data View

Repeat Calls								
Year	Calls on Reported Date	Repeat Calls after 1 Day	After 2 Days	After 3 Days	After 4 Days	After 5 Days	After 6 Days	After 7 Days
2022	64939	5601	3485	2703	2295	2193	1985	1978
January	21134	1636	1165	849	759	636	577	575
1	386	28	25	14	16	7	7	8
2	396	31	18	37	13	10	4	9
3	983	62	62	39	34	23	17	28
4	806	73	50	36	26	15	25	29
5	844	74	38	15	21	32	15	17

Calls by Coverage Area and Type								
Coverage Area	Calls on Reported Date	Repeat Calls after 1 Day	After 2 Days	After 3 Days	After 4 Days	After 5 Days	After 6 Days	After 7 Days
Area A	45333	3386	2153	1689	1476	1418	1256	1269
Account Management	2504	221	136	106	114	97	86	90
Construction	284	23	15	16	14	9	10	8
Internet and WiFi	17527	1806	1043	788	645	640	524	523
Scheduling	1353	156	128	116	80	69	71	71
Technician Troubleshooting	23665	1180	831	663	623	603	565	577