

5000

Total Calls

4054

Answered Calls

946

Unanswered Calls

81.08%

Calls Answered %

67.52

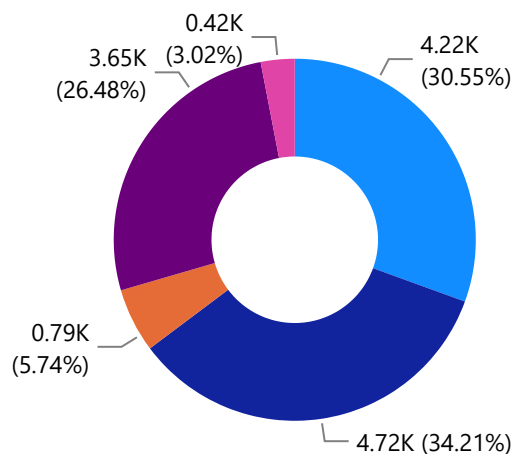
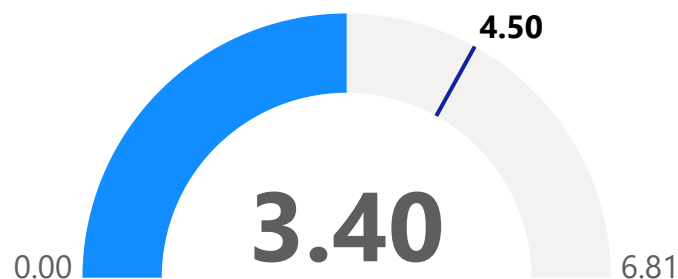
Average Speed Of Answer



Overall Satisfactory Rating

01-01-2021

31-03-2021



Satisfactory Rating

- Excellent
- Good
- Needs Improve...
- Satisfactory
- Unsatisfactory

Agent	Answered Calls	Unanswered Calls	Avg Duration	Average Speed Of Answer	Resolved	Satisfactory Rating
Martha	514	124	00:00:30	69.49	461	3.47
Dan	523	110	00:00:31	67.28	471	3.45
Diane	501	132	00:00:34	66.27	452	3.41
Greg	502	122	00:00:31	68.44	455	3.40
Stewart	477	105	00:00:31	66.18	424	3.40
Jim	536	130	00:00:31	66.34	485	3.39
Becky	517	114	00:00:30	65.33	462	3.37
Joe	484	109	00:00:31	70.99	436	3.33
Total	4054	946	00:00:30	67.52	3646	3.40

Agent Name :

All

Topic :

All

7043

Total Customers Data

3632
Admin Tickets
2955
Tech Tickets

1869

Churned Customers

5174

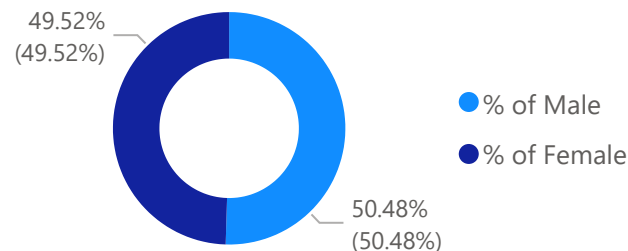
Customers at Risk

16.21%
% of Senior Citizens

29.96%
% Dependents

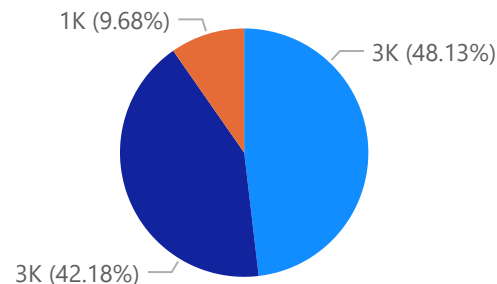
48.30%
% Partner

Male Vs Female



Services Customer Signed For

Multiple Lines



90%
% Phone Service

38.44%
% Streaming TV

28.67%
% Online Security

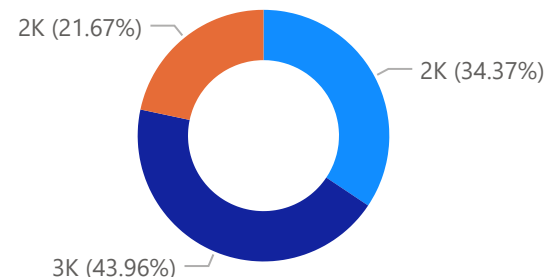
34%
% Device Protection

39%
% Streaming Movies

29.02%
% Tech Support

34.49%
% Online Backup

Internet Service



PAYMENT

Contract Type

Month-to-month

Two year

One year

\$64.76

Average Monthly Charges

\$2,283.30

Average Yearly Charges

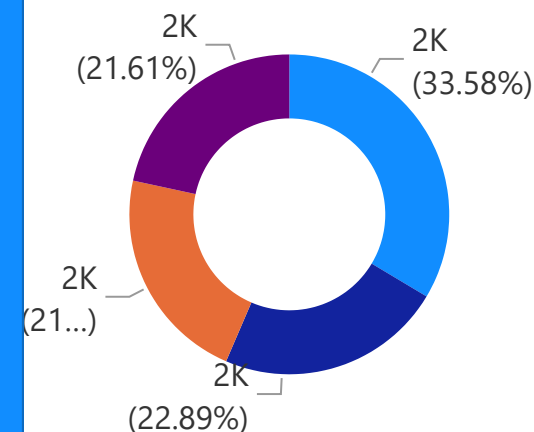
\$4,56,116.6

Total Monthly Charges

\$1,60,56,168.7

Total Yearly Charges

Payment Method



Paper Billing

