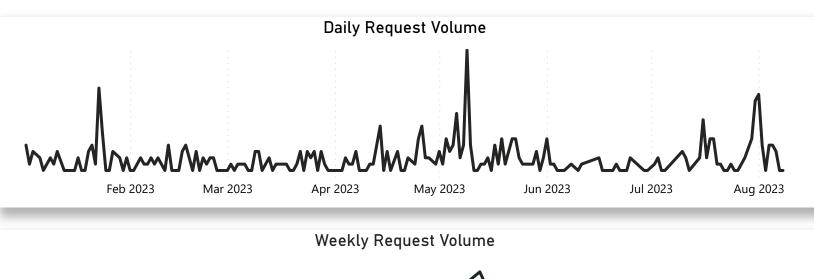
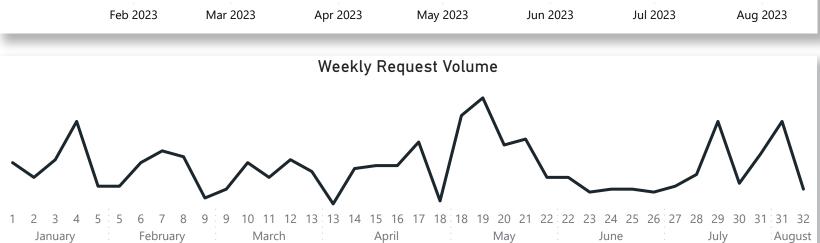
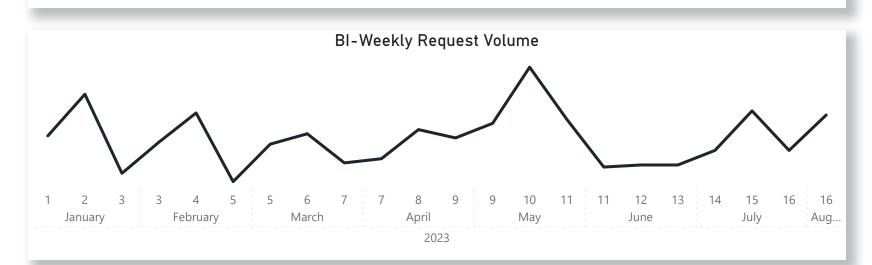
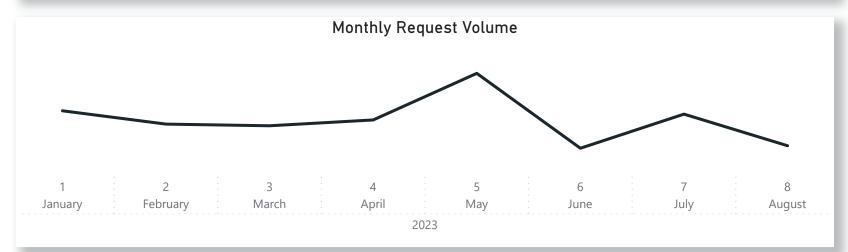
CUSTOMER SUPPORT REQUEST ANALYSIS







2023



Average Daily Request

Average Weekly Request

16

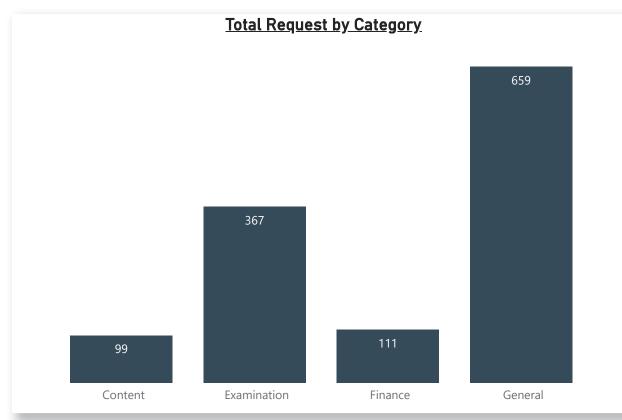
Average BI Weekly Requests

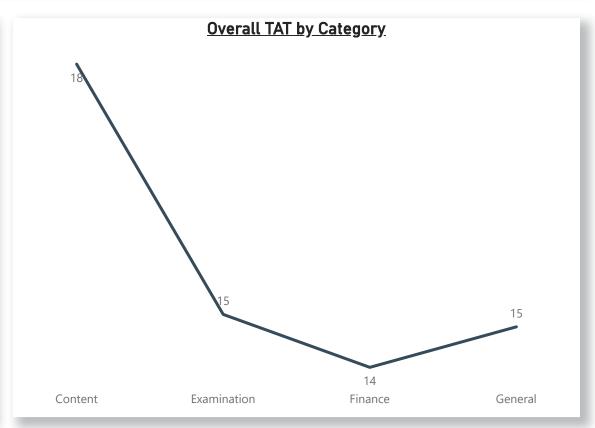
33

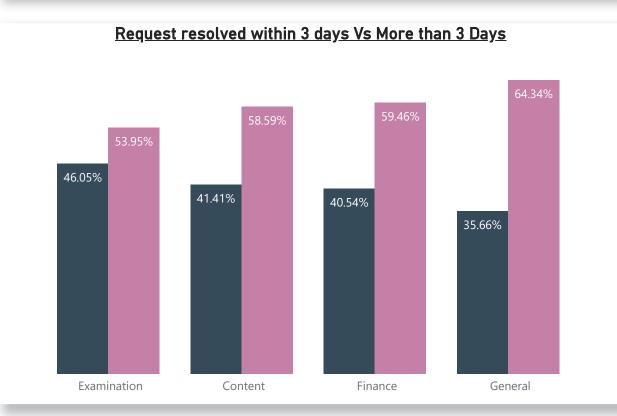
Average Monthly Requests

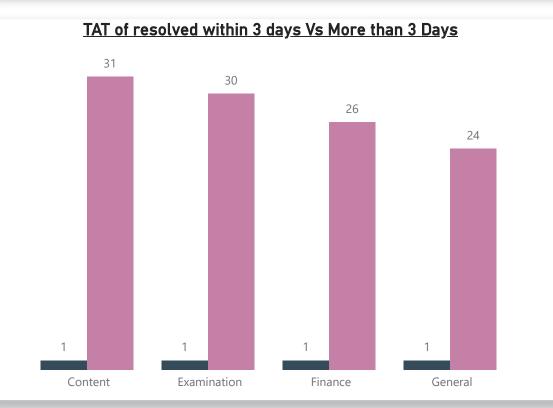
66

TAT DETAILS CATEGORY WISE









We have considered Overall Average TAT as the limit for outliers, and considered the request in each category for which the TAT exceeds respective average as outlier.

Content: 18 Days Examination: 15 Days Finance: 14 Days General: 15 Days

