



Google Fiber

45K

Sum of First Call

13K

Sum of Total Repeated Calls

27.9%

Repeated Rate

# Google Fiber Call Resolution Optimization Dashboard

Time frame

1/1/2022

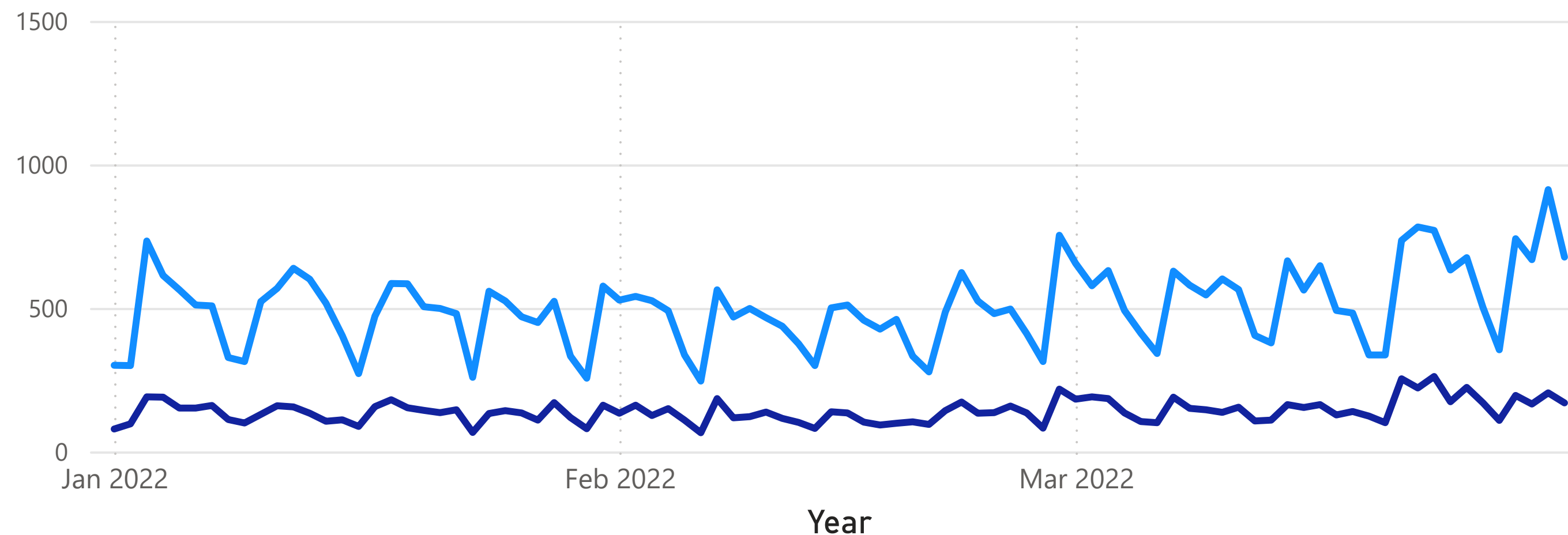


3/31/2022

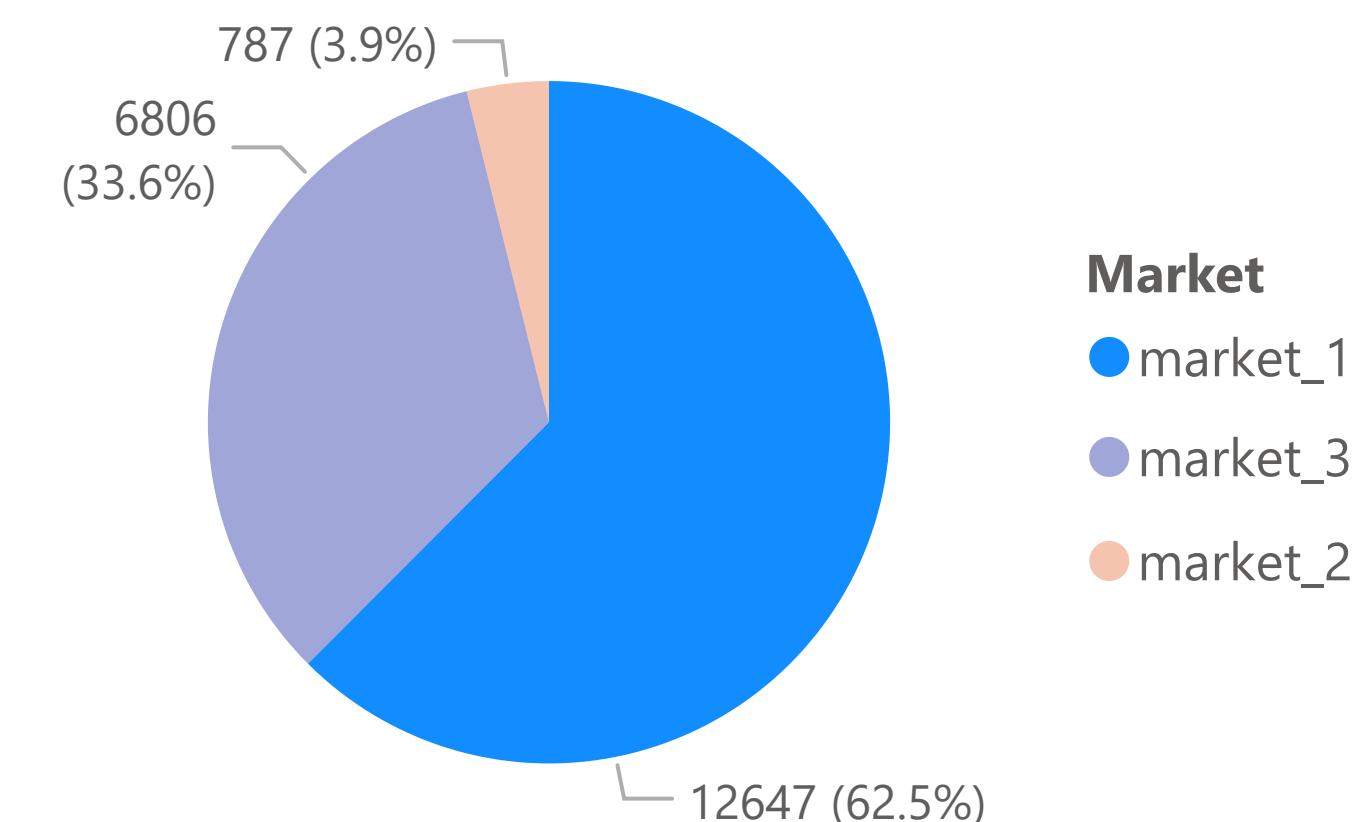


## Repeat Calls by First Contact Date

Sum of First Call Sum of Total Repeated Calls

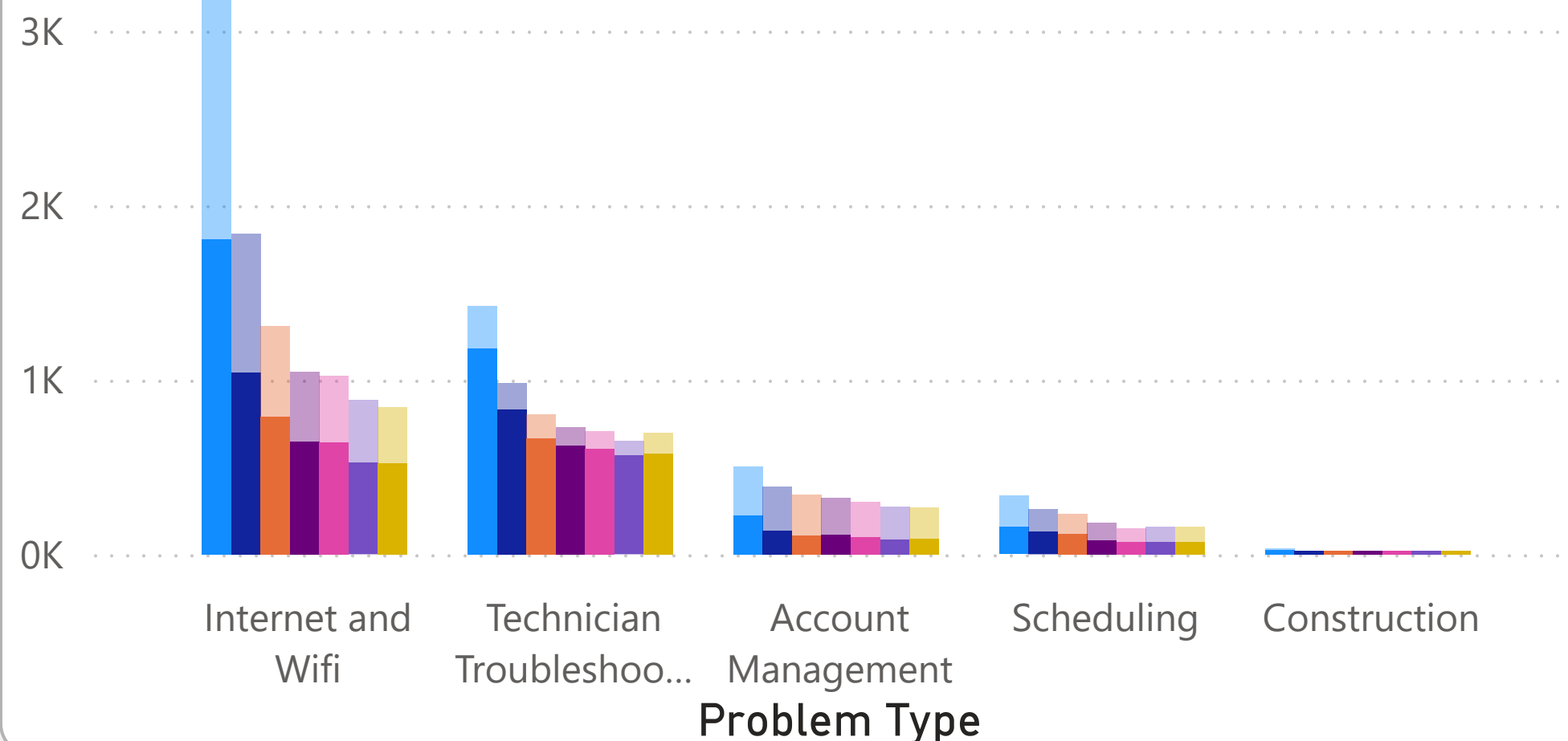


## Repeated Calls by Market

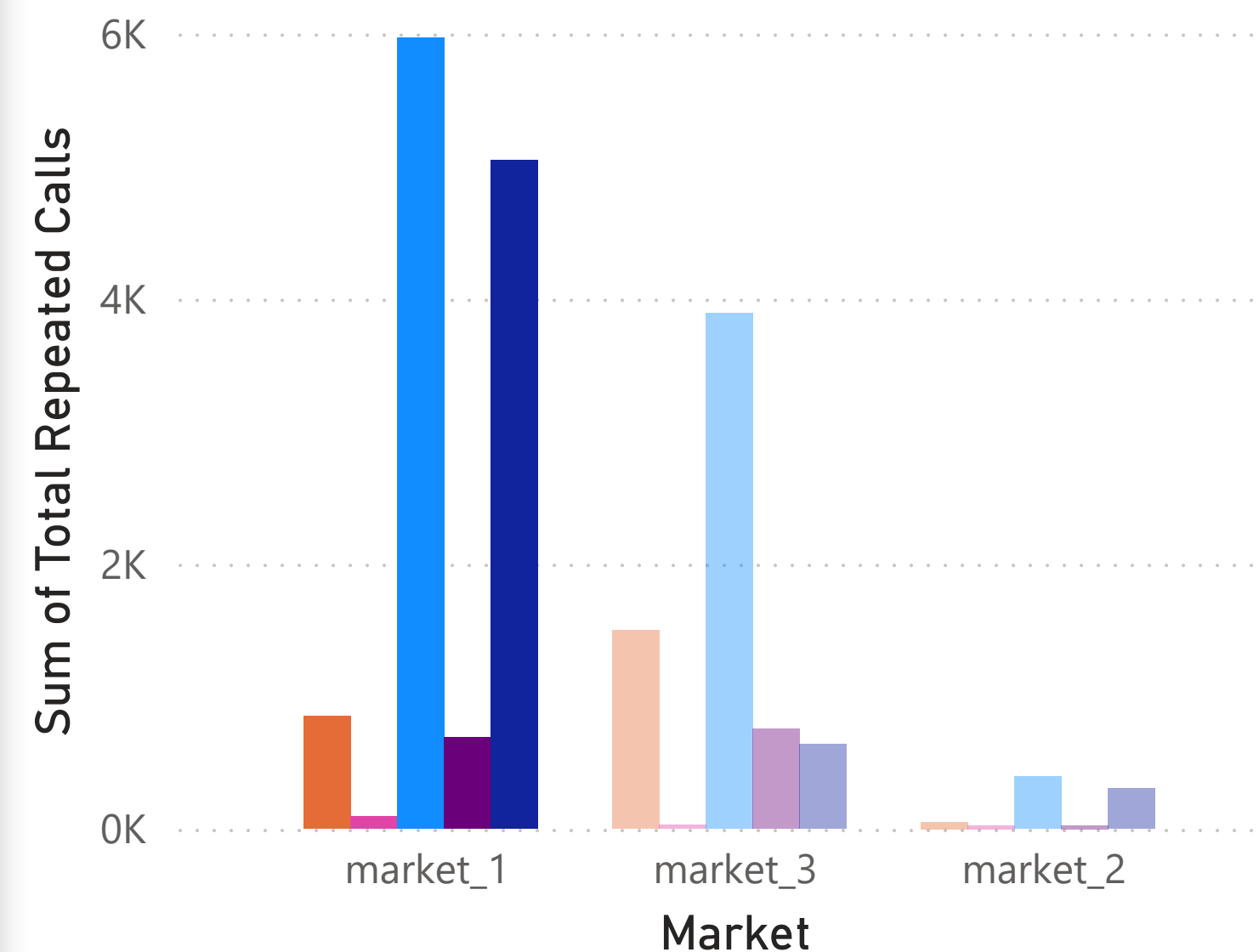


## Follow up Time by Problem Type

1st Day 2nd Day 3rd Day 4th Day 5th Day 6th Day 7th Day



## Repeated Calls by Market and Problem Type



## Repeated Calls by Problem Type

