Call Center Summary

Choose a Month

January	March	May	July	September	November
February	April	June	August	October	December

Average Handling Time

176.22

Goal: 230 (+23.38%)

Service Level

86.16%

Goal: 0.80 (+7.7%)

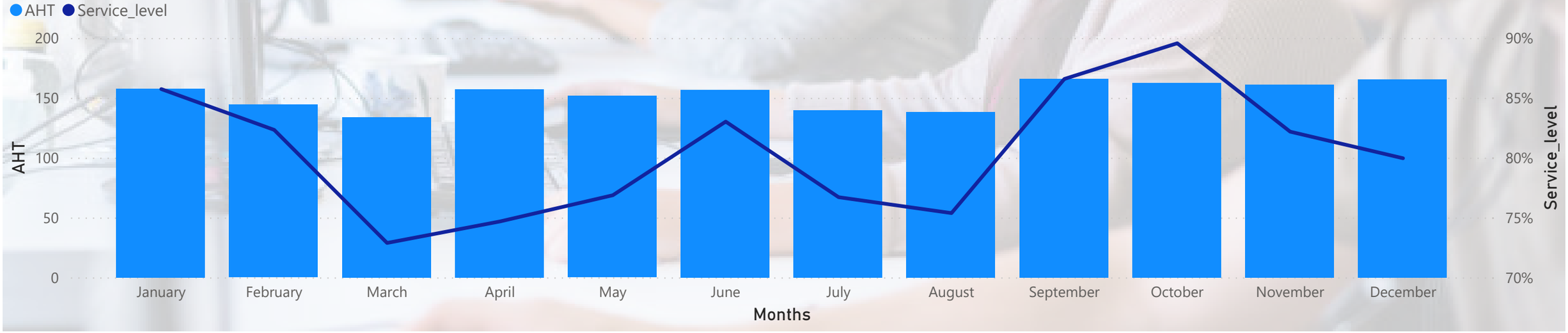
88K

Abonnded

357K

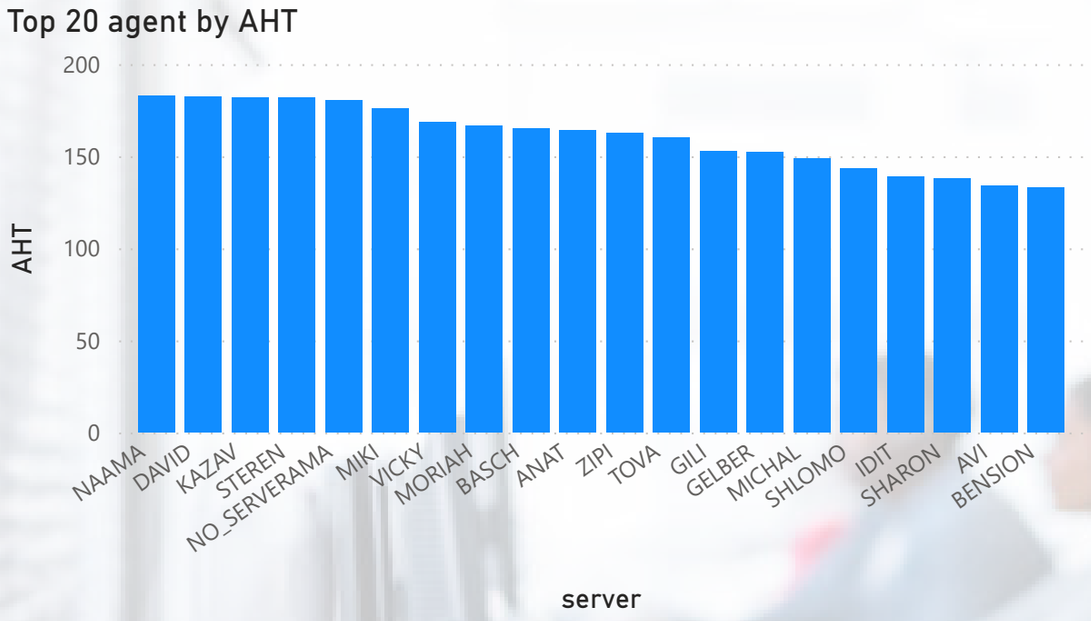
Answered

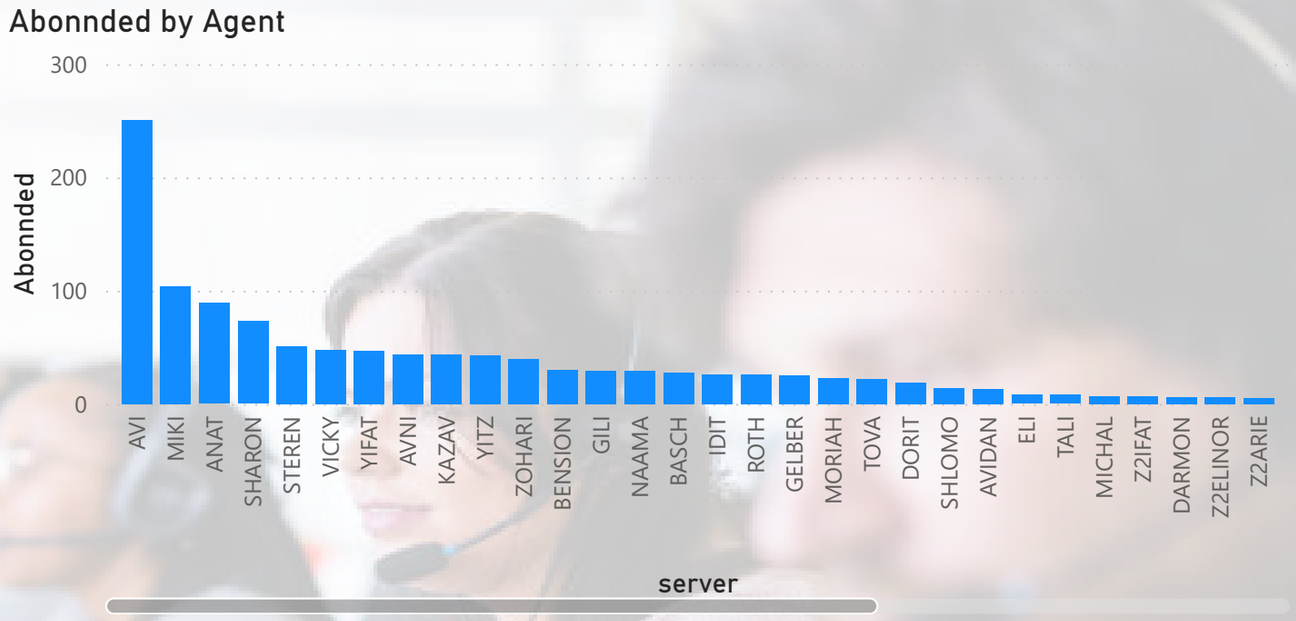
AHT and Service_level by Months

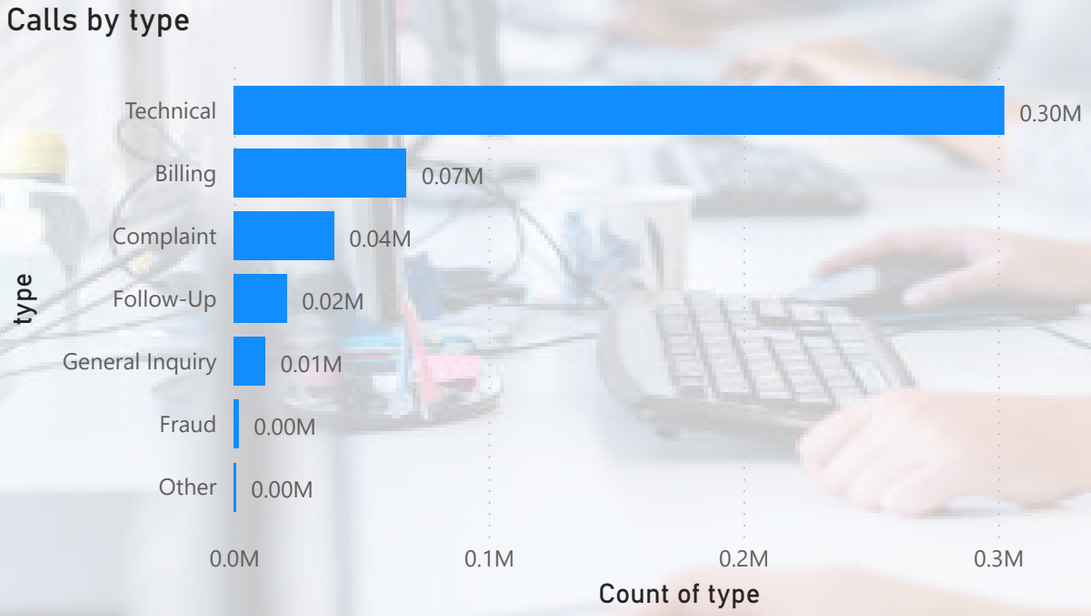


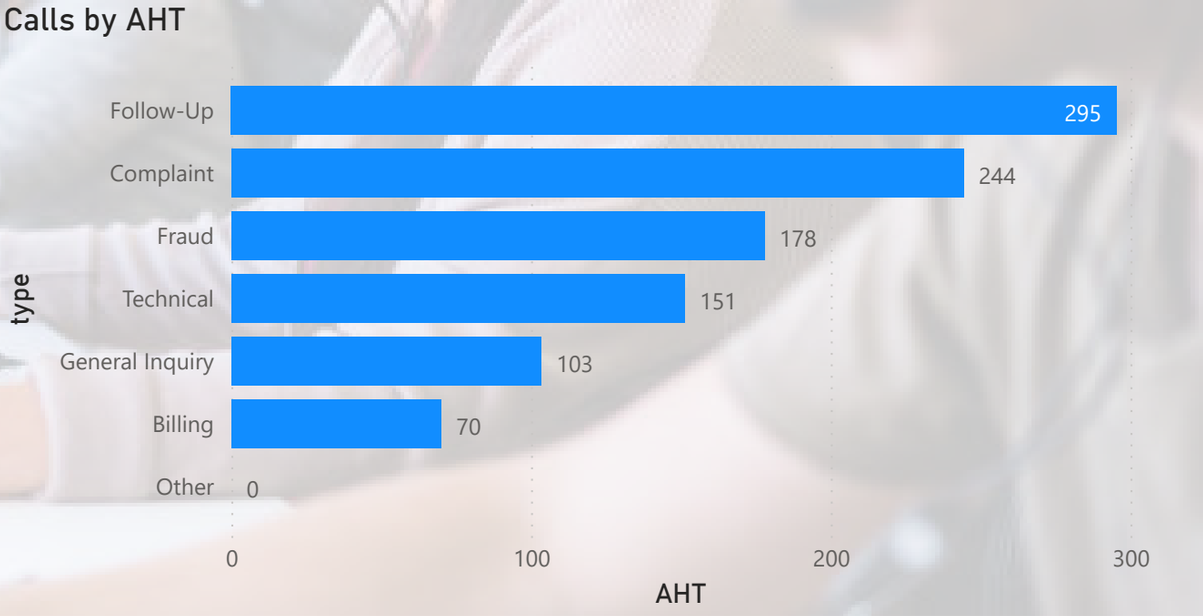
Call Center Summary

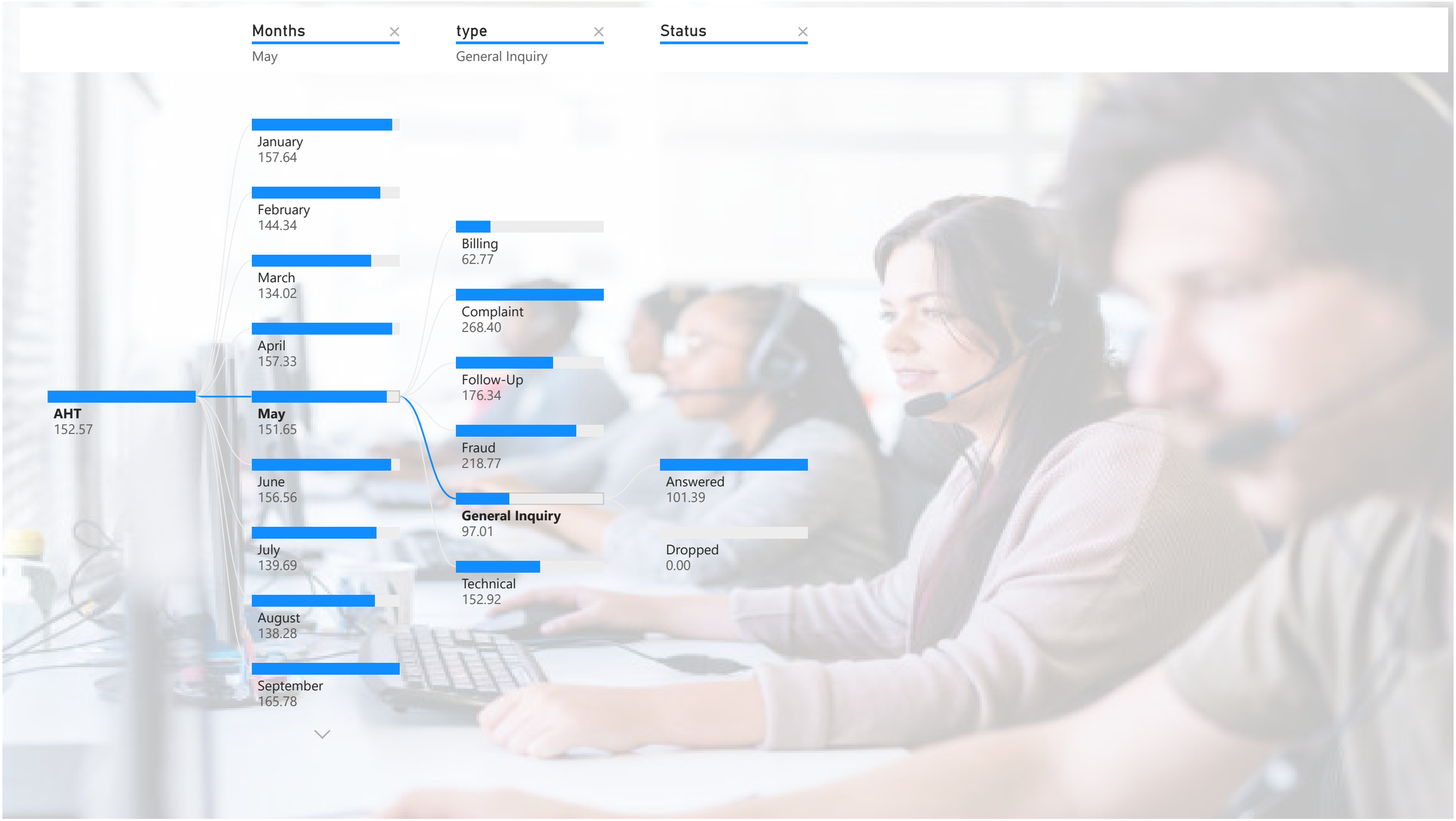
Call Center Summary










Months
May
type
General Inquiry
Status
AHT
152.57
January
157.64
February
144.34
March
134.02
April
157.33
May
151.65
June
156.56
July
139.69
August
138.28
September
165.78
Billing
62.77
Complaint
268.40
Follow-Up
176.34
Fraud
218.77
General Inquiry
97.01
Technical
152.92
Answered
101.39
Dropped
0.00