


STATUS

Employees



25

Total Calls




3952

Total Reached Calls




2679

Total UnReached Calls



880

Short Calls (<10s)



398

First call resolution

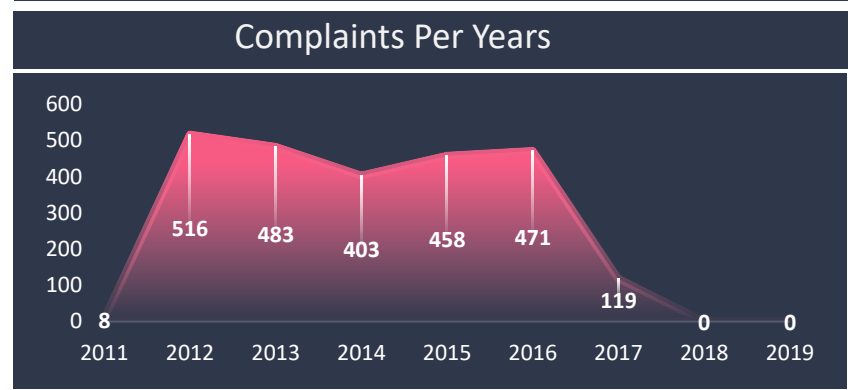
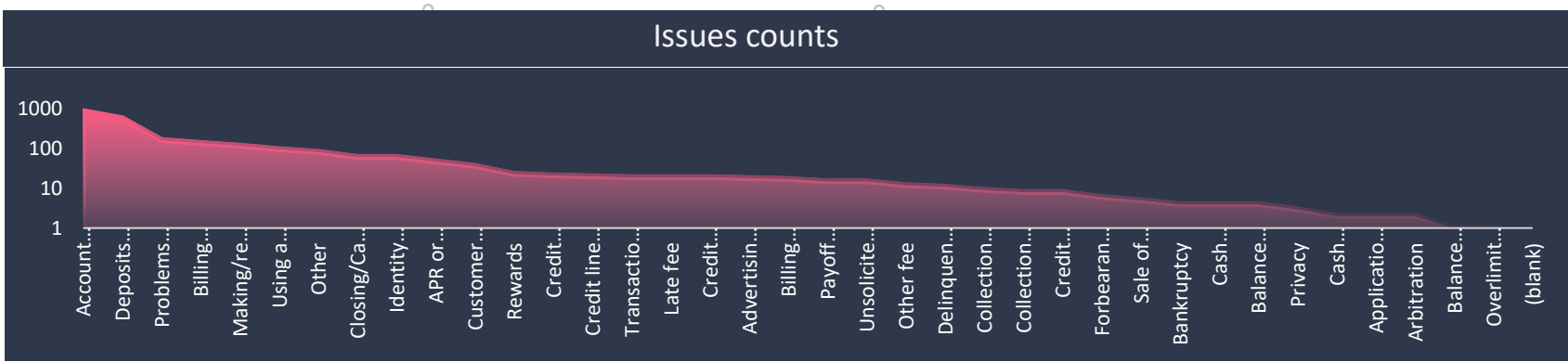
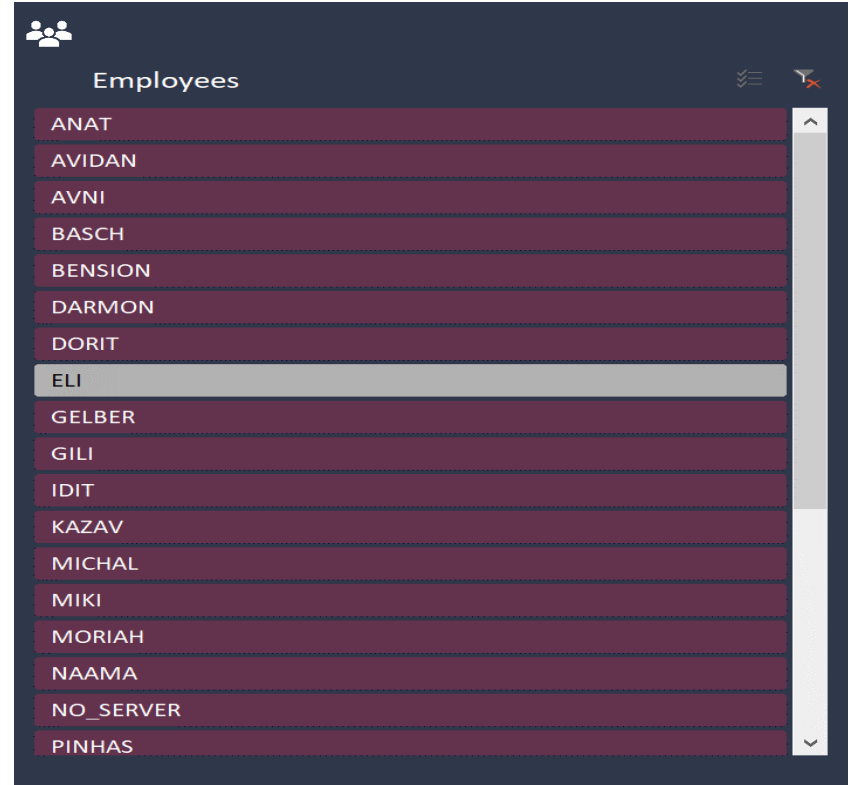
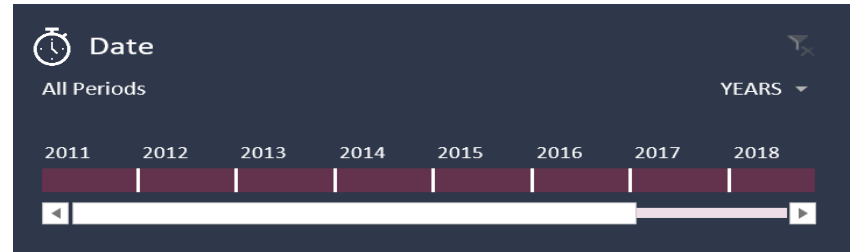
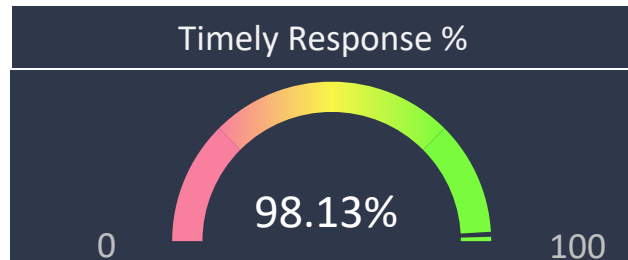
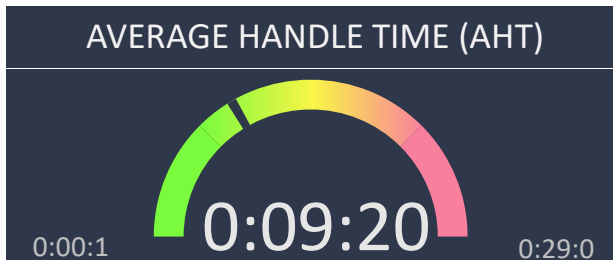
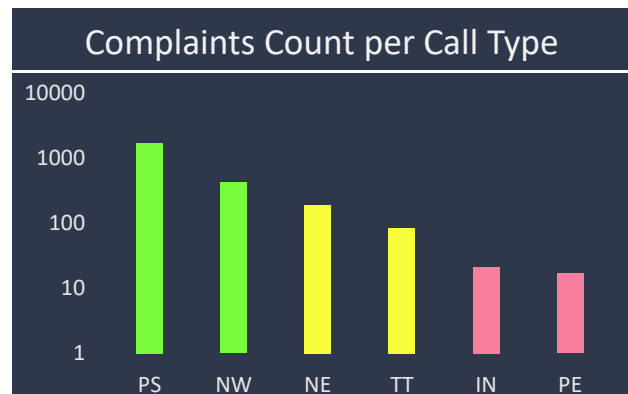
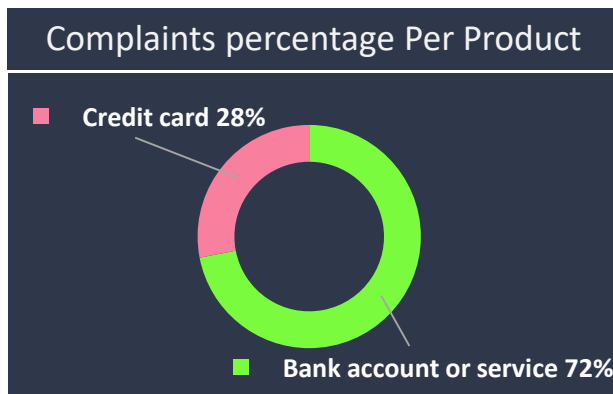
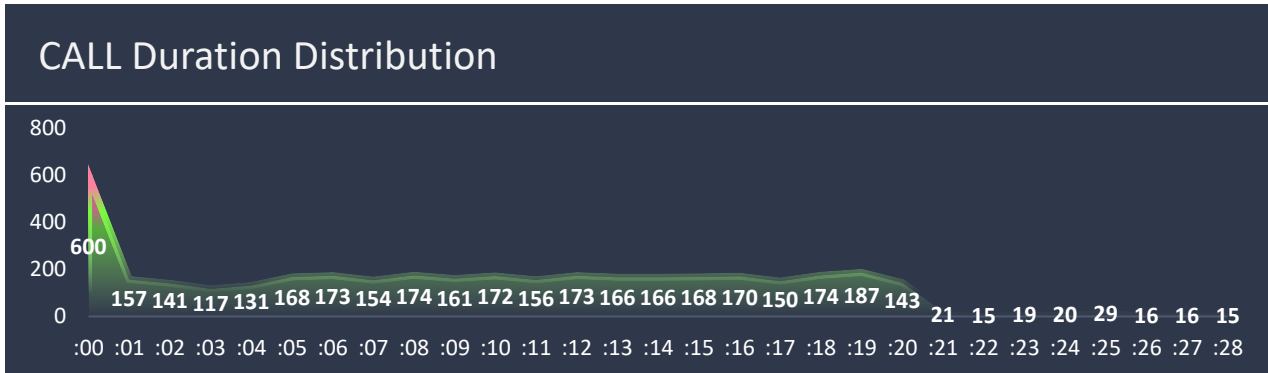


66%

Consumer Disputed %



16%



Analysis And Insights

1

Short time

There is so many short time calls



2

AHT

Average handling time is good.



3

Timely Response

Time response percentage is very good



4

FCR

First call resolution is very low



5

Time Duration

Most of our calls ends in the first minute.



Recommendations



AHT

Give instructions to the agents contains the average time they should solve the problem within



Short Calls

Need to make a survey to know the reason behind that.



First call resolution

Knowing the reason behind that and with team or departments was the reason



Timely response

Increase the number of agents to handle all calls.



Consumer Dispute

Decrease this percentage and knowing the reason.



Data

We need more data to give better insights and recommendations.