



Case Study Fiber

64.9K

Total Calls

5.6K

First-Time Calls

59.3K

Repeat Calls

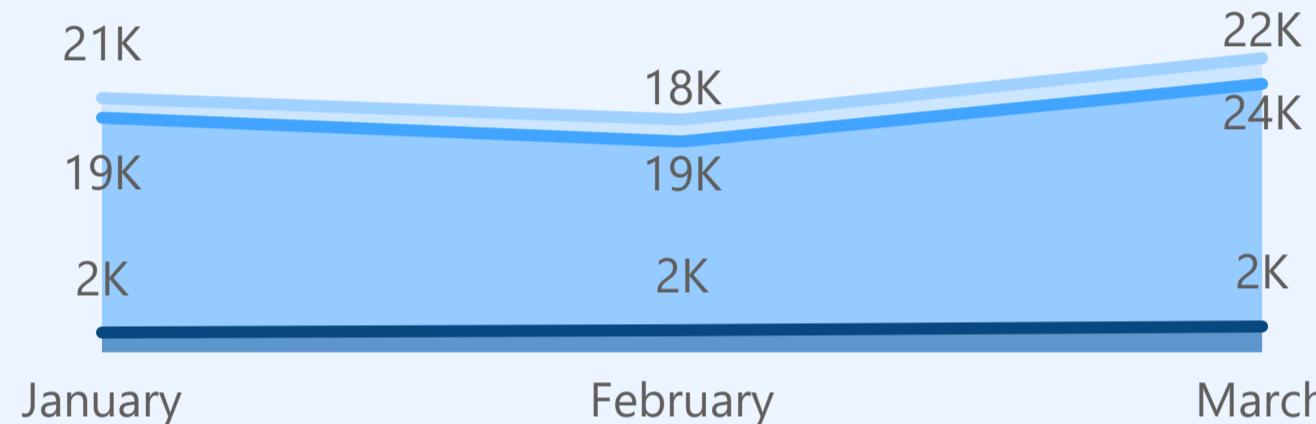
8.6%

First-Call Solved



Calls by Month

Total Calls Repeat Calls First-Time Calls

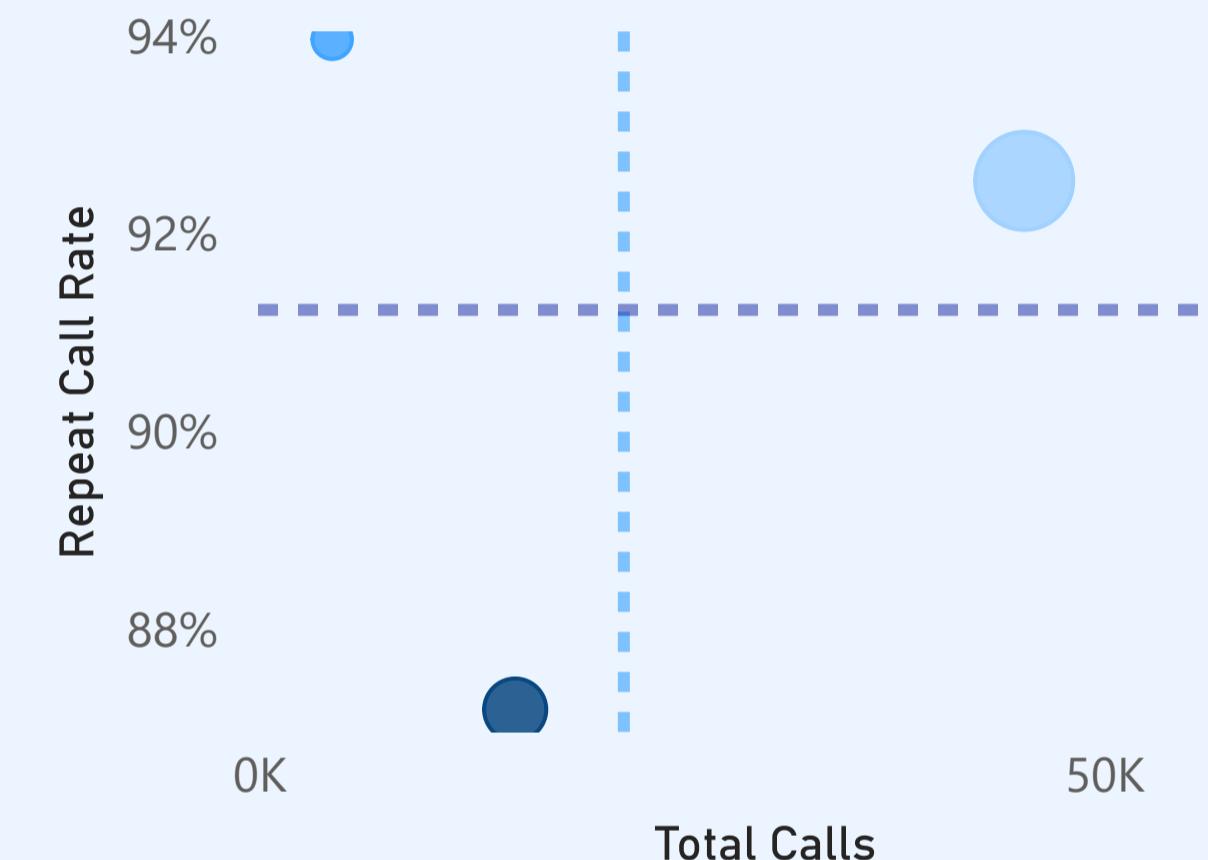


Average Contact per Case by Month



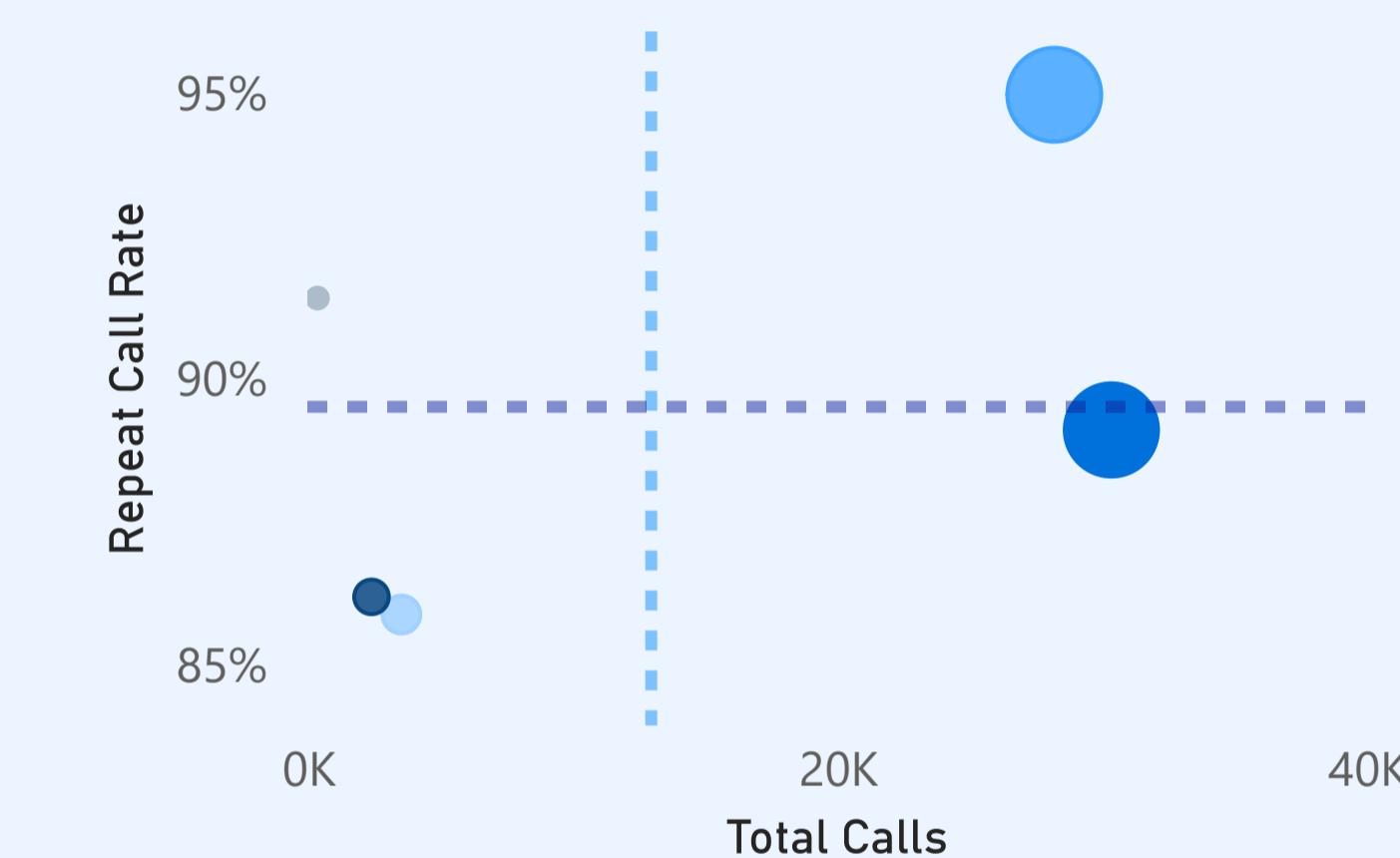
New Market Segment

market_1 market_2 market_3

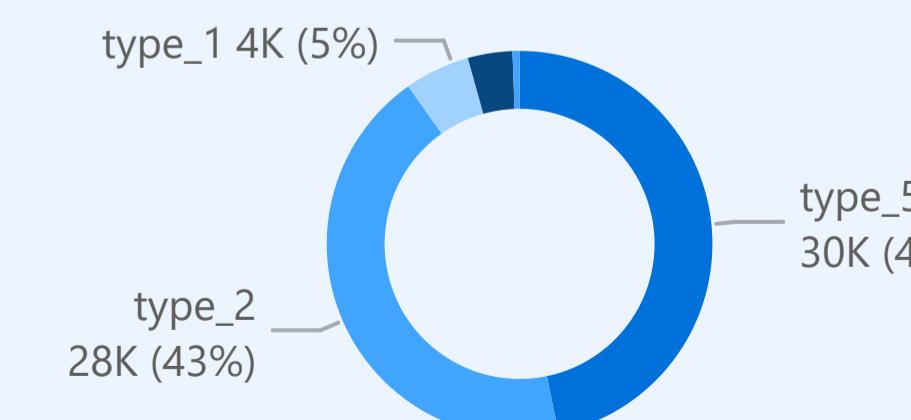
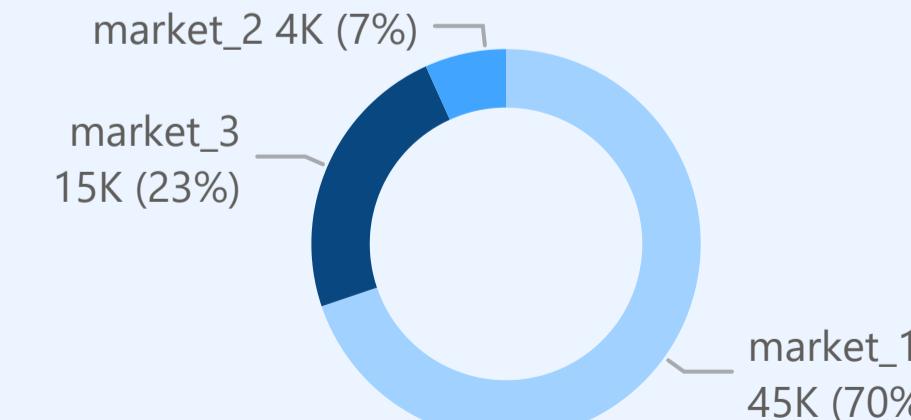


New Type Segment

type_1 type_2 type_3 type_4 type_5



Total Calls



Repeat Call Rate

new_market	type_1	type_2	type_3	type_4	type_5	Total
market_2	95.17	94.74	96.10	90.00	92.97	93.96
market_1	91.17	95.01	88.47	91.90	89.70	92.53
market_3	64.82	94.66	82.29	90.00	87.42	87.19