

CALL CENTER OVERVIEW

Year

Month

2023

2024

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

Oct

Nov

Dec

CALLS

Volume

43

%MoM 5%↑



Avg. Resolution Time (Days)

5

SLA Compliance Rate



Ticket Volume by Category



CHATS

Volume

26

%MoM -7%↓



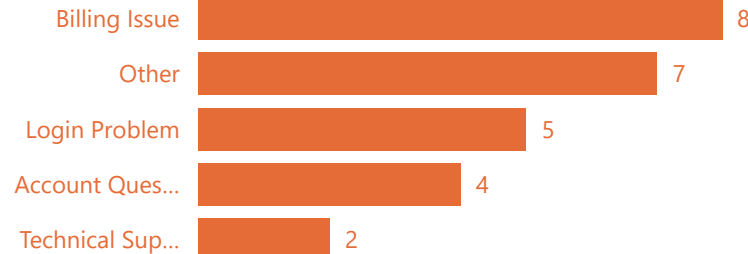
Avg. Resolution Time (Days)

5

SLA Compliance Rate



Ticket Volume by Category

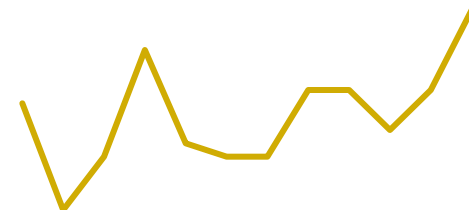


EMAILS

Volume

24

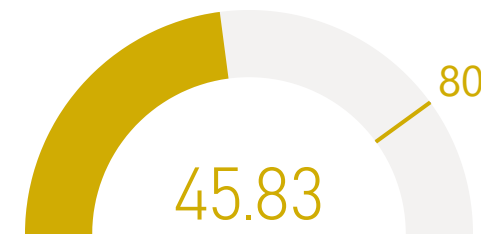
%MoM 14%↑



Avg. Resolution Time (Days)

6

SLA Compliance Rate



Ticket Volume by Category

