

Call Quality

92%

Average Speed Answered

23s

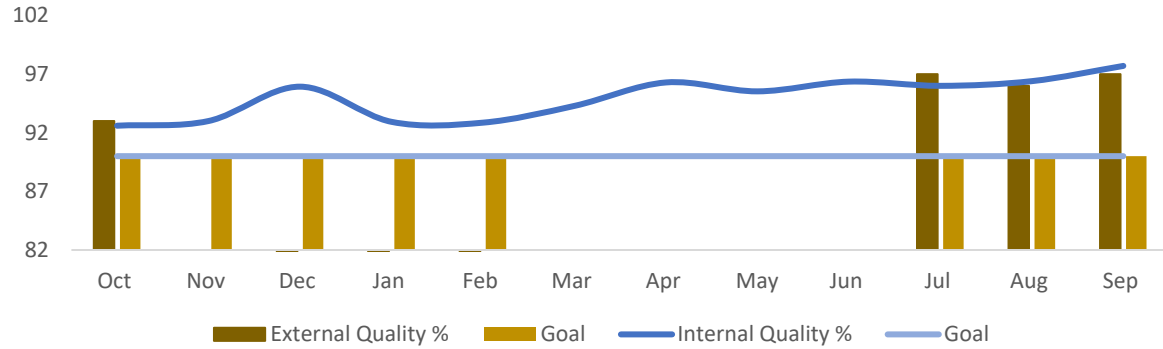
Calls Answered

96%

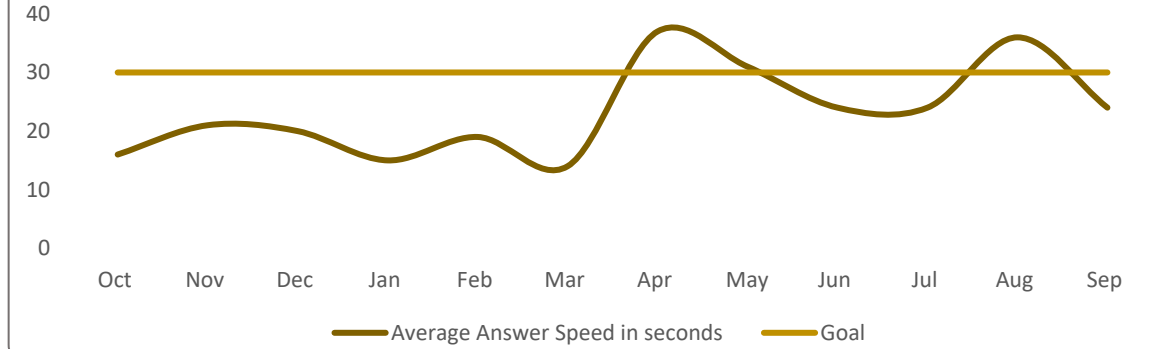
Customer Care Performance

FY2020

External / Internal Quality



Average Answer Speed in Seconds



% of Calls Answered

