

Call Quality

96%

Average Speed Answered

24s

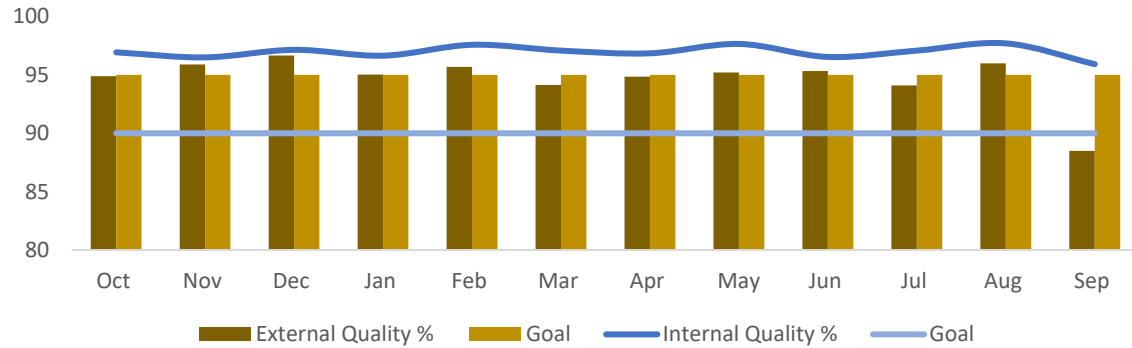
Calls Answered

96%

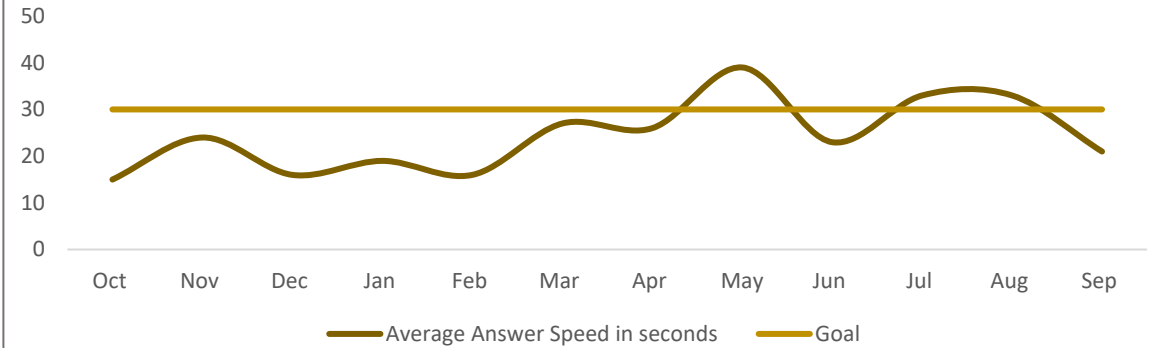
Customer Care Performance

FY2021

External / Internal Quality



Average Answer Speed in Seconds



% of Calls Answered

