

Call Quality

95%

Average Speed Answered

20s

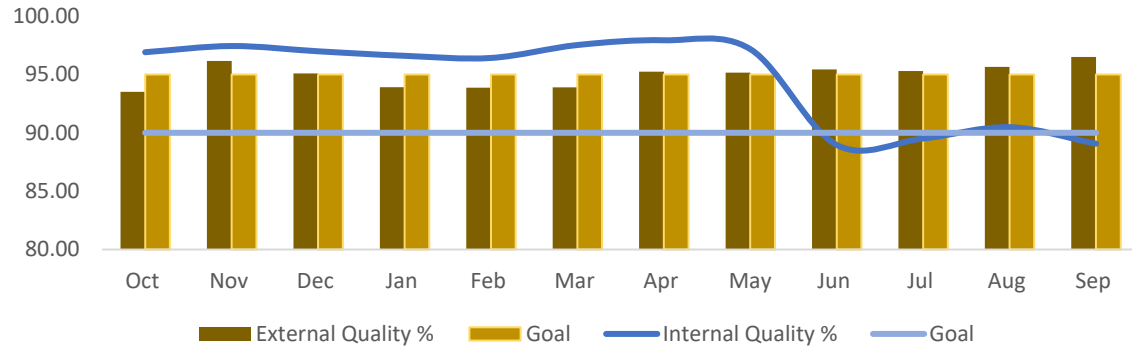
Calls Answered

96%

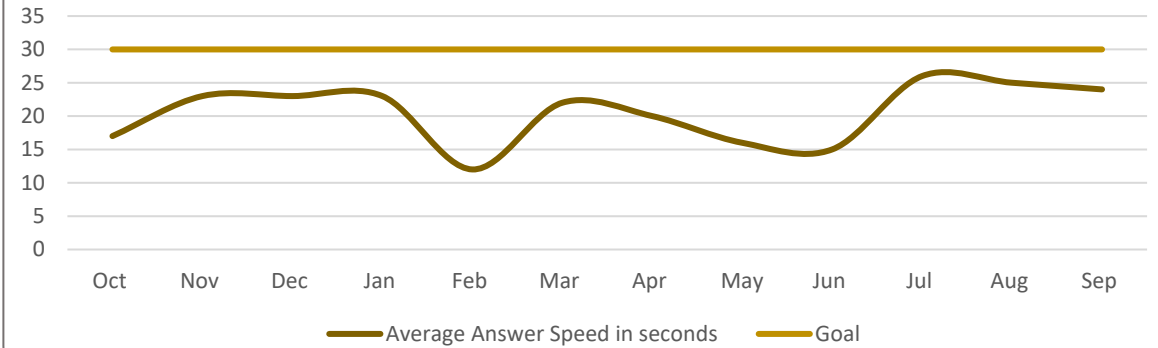
# Customer Care Performance

## FY2022

### External / Internal Quality



### Average Answer Speed in seconds



### % of Calls Answered

