

Overall Satisfaction

88%

Call Quality

94%

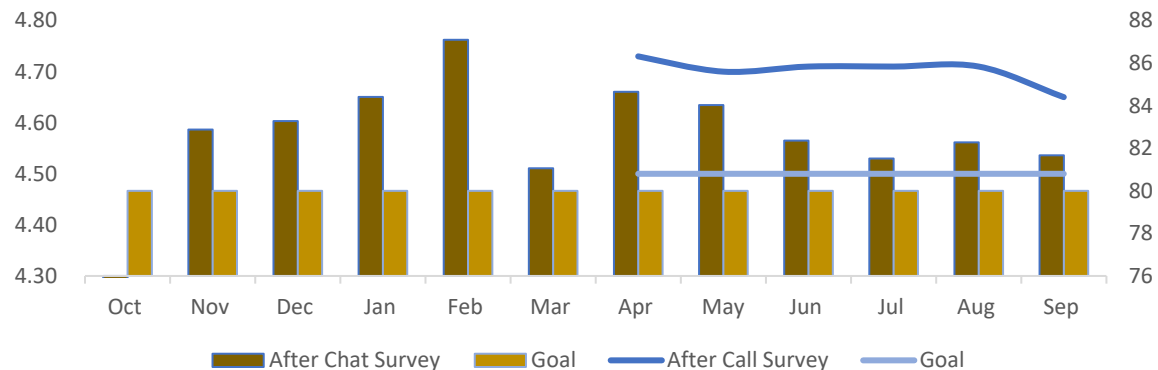
Average Speed Answered

26s

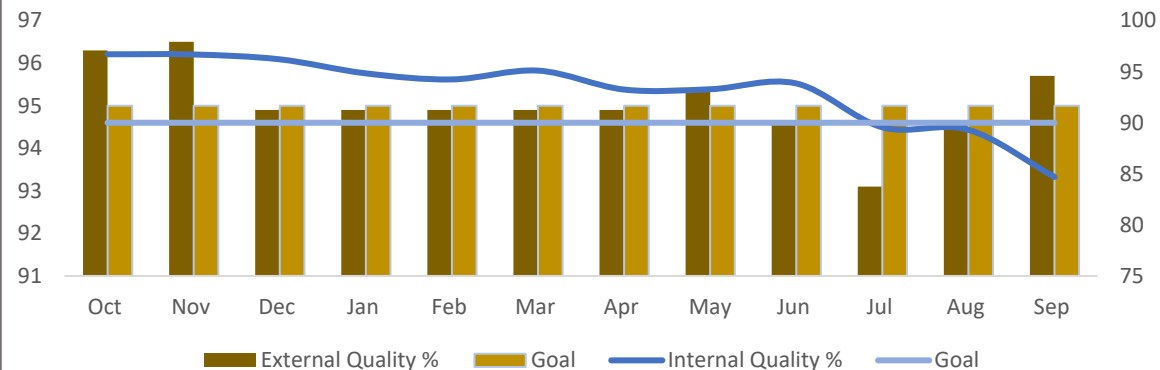
Customer Care Performance

FY2023

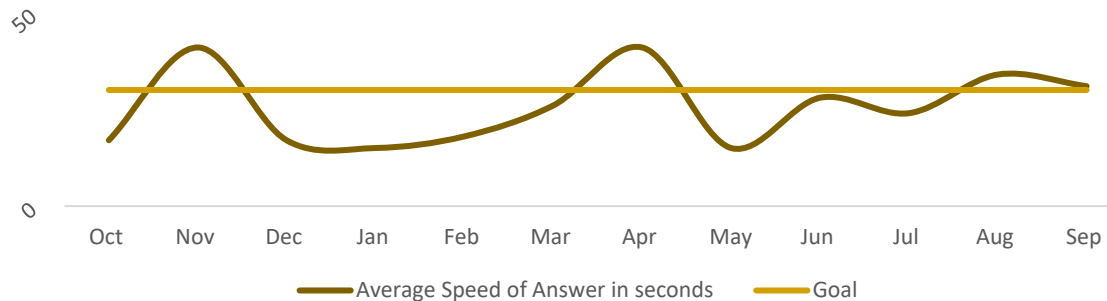
After Call / Chat Surveys



External / Internal Quality



Average Answer Speed in seconds



% of Calls Answered

