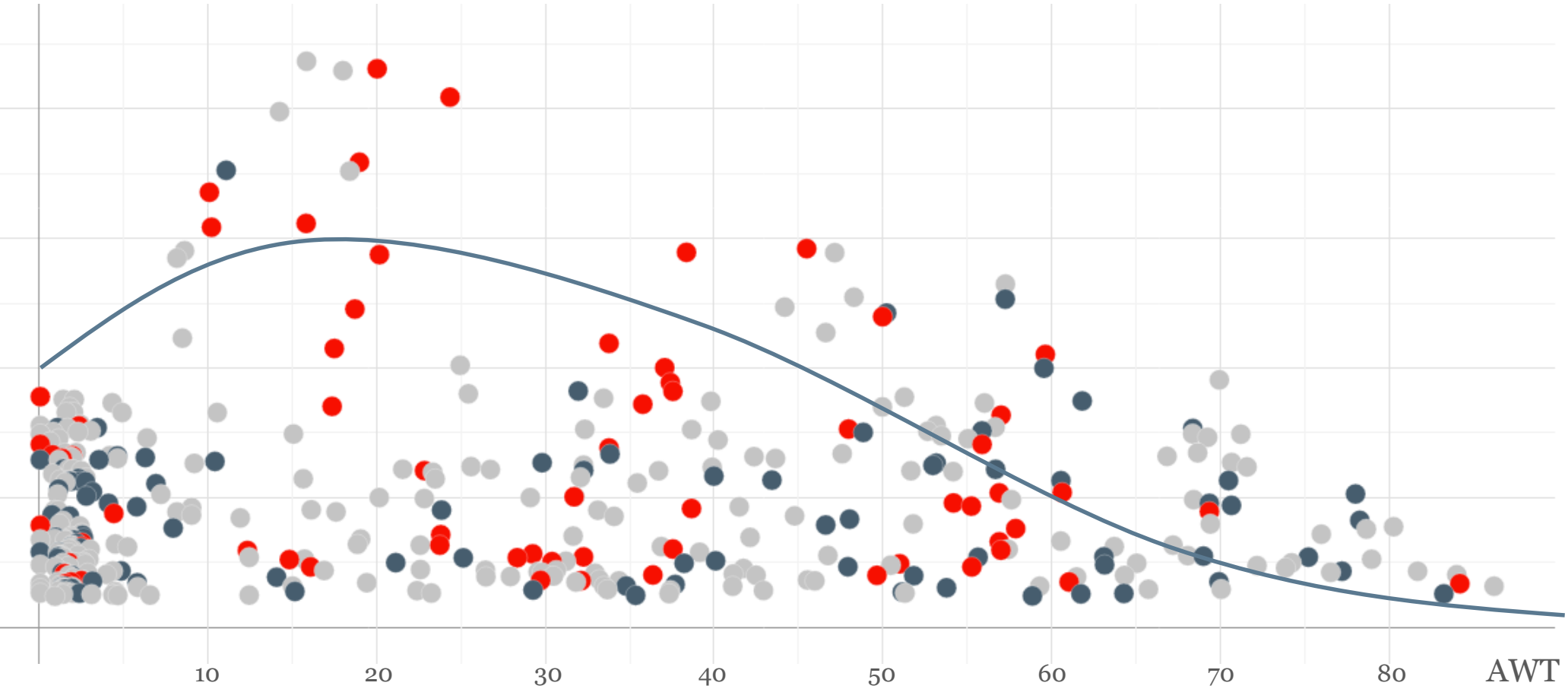
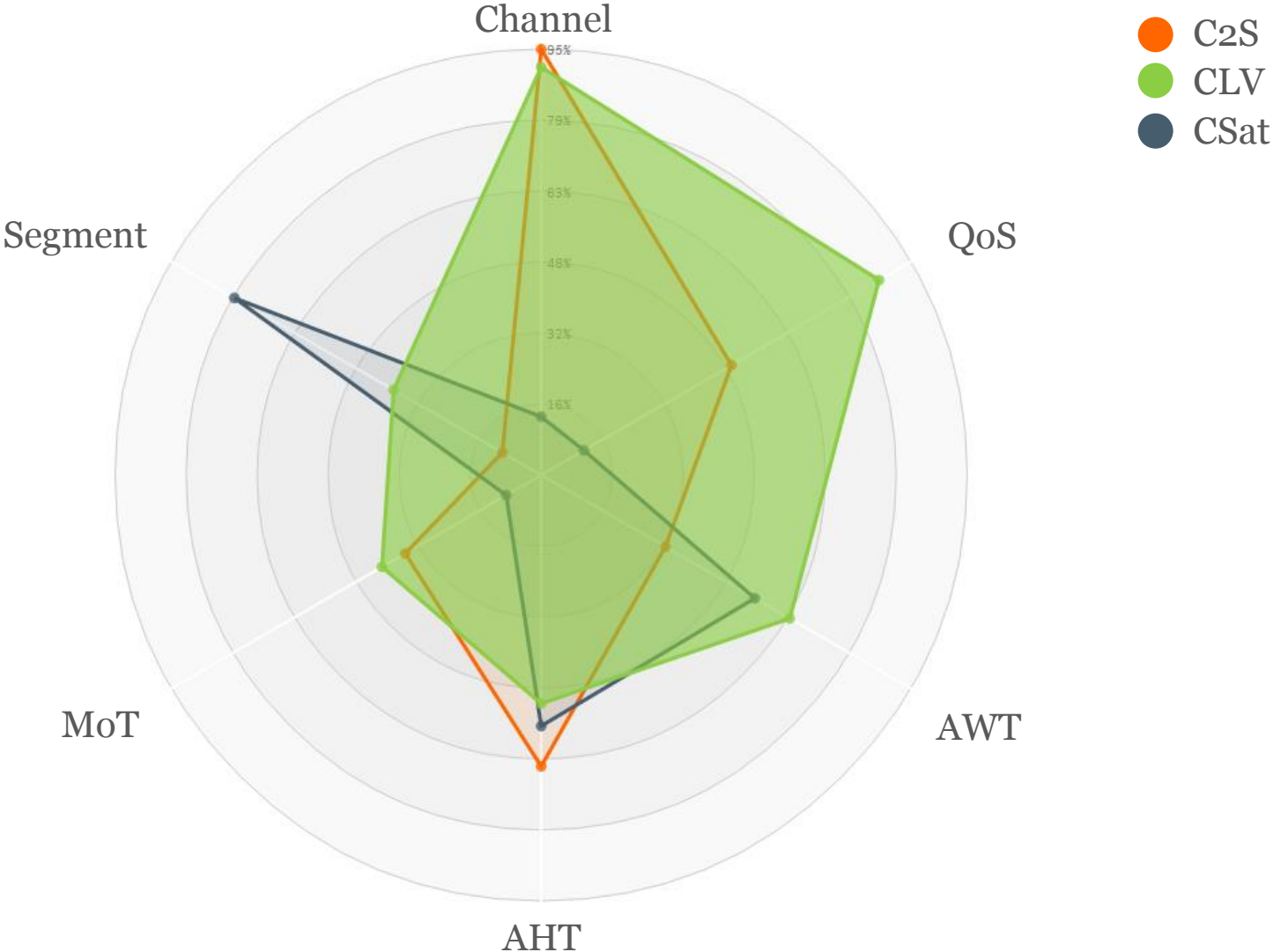


Correlation between CSat and AWT | Preview duration estimation

CSat



Correlation matrix | for C2S, CLV and CSat



Dashboard | Targeting CSat

Contacts

149k

By phone

21%[▲]

Q o S

92%[▲]

A W T

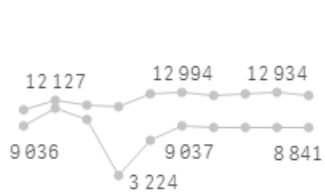
2:35

A H T

7:36

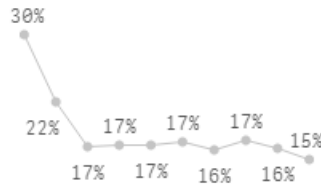
C S a t

4,7



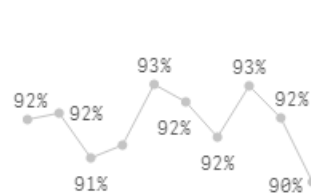
Incoming contacts

The sum of all contacts whatever the channel used over the period



Incoming calls

The percentage of customer requests made by phone



Quality of Service

Percentage of requests closed, respecting our commitments



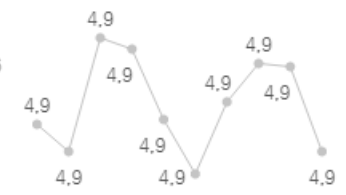
Average Waiting Time

The average amount of waiting time for each incoming call



Average Handling Time

The average amount of time spent on each call



Customer Satisfaction

The average Satisfaction based on post call survey by SMS [0-10]