

Number of calls taken per day		Customer satisfaction	Average number of days to close a call	Total number of phone calls/missed calls
Date	Number of calls taken per day			
Jul 11 2016	29	99.35%	7	141/5
Jul 12 2016	31			
Jul 13 2016	25			
Jul 14 2016	34			
Jul 15 2016	27			
Jul 18 2016	16	99.27%	7	96/0
Jul 19 2016	17			
Jul 20 2016	20			
Jul 21 2016	26			
Jul 22 2016	12			
Jul 25 2016	19	99.21%	7	93/1
Jul 26 2016	24			
Jul 27 2016	17			
Jul 28 2016	17			
Jul 29 2016	16			
August 1 2016	16	99.43%	7	65/0
August 2 2016	11			
August 3 2016	8			
August 4 2016	12			
August 5 2016	11			
August 8 2016	30	100%	7	86/1
August 9 2016	17			
August 10 2016	13			
August 11 2016	16			
August 12 2016	10			
August 15 2016	16	100%	7	89/1
August 16 2016	15			
August 17 2016	16			
August 18 2016	12			
August 19 2016	7			
August 22 2016	14	100%	7	102/3
August 23 2016	22			
August 24 2016	18			
August 25 2016	25			
August 26 2016	15			
August 29 2016	0	99.62%	7	114/1
August 30 2016	17			
August 31 2016	18			
Sept 1 2016	13			
Sept 2 2016	29			
Sept 5 2016	34	99.62%	7	219/3
Sept 6 2016	39			
Sept 7 2016	37			
Sept 8 2016	30			
Sept 9 2016	25			
Sept 12 2016	34	99.62%	7	175/6
Sept 13 2016	35			
Sept 14 2016	21			
Sept 15 2016	28			
Sept 16 2016	27			
Sept 19 2016	25	99.59%	7	171/3
Sept 20 2016	31			
Sept 21 2016	26			

Sept 22 2016	23			
Sept 23 2016	22			
Sept 26 2016	28			
Sept 27 2016	17			
Sept 28 2016	33		8	
Sept 29 2016	18	99.58%		176/3
Sept 30 2016	31			
Oct 3 2016	39			
Oct 4 2016	28			
Oct 5 2016	24		8	
Oct 6 2016	26	99.57%		160/3
Oct 7 2016	19			
Oct 10 2016	37			
Oct 11 2016	24			
Oct 12 2016	23		7	
Oct 13 2016	23	99.55%		129/4
Oct 14 2016	26			
Oct 17 2016	35			
Oct 18 2016	28			
Oct 19 2016	23		8	
Oct 20 2016	18	99.57%		157/2
Oct 21 2016	21			
Oct 24 2016	23			
Oct 25 2016	12			
Oct 26 2016	16		8	
Oct 27 2016	17	99.54%		117/1
Oct 28 2016	18			
Oct 31 2016	25			
Nov 1 2016	30			
Nov 2 2016	17		7	
Nov 3 2016	36	99.53%		165/3
Nov 4 2016	22			
Nov 7 2016	27			
Nov 8 2016	44		8	
Nov 9 2016	26	98.57%		139/0
Nov 10 2016	30			
Nov 11 2016	26			
Nov 14 2016	35			
Nov 15 2016	34		8	
Nov 16 2016	19	98.52%		174/3
Nov 17 2016	31			
Nov 18 2016	26			
Nov 21 2016	54			
Nov 22 2016	49		8	
Nov 23 2016	29	98.47%		194/4
Nov 24 2016	25			
Nov 25 2016	26			
Nov 28 2016	30			
Nov 29 2016	35		8	
Nov 30 2016	16	98.28%		161/1
Dec 1 2016	24			
Dec 2 2016	27			
Dec 5 2016	45			
Dec 6 2016	27			
Dec 7 2016	28		8	
Dec 8 2016	28	98.56%		177/3
Dec 9 2016	48			
Dec 12 2016	32			

Dec 13 2016	33	98.40%	8	149/2
Dec 14 2016	14			
Dec 15 2016	25			
Dec 16 2016	12			
Dec 19 2016	21	98.22%	8	96/14
Dec 20 2016	25			
Dec 21 2016	18			
Dec 22 2016	14			
Dec 23 2016	19	98.08%	8	27/2
Dec 26 2016	0			
Dec 27 2016	0			
Dec 28 2016	13			
Dec 29 2016	7	97.90%	8	177/1
Dec 30 2016	7			
Jan 2 2017	0			
Jan 3 2017	41			
Jan 4 2017	30			
Jan 5 2017	25			
Jan 6 2017	48			