



Call Resolutions and Actions (Drilldown)

For Dates: between 10/1/2013 and 12/31/2013

Call Type: (ALL)

Final Resolution/Action	Call Count	Customer Count	Call Min	Avg Call Min	% of All Calls
Escalated To Tier 2	1,190	1,035	13,530	11.37	8.63%
Answered Questions	962	857	10,967		
Billing Inquiry	68	68	464		
Checked Order Status	4	3	30		
Conducted Troubleshooting: Non-ZZZ Product	2	2	22		
Conducted Troubleshooting: ZZZ Product	964	859	11,737		
Emailed Information	16	16	233		
Error - Not a Call/Task	3	3	23		
Escalated to CLIENT Engineer	370	358	3,579		
Escalated to Supervisor	524	493	6,254		
Order Issue	1	1	9		
Processed Order- Charged Customer	1	1	19		
Referred to Manufacturer	1	1	4		
Referred to Website	2	2	30		
Transferred to Cat 20 Rep	2	2	26		
Transferred to Cat 30 Rep	3	3	48		
Unable to Verify Account Info	2	2	10		
Warranty Replacement Request	199	190	2,863		
Escalated To Tier 3	182	177	2,054	11.29	1.32%
Answered Questions	179	174	2,027		
Billing Inquiry	5	5	29		
Checked Order Status	1	1	22		
Conducted Troubleshooting: ZZZ Product	150	145	1,819		
Emailed Information	1	1	21		
Escalated to CLIENT Engineer	77	77	849		
Escalated to Supervisor	55	55	738		
Processed Order- Charged Customer	1	1	21		
Transferred to Cat 20 Rep	1	1	5		
Warranty Replacement Request	3	3	41		
No Further Actions Required	9,560	5,933	66,930	7.00	69.35%
Answered Questions	8,476	5,438	59,322		
Billing Inquiry	175	171	922		
Checked Order Status	25	25	167		
Conducted Troubleshooting: Non-ZZZ Product	19	19	159		
Conducted Troubleshooting: ZZZ Product	5,775	3,926	47,834		
Emailed Information	638	587	5,193		
Error - Not a Call/Task	2	2	4		
Escalated to CLIENT Engineer	17	17	182		
Escalated to Supervisor	43	43	366		
Order Issue	2	2	41		
Outbound: No Contact Made	14	14	34		
Processed Order- Charged Customer	1	1	8		
Product Inquiry	5	5	40		
Programming Assistance	2	2	42		