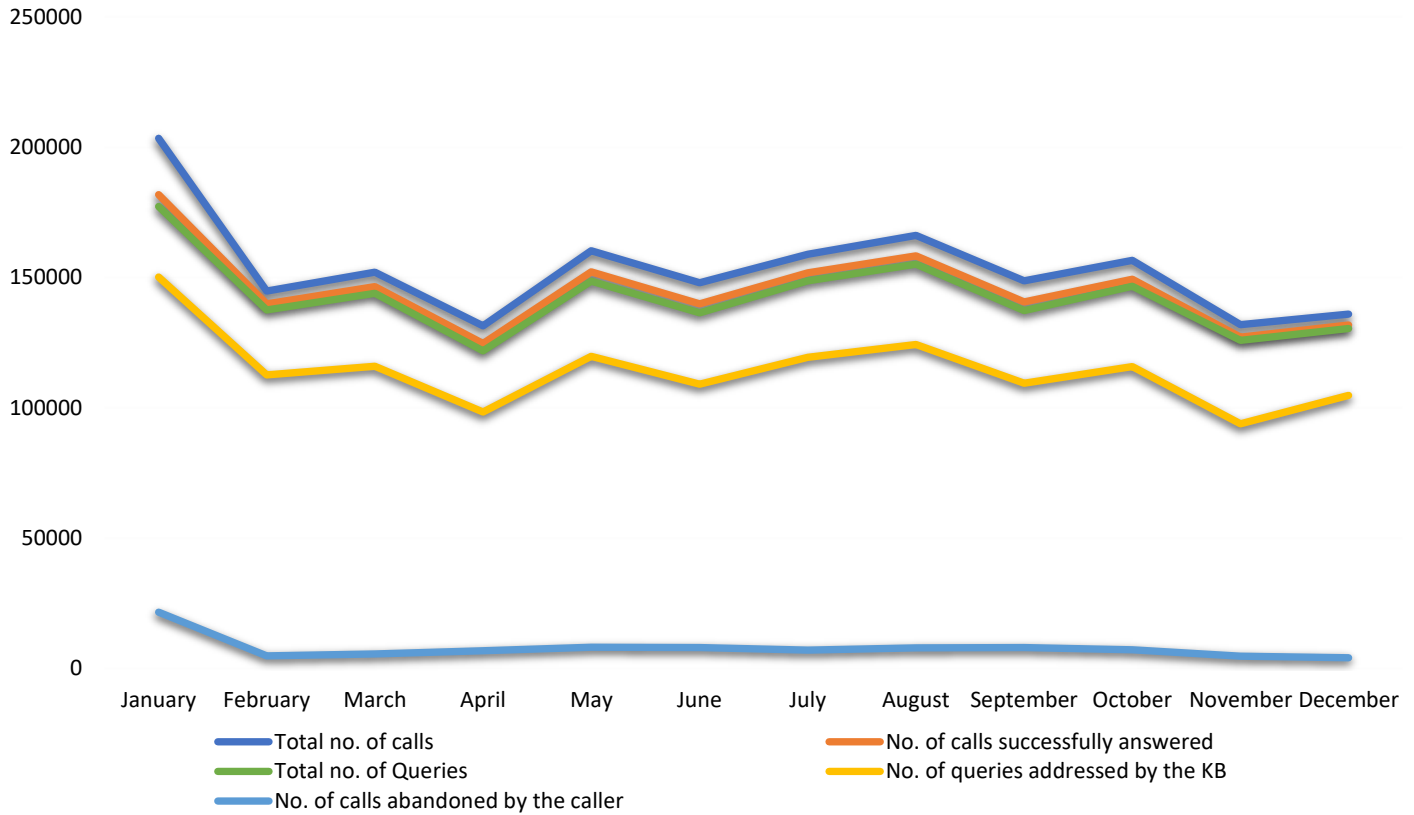
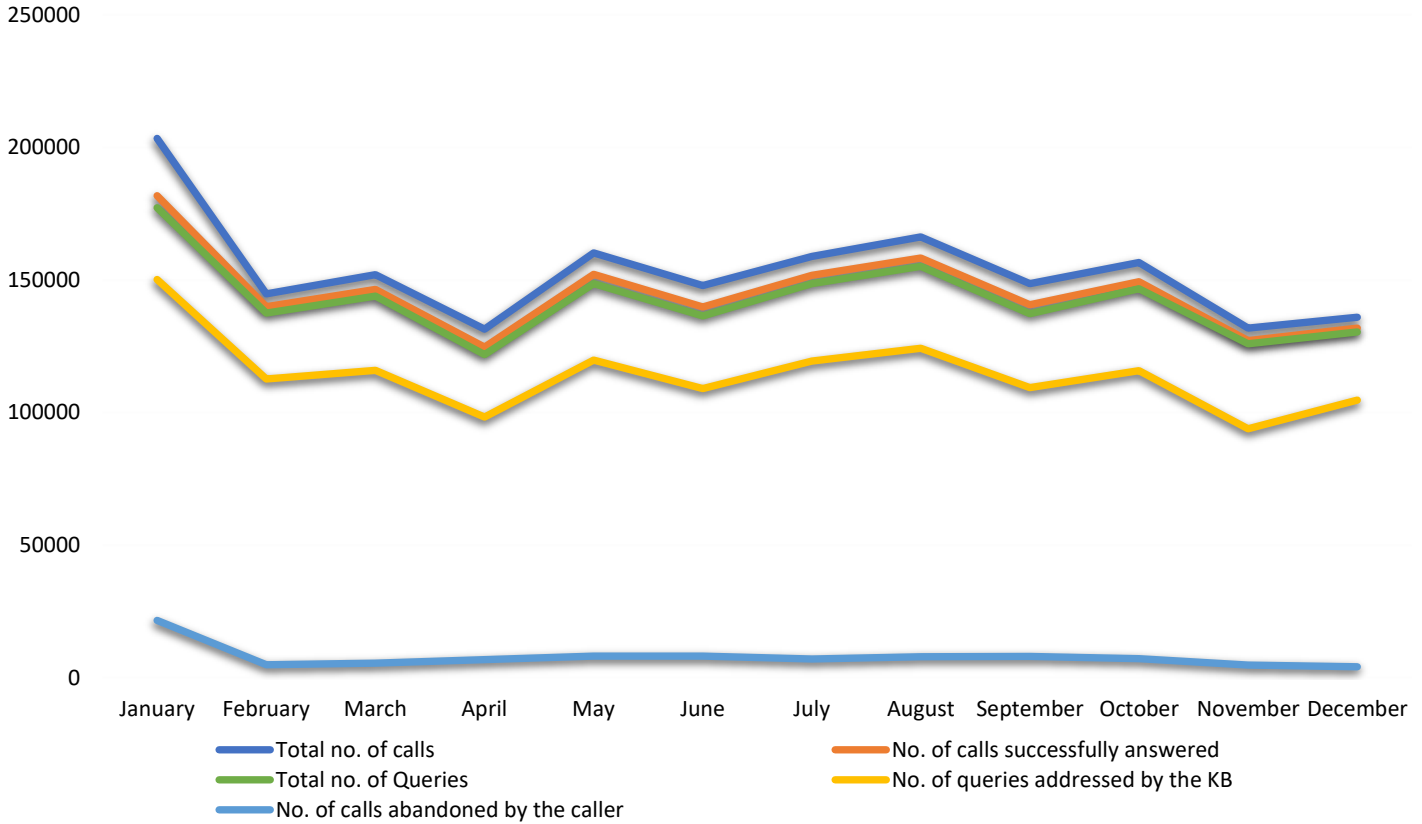


Monthly Call Summary 2019



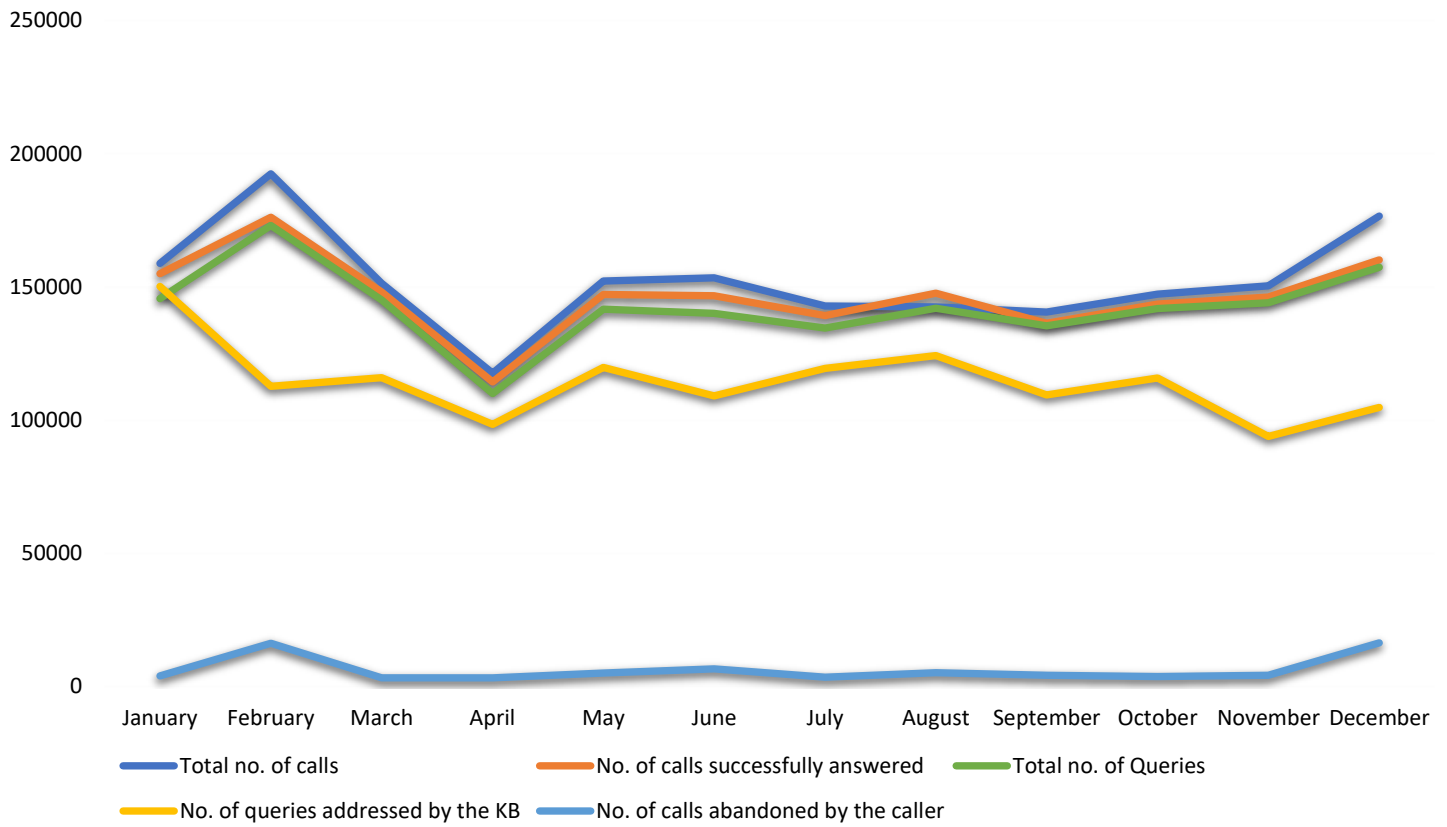
Calls	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Total no. of calls	211865	146777	159392	144324	140617	140064	162282	154917	168861	158340	137509	165756
No. of calls successfully answered	184795	139738	150910	131506	136065	136011	158144	150589	157475	154266	133816	155570
Total no. of Queries	183050	138259	148679	128191	133220	133945	155959	148865	156765	153465	132403	153603
No. of queries addressed by the KB	153931	110987	118762	102086	106040	107324	125706	119447	128488	124749	106719	123605
No. of calls abandoned by the caller	27070	7039	8482	12818	4552	4053	4138	4328	11386	4074	3693	10186

Monthly Call Summary 2018



Calls	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Total no. of calls	203426	144787	152032	131478	160281	147974	158878	166211	148687	156609	131911	135974
No. of calls successfully answered	181810	139905	146493	124701	152139	139883	151843	158268	140619	149405	127138	131847
Total no. of Queries	177271	137549	143927	121878	148654	136410	148693	155190	137322	146656	125913	130400
No. of queries addressed by the KB	150202	112705	115917	98353	119783	109044	119445	124279	109474	115855	93889	104752
No. of calls abandoned by the caller	21616	4882	5539	6777	8142	8091	7036	7943	8068	7204	4773	4127

Monthly Call Summary 2017



Calls	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Total no. of calls	158880	192465	151393	117620	152275	153407	142798	142516	140620	147359	150451	176587
No. of calls successfully answered	154936	176173	148124	114355	147203	146715	139276	147673	136382	143626	146210	160189
Total no. of Queries	145568	173063	145107	110005	141662	140073	134514	142006	135415	141935	144062	157449
No. of queries addressed by the KB	114410	144032	114403	86049	110755	111619	105776	114430	108592	114228	117119	132515
No. of calls abandoned by the caller	3944	16292	3269	3265	5072	6692	3522	5157	4238	3733	4241	16398