

Enero 2019									
Team	Occupancy %	Number of Calls Offered	Average Handling Time (inbound)	Number of Calls Made	Average Handling Time (outbound)	Number of Surveys	First Call Resolution %	Contact Satisfaction	Net Promoter Score
TP_MMX_COLOM	53%	2.168	0:13:29	1.166	0:04:36	288	88%	8,3	42
Febrero 2019									
TP_MMX_COLOM	48%	2.234	0:13:25	1.031	0:05:27	233	87%	8,4	40
Marzo 2019									
TP_MMX_COLOM	54%	2.173	0:13:38	1.051	0:04:08	257	91%	8,7	44
Abril 2019									
TP_MMX_COLOM	57%	2.850	0:14:56	1.174	0:04:36	327	91%	8,6	41
Mayo 2019									
TP_MMX_COLOM	51%	3.029	0:14:36	1.518	0:04:34	351	89%	8	31
Junio 2019									
TP_MMX_COLOM	49%	3.109	0:13:50	1.506	0:04:45	350	86%	7,9	37
Julio 2019									
TP_MMX_COLOM	48%	3.653	0:13:30	1.805	0:04:51	423	90%	8,5	39
Agosto 2019									
TP_MMX_COLOM	37%	269	0:16:35	116	0:04:03	30	90%	8,6	40