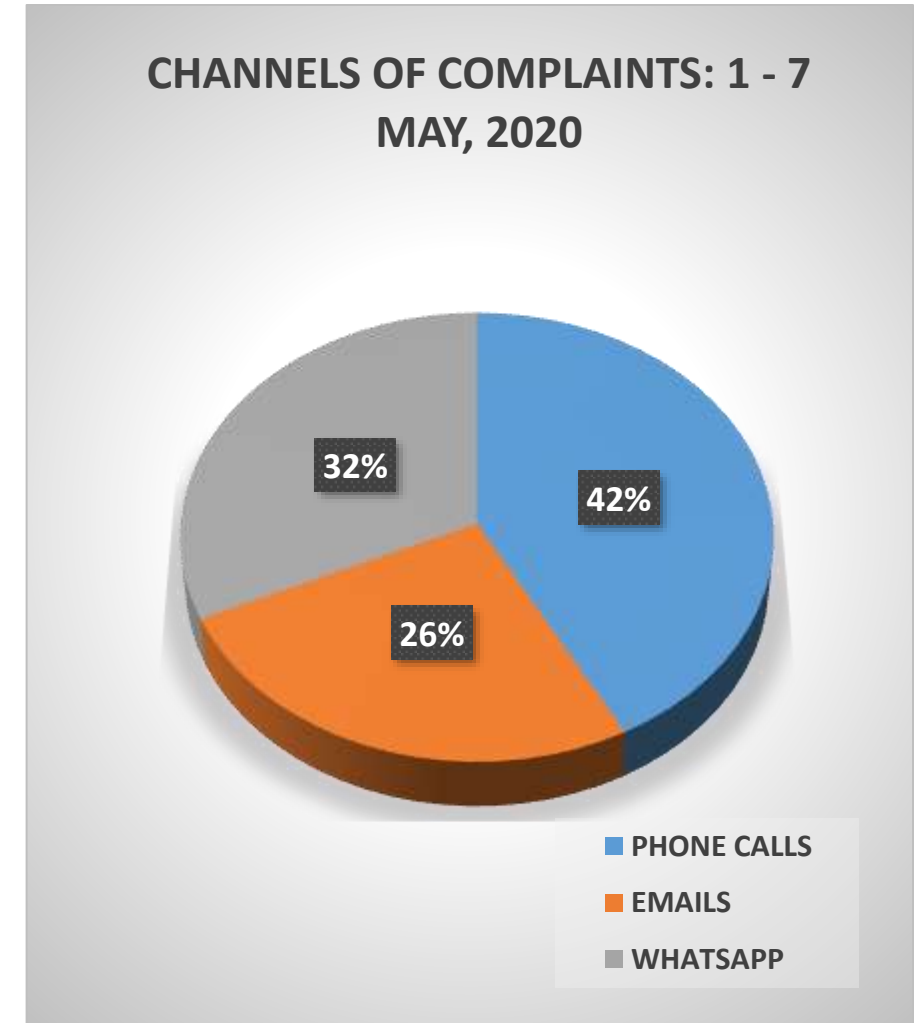


**CUSTOMER COMPLAINTS SITUATION ROOM ANALYSIS
FOR 1 – 7 MAY, 2020.**

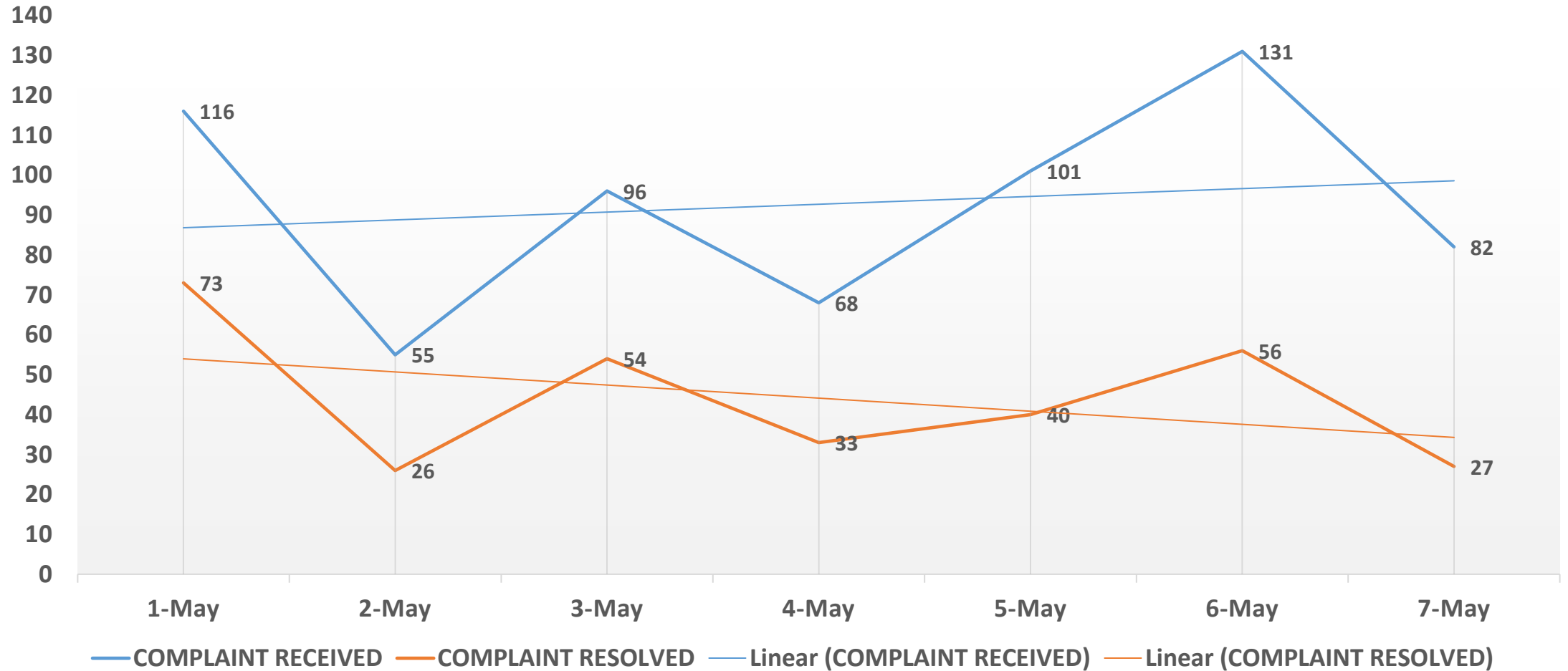
CHANNELS OF COMPLAINTS – 1 -7 MAY, 2020

CHANNELS OF COMPLAINTS: 1 - 7 MAY, 2020				
DATE	PHONE CALLS	EMAILS	WHATSAPP	TOTAL
May-01	46	24	46	116
May-02	21	21	13	55
May-03	29	18	49	96
May-04	32	12	24	68
May-05	48	24	29	101
May-06	58	42	31	131
May-07	35	36	11	82
TOTAL	269	177	203	649



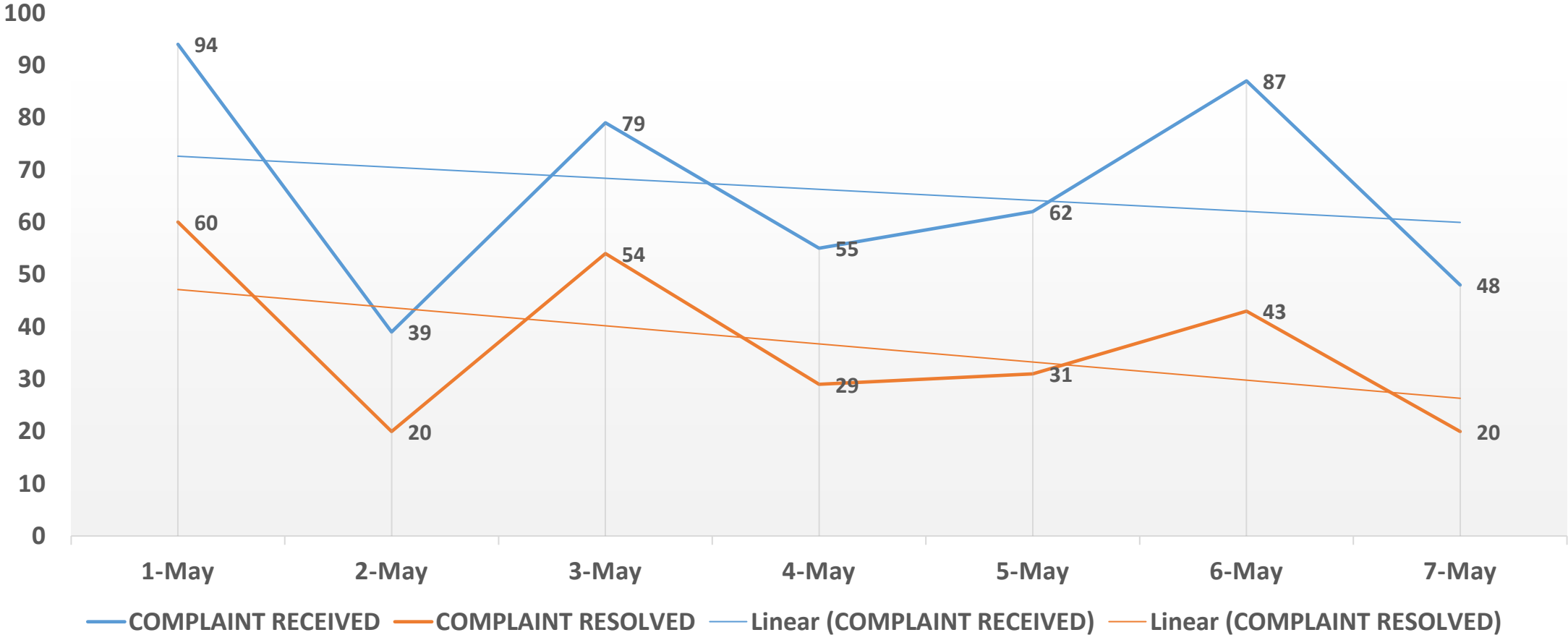
TREND ANALYSIS: 1 -7 MAY, 2020

DAILY COMPLAINTS ANALYSIS: MAY 1- 7, 2020



TREND ANALYSIS: 1 – 7 MAY, 2020

DAILY INTERRUPTION ANALYSIS: 1 - 7 MAY, 2020



ANALYSIS ON COLLATED COMPLAINTS ON INTERRUPTIONS FOR 1 – 7 MAY, 2020

