

	June	July	August	Sept	October	November	December	January	February	March	April	May
<b>SERVICE COMPLAINTS</b>												
Rude/attitude/ manner	1	1	3	0	3	1	0	1	2	2	1	1
VI Disconnected caller	0	1	0	0	0	0	0	0	1	0	0	1
Didn't explain/ Intro VRS	1	0	0	0	0	0	0	0	0	0	0	0
VCO/HCO procedures not followed	2	1	1	0	0	0	0	0	0	0	0	0
Poor signing	0	1	1	2	1	1	3	2	0	0	1	1
Poor voice tone	0	0	1	0	0	0	0	0	1	3	0	0
Poor facial expression	0	0	0	0	0	1	0	0	3	0	2	0
VI controlled call	1	1	3	1	0	1	0	0	0	1	0	0
VI not transparent	0	2	0	0	0	0	0	0	0	0	0	2
VI didn't relay everything	0	1	3	1	3	2	0	4	6	2	2	0
VI didn't follow instructions	0	1	4	0	0	0	2	2	5	1	0	0
VI didn't leave message on ans. Machine	0	0	0	0	0	0	0	0	0	0	0	0
Not able to understand customer	0	0	0	0	0	0	0	0	0	0	0	0
Customer was not kept informed	0	0	0	0	0	1	0	1	1	1	1	0
Inappropriate VI switch	0	0	0	0	0	0	0	1	0	0	0	0
Verbal/ Sexual Harrassment from VI	0	0	0	0	0	1	0	0	0	0	0	0
Violated Customer Confidentiality	0	0	1	0	0	0	0	0	0	0	0	0
Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0
Other Complaints	2	1	0	3	1	0	3	2	3	3	1	0
<b>TECHNICAL COMPLAINTS</b>												
Video Quality	3	12	3	11	4	13	6	1	2	0	0	4
Router	5	8	4	6	3	8	5	2	2	2	1	3
Firewall	4	4	4	2	4	3	0	0	0	1	1	1
Video Camera	7	6	3	1	1	3	2	2	0	1	0	3
Incomptiable webcam	3	5	7	0	0	2	3	1	1	1	0	0
Web not connected correctly	2	4	4	2	0	1	2	0	0	2	1	1
Incomptiable dlink	0	0	0	0	0	0	0	0	0	0	0	0
D-link Technical	10	14	11	9	5	13	10	11	7	5	3	5
Failed to download	2	0	0	1	1	0	1	3	0	1	1	0
<b>MISC</b>												
ASA	1	1	4	2	2	2	1	0	0	0	0	1
Bi Lingual services	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>												

HOVRS log


<b>TOTAL</b>
16
3
1
4
13
5
6
8
4
24
15
0
0
5
1
1
1
0
19
59
49
24
29
23
19
0
103
10
14
0
456
