

Month: **July**

## REPORT DETAILS



EOD

100%



Issue Resolution

100%



Repeat Call

100%



Total Calls

566

## Weekly CX Performance Metrics:

Metric	Week	Trend	Variation (%)	Total Calls	Key Result (%)
EOD	W1	Positive	100	318	40
	W2	Positive	100	322	40
	W3	Positive	100	351	40
	W4	Positive	100	342	33
Issue Resolution	W1	Positive	100	318	47
	W2	Positive	100	322	46
	W3	Positive	100	351	54
	W4	Positive	100	342	53
Repeat Call	W1	Negative	100	318	16
	W2	Negative	100	322	23
	W3	Negative	100	351	23
	W4	Negative	100	342	20

## Executive Summary

In July, customer experience showed positive trends in issue resolution with a majority of calls resolved on first contact, yet repeat calls remain a concern, particularly around claims and payment setup. Expression of dissatisfaction remained moderate at 37%, with customer sentiment improving slightly but still highlighting friction in claims processing and customer service communication. Key challenges include unresolved claim status updates and repeat inquiries related to payment setups, indicating opportunities for process and communication enhancements. Overall, while operational performance is stable, targeted improvements in high-volume topics could further reduce repeat calls and dissatisfaction.

## CX PERFORMANCE INSIGHTS

### UNRESOLVED ISSUES

Claim Status Update (224 calls)

Payment Setup or Change (233 calls)

Lodge a New Claim (174 calls)

Submit/Request Claim Documentation  
(131 calls)

Policy Cancellation (61 calls)

### REPEAT CALL REASONS

Claim Status Update (461 calls)

Lodge a New Claim (326 calls)

Payment Setup or Change (266 calls)

## High Risk Categories / Topics

High unresolved rates and repeat call volumes are concentrated in claims-related topics and payment setup, indicating these areas are key friction points impacting customer satisfaction and operational efficiency.

Claim Status Update

Payment Setup or Change

Lodge a New Claim

Policy Cancellation

## Narrative Insight

The data reveals that claims management and payment setup are the primary drivers of unresolved issues and repeat calls, suggesting that customers face delays or insufficient communication in these areas. Despite a positive trend in issue resolution rates, these persistent pain points contribute to ongoing dissatisfaction and repeat contacts, underscoring the need for focused process improvements and enhanced agent training to address root causes effectively.

## COMPARATIVE METRICS

### Issue Resolution:

**Previous Month:** Not provided

**Current Month:** 51% resolved on first contact

### Repeat Call:

**Previous Month:** Not provided

**Current Month:** 20% repeat call rate

### Top Topic Shift:

**Previous Month:** Not provided

**Current Month:** Claims and customer service remain top topics with increasing focus on payment setup issues

# VOC INSIGHTS

 Overall EOD Score

37%

 Sentiment Trends

Positive trend with stable dissatisfaction but slight improvement in sentiment patterns

## Narrative Insight

While the expression of dissatisfaction remains at a moderate 37%, the consistent positive trend in sentiment indicates incremental improvements in customer experience. However, dissatisfaction clusters around claims and customer service communication, highlighting the importance of addressing these friction points to sustain and accelerate sentiment gains.

## RECOMMENDATIONS

- Implement targeted agent coaching focused on claims processing and payment setup to reduce unresolved issues and repeat calls.
- Enhance call scripting and customer communication protocols to proactively address common claim status and payment inquiries.
- Strategically review and streamline claims and payment setup processes to reduce friction and improve first-contact resolution rates.

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