

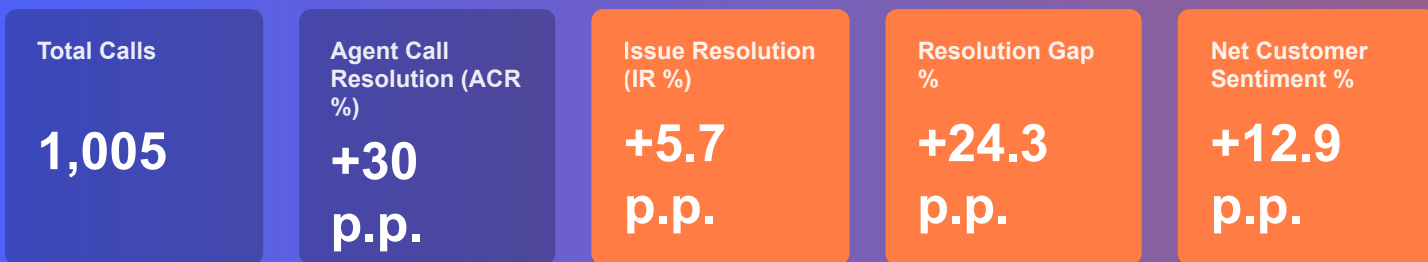
Month: **March**

Period: **Mar 1, 2026 - Mar 31, 2026**

Summary

In March, the Agent Call Resolution (ACR) rate improved significantly to 89.2%, up 30 percentage points from the previous month, indicating stronger first-contact resolution efforts. However, the Issue Resolution (IR) rate increased modestly to 49.9%, resulting in a widened Resolution Gap of 39.3%, up 24.3 percentage points, highlighting ongoing backend or process dependencies delaying full issue closure. Net Customer Sentiment improved positively by 12.9 percentage points to +25.7%, reflecting better customer experiences despite resolution challenges. Operational bottlenecks remain in backend issue handling and follow-up scheduling, which contribute to the resolution gap and impact customer perceptions of call effectiveness.

EXECUTIVE SUMMARY



Attribute	Current Month %	Previous Month %	Trend
Agent Call Resolution (ACR %)	89.2 %	59.2 %	+30 p.p.
Issue Resolution (IR %)	49.9 %	44.2 %	+5.7 p.p.
Resolution Gap %	39.3 %	15.0 %	+24.3 p.p.
Net Customer Sentiment %	+25.7 %	+12.8 %	+12.9 p.p.

Observation

The substantial 30 percentage point increase in ACR % demonstrates that agents are more effectively resolving calls at first contact, likely due to improved training or process adherence. The IR % increase of 5.7 points, while positive, lags behind ACR gains, indicating that many issues are not fully resolved despite call closure, pointing to backend or cross-team dependencies. The Resolution Gap expanding by 24.3 points suggests a growing disconnect between call resolution and actual issue resolution, which could erode long-term customer satisfaction if unaddressed. The Net Customer Sentiment rising by nearly 13 points signals that customers are noticing improvements, but the gap indicates room for operational enhancements to convert call resolution into true issue resolution.

Final Agent Actions

Attribute	Count	Percentage %
Issue Left with Customer	285	28.4
Self-Resolved	207	20.6
Advice Given	177	17.6
Follow-Up Scheduled	122	12.1
Escalated	76	7.6
Information Only	62	6.2
Incomplete	60	6
Swapped	13	1.3
Other	3	0.3

Observation

The largest proportion of calls (28.4%) ended with the issue left with the customer, which may reflect unresolved problems or customer self-management. Self-resolved calls (20.6%) and advice given (17.6%) together account for nearly 40% of closures, showing agents are empowering customers but possibly deferring full resolution. Follow-up scheduled actions (12.1%) and escalations (7.6%) indicate a significant volume of cases requiring additional handling beyond the initial call, contributing to the resolution gap. The presence of incomplete (6.0%) and information-only (6.2%) closures further suggests opportunities to improve call completeness and clarity.

Category Performance — Why Customers Called

Category	ACR %	IR %	Gap %
Billing & Payments	87.2	63.8	23.4
Claims & Incidents	89.9	43.5	46.4
Complaints & Risk Management	85.4	22.9	62.5
Onboarding & Policy Setup	85.7	60.7	25
Other	64	44	20
Policy Management	92.7	65.4	27.3
Product Enquiries & Upgrades	100	16.7	83.3
Telematics & Driving Behavior	100	57.1	42.9

Observation

Categories such as Product Enquiries & Upgrades and Telematics & Driving Behavior show perfect ACR rates (100%), but very low IR rates (16.7% and 57.1% respectively), resulting in large resolution gaps (83.3% and 42.9%). This indicates that while calls are closed quickly, underlying issues remain unresolved, likely due to backend dependencies. Complaints & Risk Management and Claims & Incidents also exhibit high gaps (62.5% and 46.4%), suggesting these complex categories require improved cross-functional collaboration. Conversely, Billing & Payments and Policy Management have relatively better IR rates (63.8% and 65.4%) and smaller gaps, reflecting more mature resolution processes in these areas.

Agent Performance

Agent Name	Volume	ACR %	IR %	Gap %
Shane Warne	119	79	37	42
Wasim Akram	116	91.4	39.7	51.7
Kumar Sangakkara	98	91.8	56.1	35.7
Sachin Tendulkar	89	93.3	52.8	40.5
Brian Lara	87	89.7	37.9	51.8

Agent Name	Volume	ACR %	IR %	Gap %
AB de Villiers	1	0	0	0
Yuvraj Singh	8	87.5	87.5	0
Jacques Kallis	17	94.1	0	94.1
Anil Kumble	27	88.9	55.6	33.3
Steve Waugh	34	91.2	47.1	44.1

Observation

Top-performing agents demonstrate strong ACR rates above 79%, but their IR rates remain below 60%, with resolution gaps ranging from 35.7% to 51.8%, indicating systemic backend challenges affecting even high performers. Notably, some bottom agents like Yuvraj Singh achieve high IR and zero gap, suggesting best practices that could be shared. Conversely, agents such as Jacques Kallis show a high ACR but zero IR, highlighting potential issues with call closure accuracy or backend follow-through. Call volumes vary, with top agents handling between 87 and 119 calls, emphasizing the need to balance workload with quality. These patterns underscore the importance of targeted coaching and backend process improvements to close the resolution gap and enhance customer outcomes.

Recommendations

- Enhance backend support and cross-team collaboration to reduce the resolution gap, especially in high-gap categories like Product Enquiries and Complaints.
- Implement focused training programs to empower agents to resolve more issues fully during the first call, reducing follow-ups and escalations.
- Standardize call closure protocols to minimize incomplete and 'issue left with customer' outcomes, improving call completeness and customer satisfaction.
- Leverage best practices from agents with low resolution gaps to coach others and improve overall team performance.
- Invest in technology solutions that provide agents with real-time access to backend systems and customer data to facilitate faster, more accurate resolutions.

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