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Customer Satisfaction	✓	✓	✓	✓	✓	✓	✓
Customer Service QA	✓	✓	✓	✓	✓	✓	✓
Call Escalation	✓	✓	✓	✓	✓	✓	
Average Handle Time	✓	✓	✓	✓	✓	✓	
Abandon Rate	✓	✓	✓	✓		✓	
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