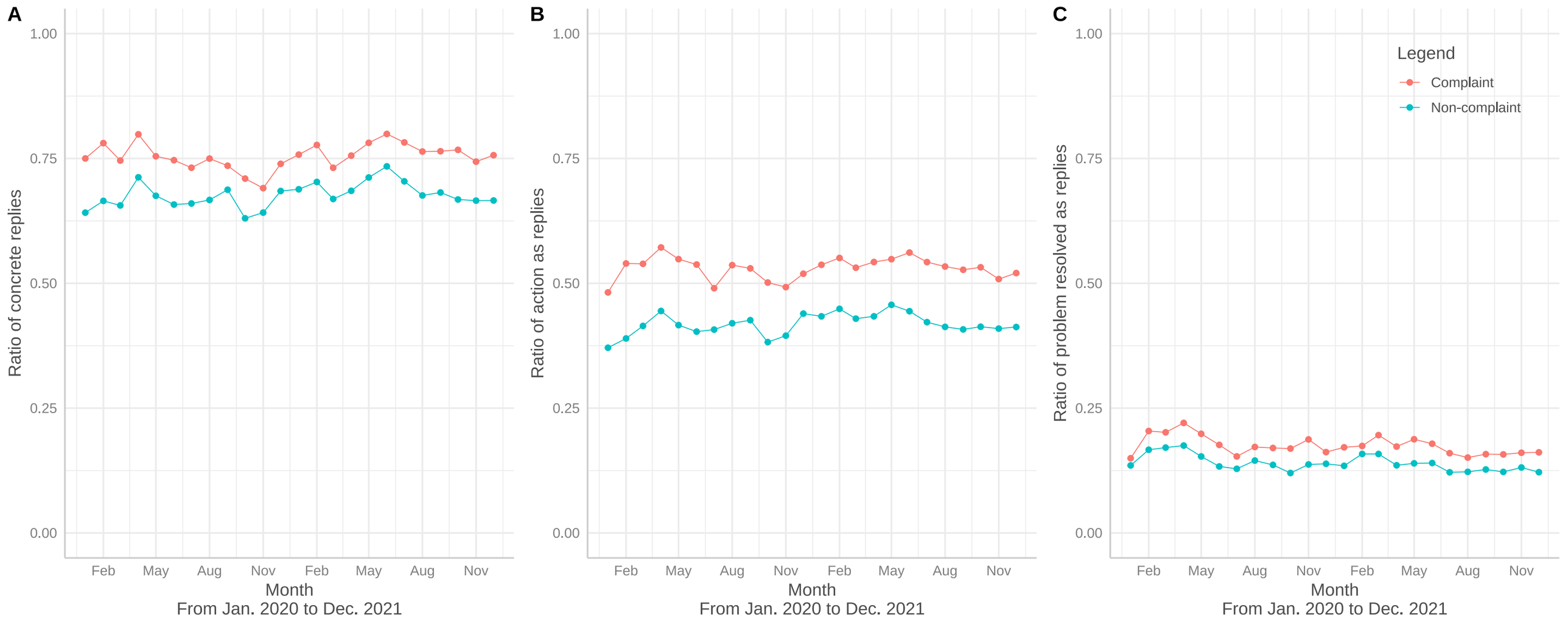
A
B
C
1.00
0.75
0.50
0.25
0.00
Ratio of concrete replies
Ratio of action as replies
Ratio of problem resolved as replies
Feb
May
Aug
Nov
Feb
May
Aug
Nov
Month
From Jan. 2020 to Dec. 2021
Legend
Complaint
Non-complaint