

6 40% 4 1.8

2553 20,000 27% 2552 15,722 6,000 41% 14,000 3 4,000 55% 2,571 1,000 19% 1,000 32%

18,000 25,634 (Active Agent) 3,720



6,000 52 5

300

Call Center 150-200 1 Call Center 3 404 Call Center 3

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