

Analysis of calls to the call center

Incoming calls:	January-April, 2017	
	Accepted calls: 19 906	
	Informative	Claims
about terms of car delivery	3 785	4
about company and plant details	2 486	0
availability of vehicles in automobile showrooms	4 974	0
official dealers and service centers details	1 519	32
about letters	1 951	2
car costs	662	1
car purchase	2 415	238
refunds	683	7
results of claims and offers	418	2
about guarantees	293	2
car specifications	223	3
employment	69	0
complains	0	33
installation of gas equipment	11	0
purchase of component parts	73	0
appreciation	14	0

Current mark for Hot line service

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Average mark for Hot line service

Rating statistics: mark (quantity of marks)

Attention: The mark will be published in 12 minutes.