MONTHLY REVIEW / 2026-09

E.C.H.O batch summary

Learning, development and service improvement

Review scope

Illustrative Operator | Reporting month: 2026-09
20 interactions reviewed | 20 agreed monthly
Approved by AVC Example Reviewer on 2026-10-01

RAG breakdown

Red	3 / 15%	
Amber	9 / 45%	
Green	8 / 40%	

Interaction mix

Email: 4
F2F: 2
Live chat: 5
Phone call: 9