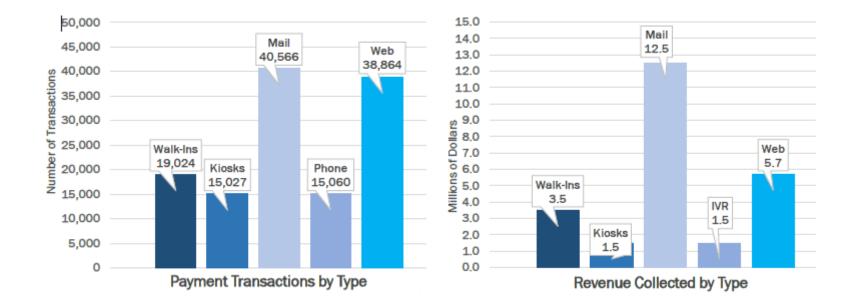
Customer Service Metrics



Current Customer Service Metrics



Total Transactions by Type and Dollar Value







Total Interactions by Location



Customer Service Metrics



Metric	Description
Number of Calls Received	Total number of calls to agent assistance line
Abandoned Calls	Total number of calls disconnected prior to agent answer
Average Speed of Answer	The average amount of time it takes to answer a call
Average Handle Time	The average time spent on call once connected to agent
First Call Resolution**	The percentage of calls answered with one phone call
Agent Adherence**	The percentage of time the agent is in their assigned state

**Not currently available

Customer Service Metrics



August 2018

Service	Number of Calls Received	Abandoned in IVR	Queued	Abandoned	Abandonment Time, Average	Answered	Average Speed of Answer	Average Handling Time
Agent Assistance	43,869	10,551	32,796	13,069	00:10:28	16,516	00:14:50	00:06:16
Emergency Line	7,685	1,247	6,611	347	00:12:06	5,018	00:04:53	00:05:28
Total:	51,554	11,798	39,407	13,416	00:10:30	21,534	00:12:31	00:06:05

Adherence Example



	Agents Required	1 1 1 1	1 1 17 17 25	24 37 37 42	42 41 42 40	41 16 15 18	10 14 15 14	M 15 16 1	17 18 14 1	3 33 35 35 36	12 18 18
Monday, 16 Sep 2013	Agents Scheduled		5 31 34 44 45		65 68 66 64				1 57 59 62 6	CALCULATION AND ADDRESS	65 63 65
Record and the second second	Variance	1.000	1.000		34 26 23 34				And the second second	2 31 27 31 32	28 28 30
Tuesday, 17 Sep 2013	Service Metric	0 80 80 80 8	0 80								
Wednesday, 18 Sep 2013		7.00 AM	B:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1.00 PM	2:00 PM	3:00 PM	4:00 Ph
Thursday, 19 Sep 2013	Carlisle Kevin kcarlisle [133] S-Queue: 502 218 [7239 Out of Queue: 002 000 000				_	-				-	
Friday, 20 Sep 2013	Tota: 3.02 2.18										
Saturday, 21 Sep 2013	McCormack, Del DPM21007 [179] In Queue: 2,77; 222 1 1 8014 Out of Queue: 029; 013 1 1 5200							_			
Sunday, 22 Sep 2013	Totai 3.02 2.35	1.0			1						
	🙈 🔍 Ridenhour, Stephen sridenhour (204)	1.00]]						
• Review Adjustment Plans	In Queue: 2.77 2.27 1 81.95 Out of Queue: 0.25 0.18 1 72.00 Total: 3.02 2.45 1 81.13		•••								
T ASAP Calendar	Stalnaker, Mary Beth jamick1 [35]	1.00				1					
- NO NORMALIZY	In Queue: 2.77) 2.70 1 9.14 Out of Queue: 0.250 0.251 1 86.00 Total: 3.021 2.521 1 96.69										
	A Wise, Terry lag21033 [140]	1.2							-	-	
Modify Current Schedules	In Queuer 2,77 2.12 (76.53 Out of Queuer 0,25 0,07 (28.00 Total 3,02 2.19 (72.52									1	
• Increase Available Staff 🛛 🔗	Azzanito, Deborah dka21094 [118]										
	Azzanto, Deborah dka21094 [118] 2 Queue 2.27; 2.22; 1 97.80										
Decrease Available Staff	Out of Queue: 0.25(0.25(0.25(0.00) 0.00) Total: 2.52(2.47) 0.000 98.02										

**Not currently available



Questions?