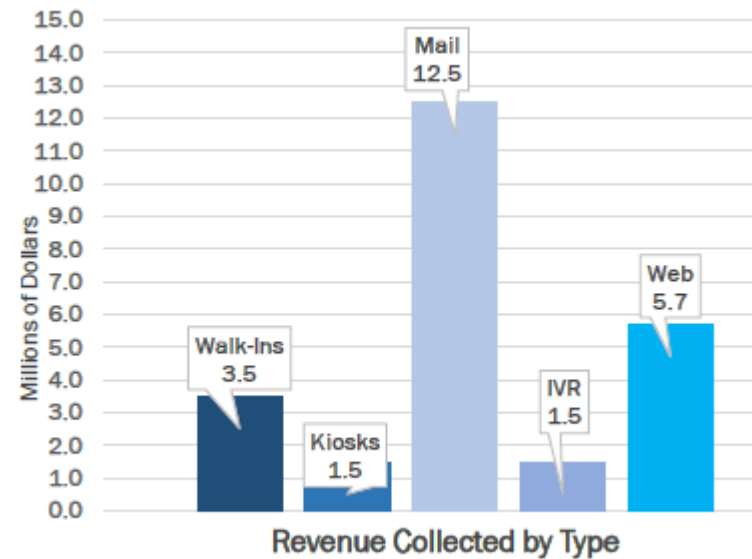
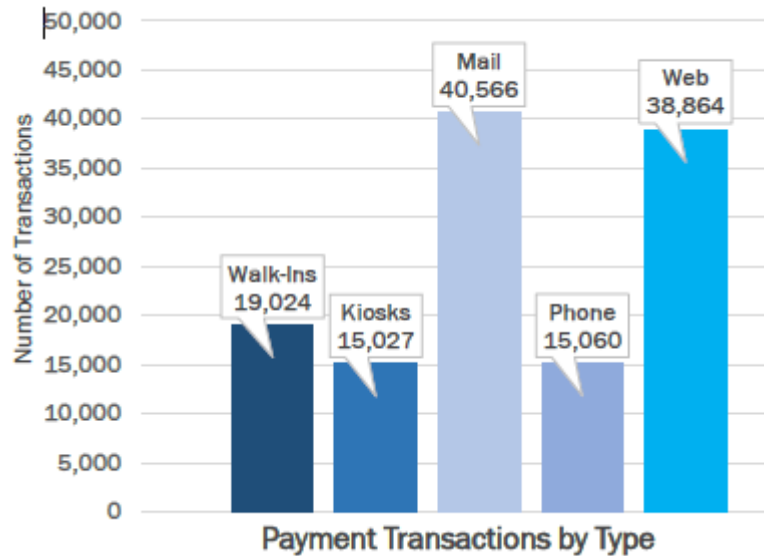


Customer Service Metrics



Current Customer Service Metrics

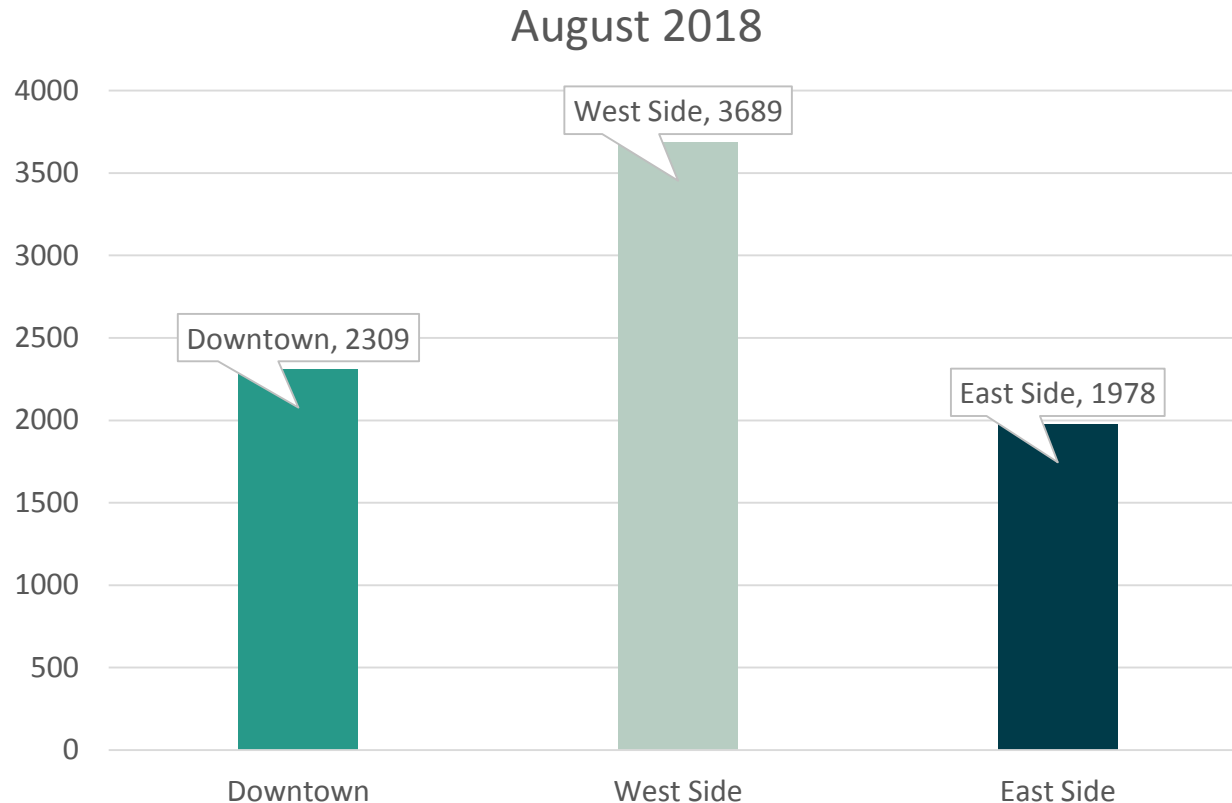
Total Transactions by Type and Dollar Value



Current Customer Service Metrics



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



**Not currently available

Questions?