

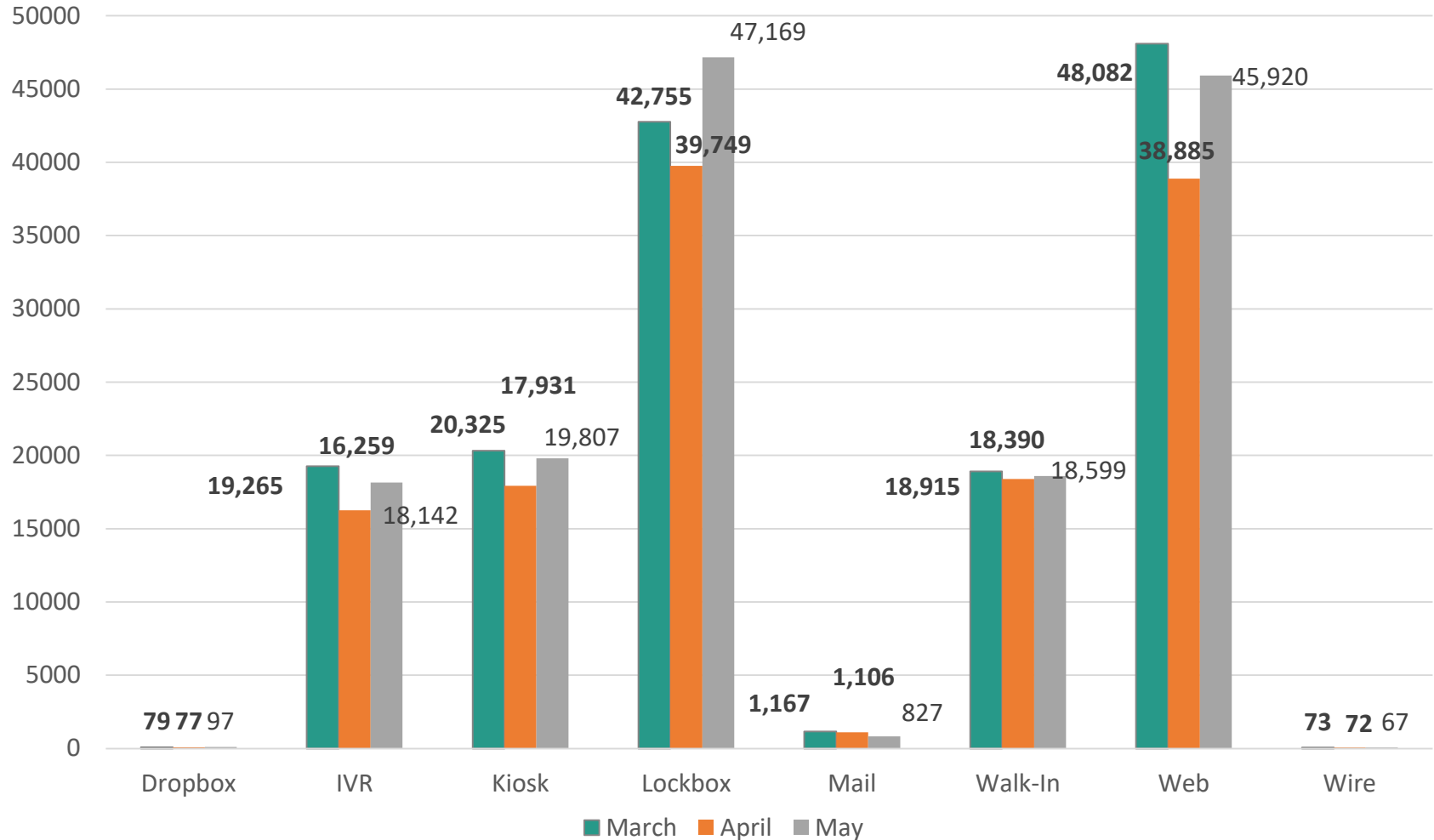
Customer Service Metrics



Customer Service – Transactions



Total Transactions by Type



Customer Service – System Outages



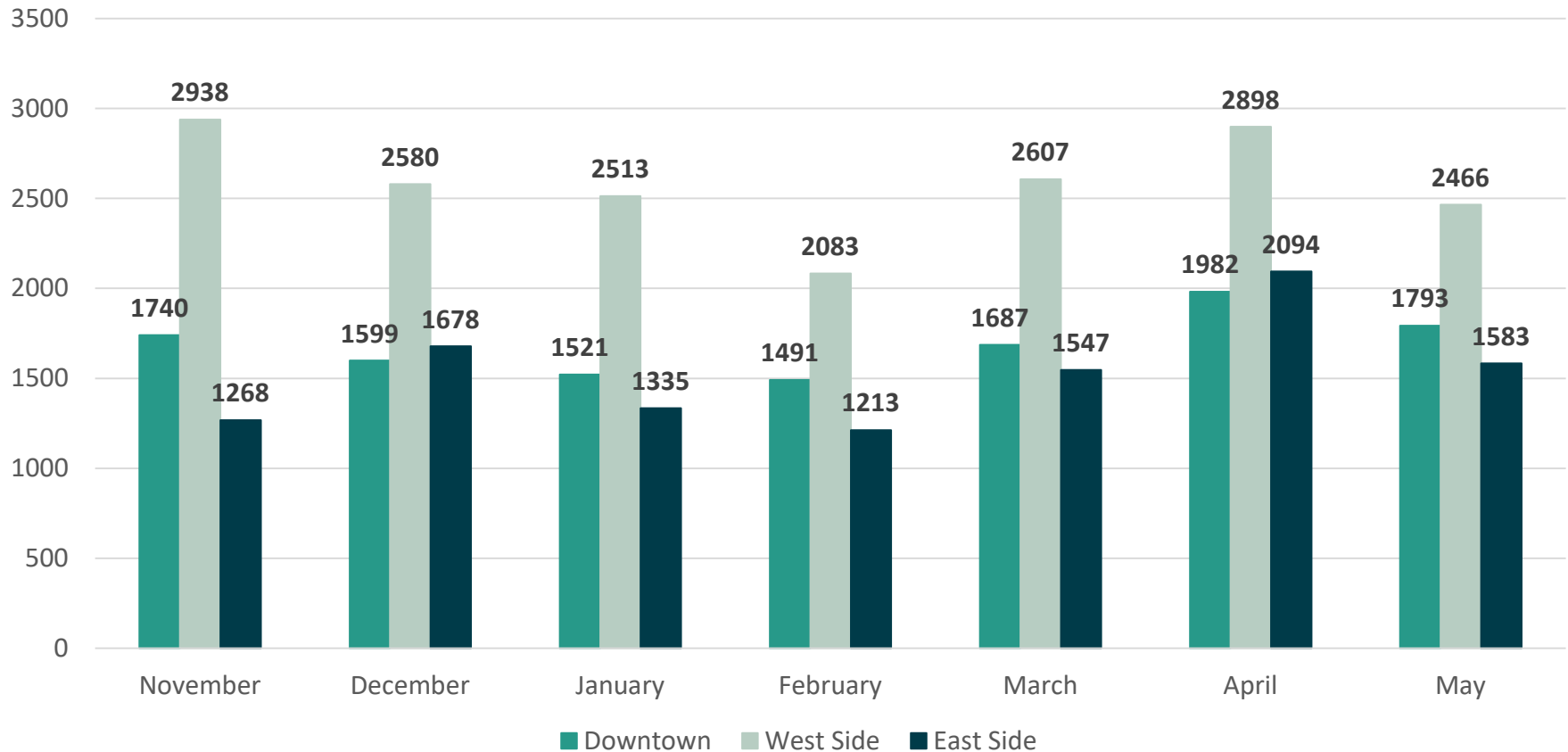
System Outages

Date	Outage Type	Timeframe
5/6/19 – 5/8/19	Inovah	Intermittent issues all day
5/7/19	IVR	2 hour
5/14/19	enQuesta/Inovah/IVR	1 hour
5/16/19	enQuesta/Inovah	45 minutes
5/24/19	enQuesta	30 minutes

Service Center Metrics



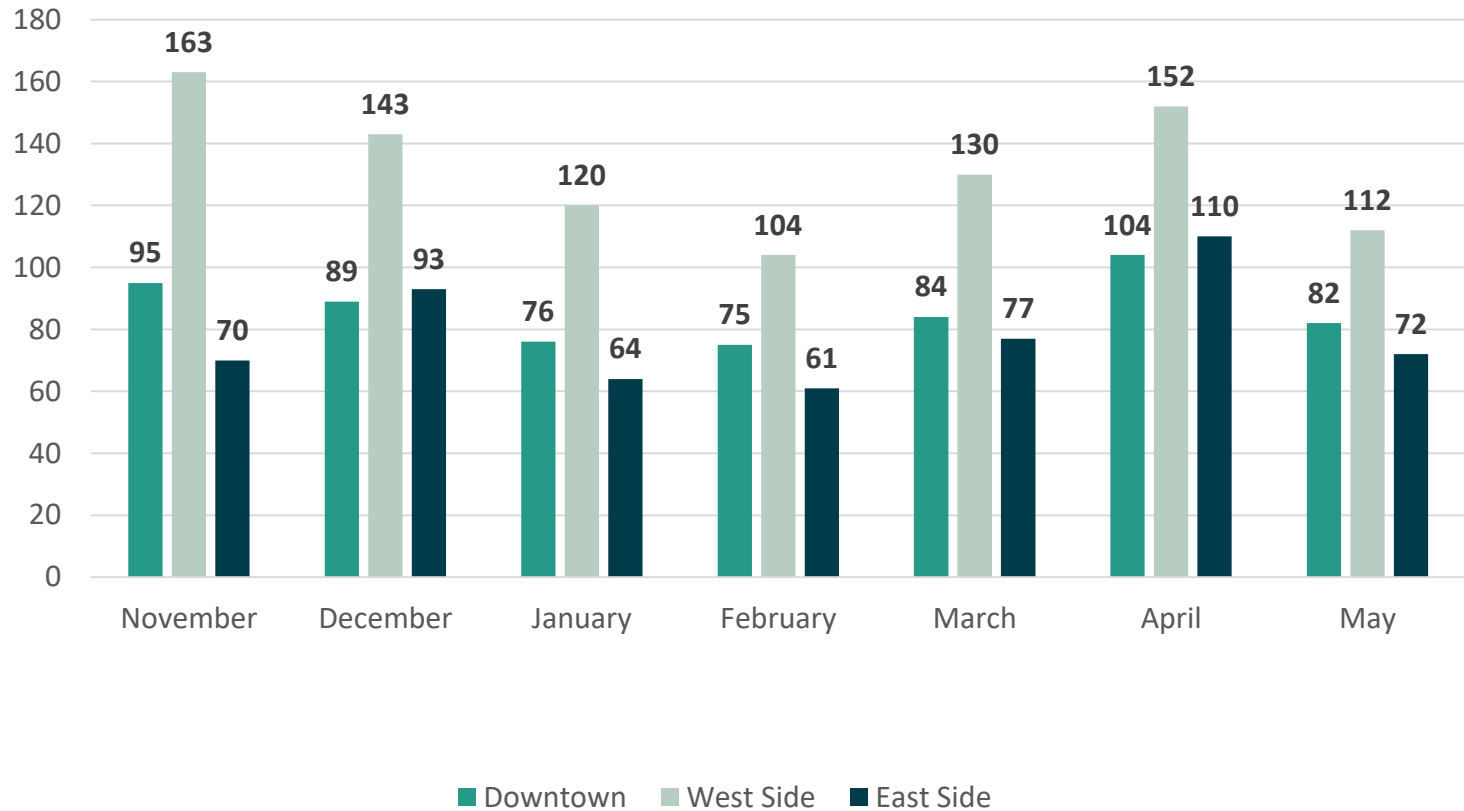
Total Interactions by Location



Service Center Metrics



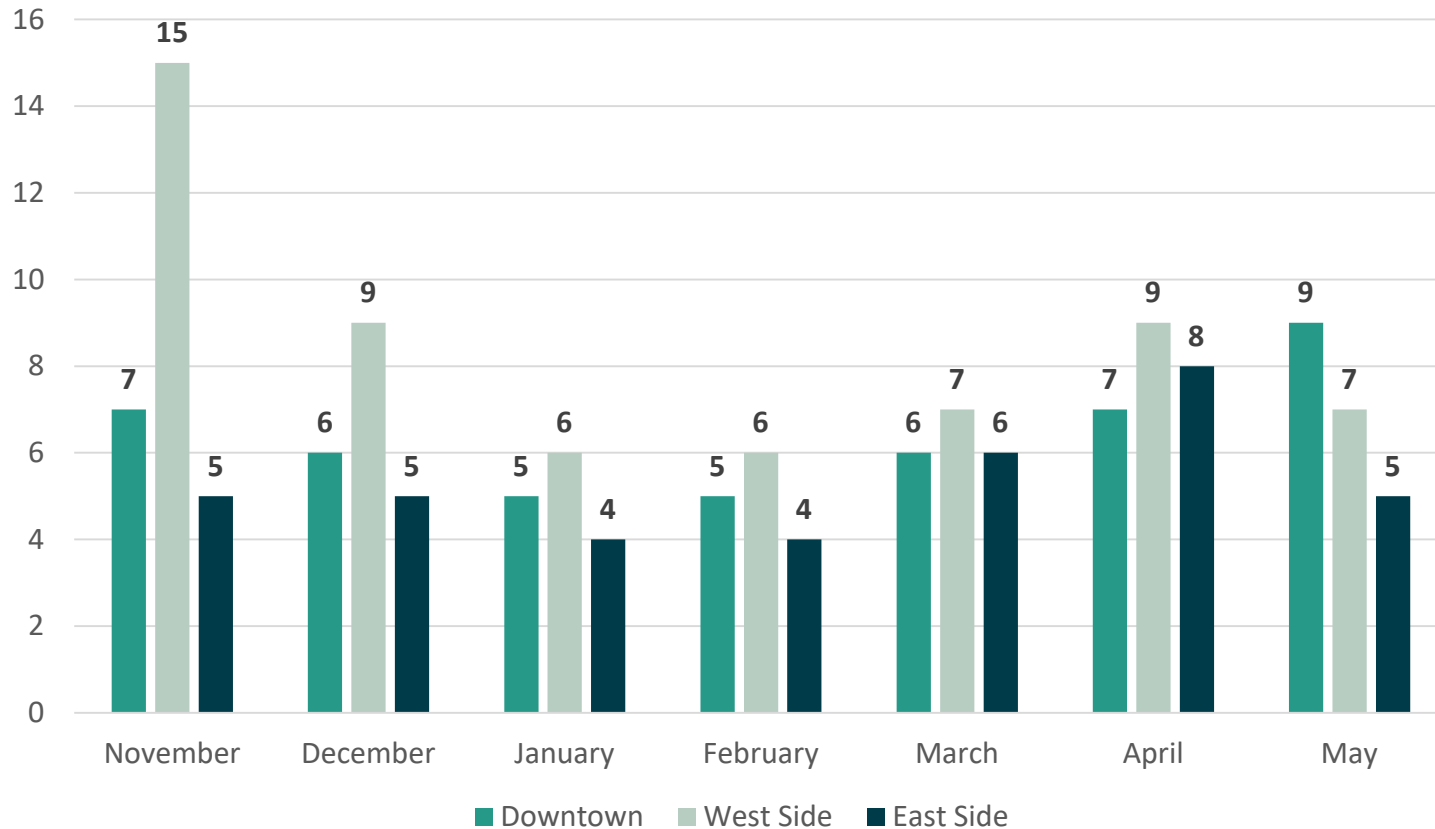
Average Transactions Per Day



Service Center Metrics



Average Wait Time



Call Center Metrics - May



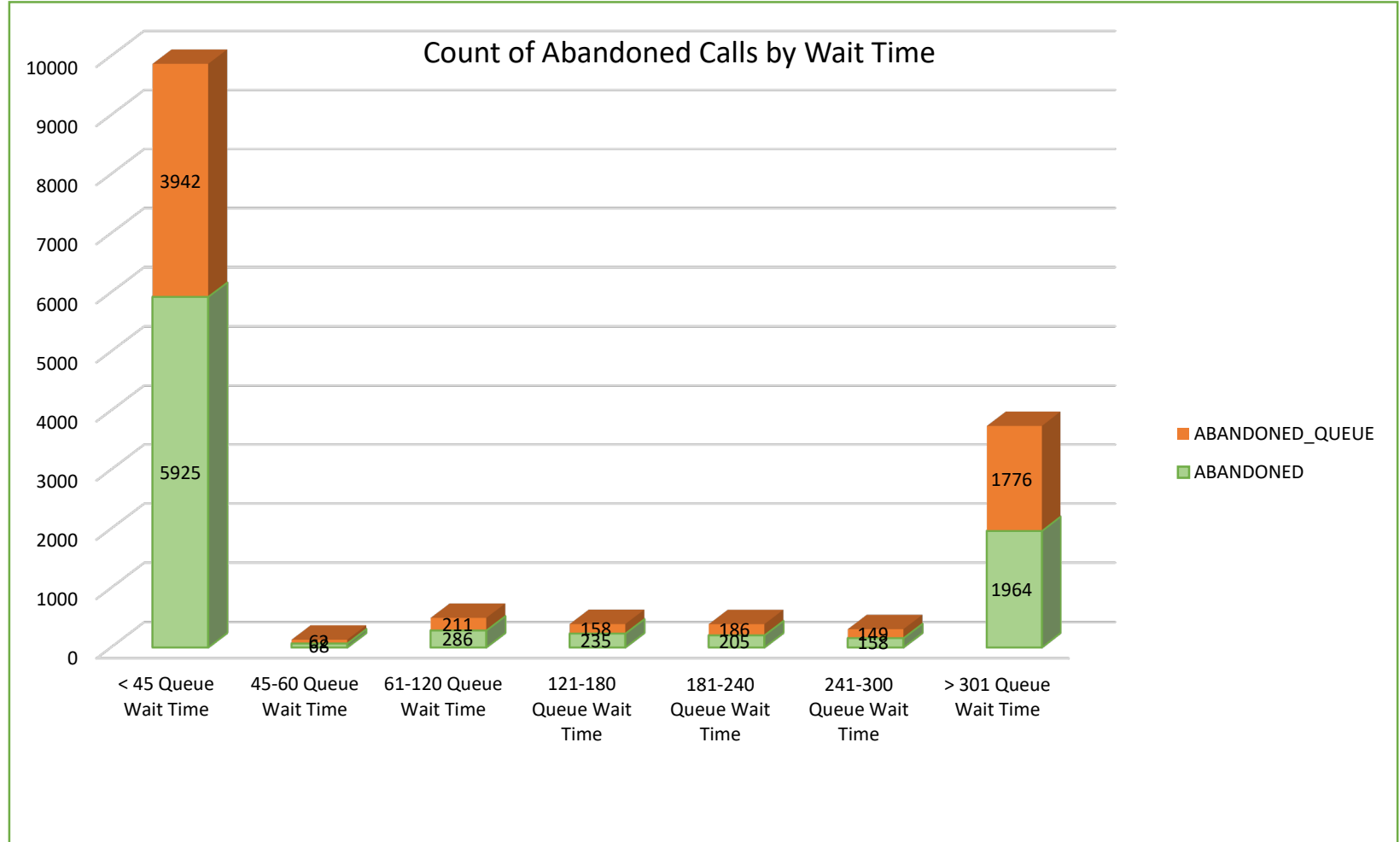
Service	Number of Calls	Abandoned Calls	Average Wait Time	Average Handle Time
Non-Emergency	31,326	5,329	11:57	6:27
Emergency	5,684	269	3:37	6:37
Total	37,010	5,598	10:02	6:30

Longest Wait Time

47 minutes

Current Value as of 5/31/19

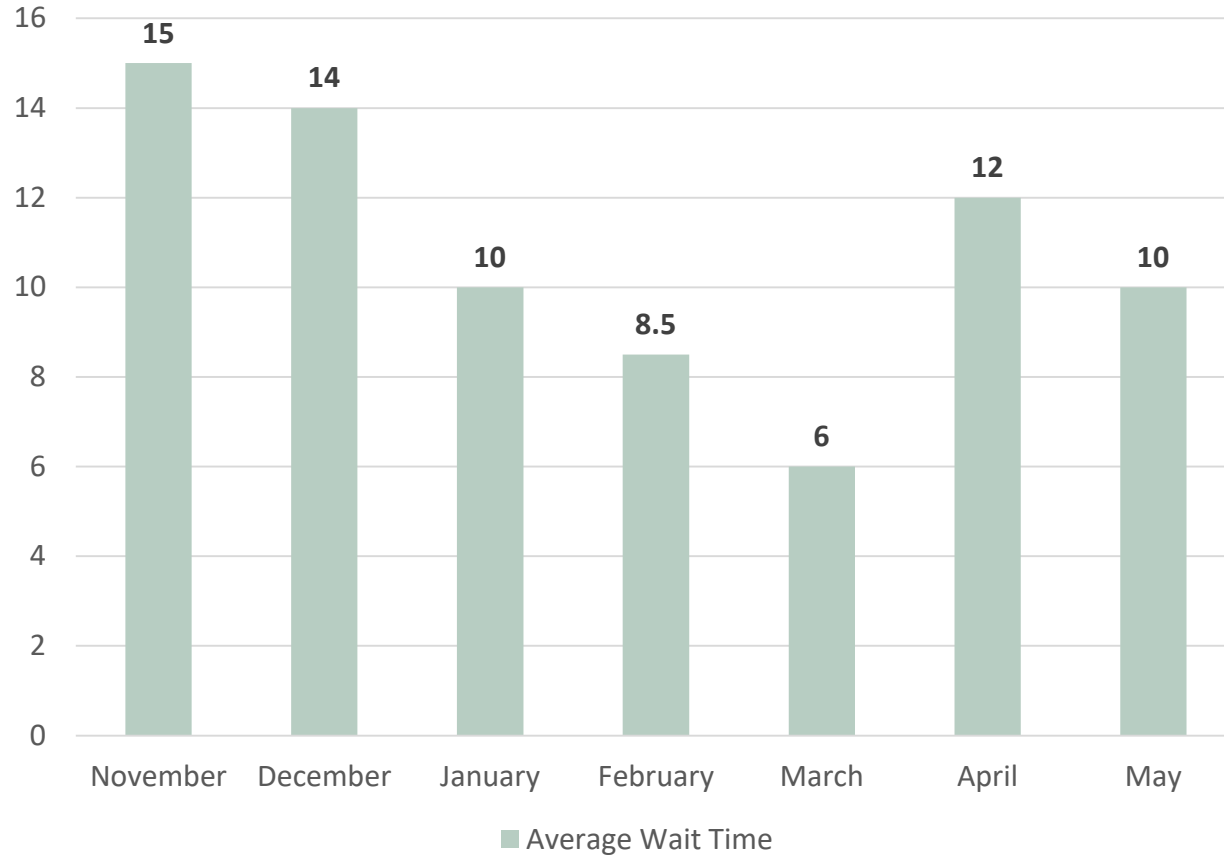
Call Center Metrics



Call Center Metrics



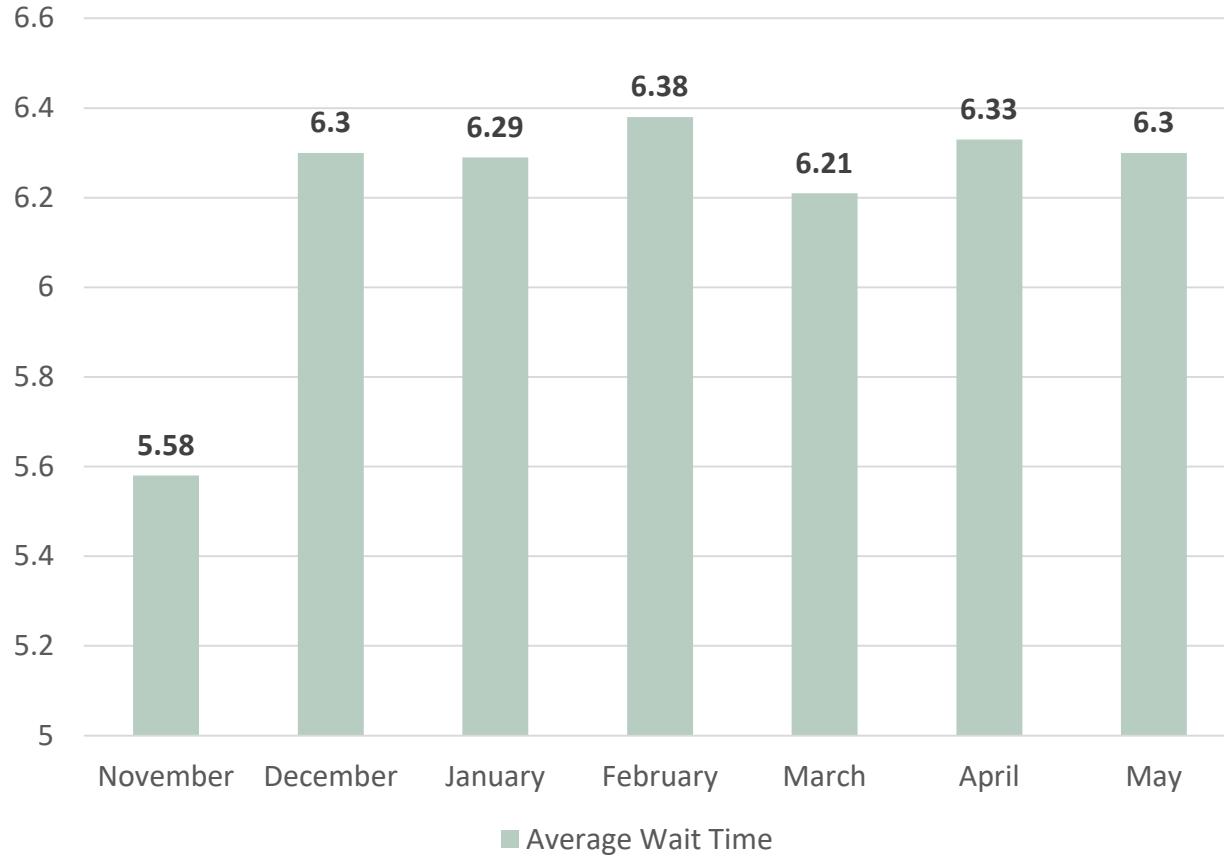
Average Wait Time



Call Center Metrics



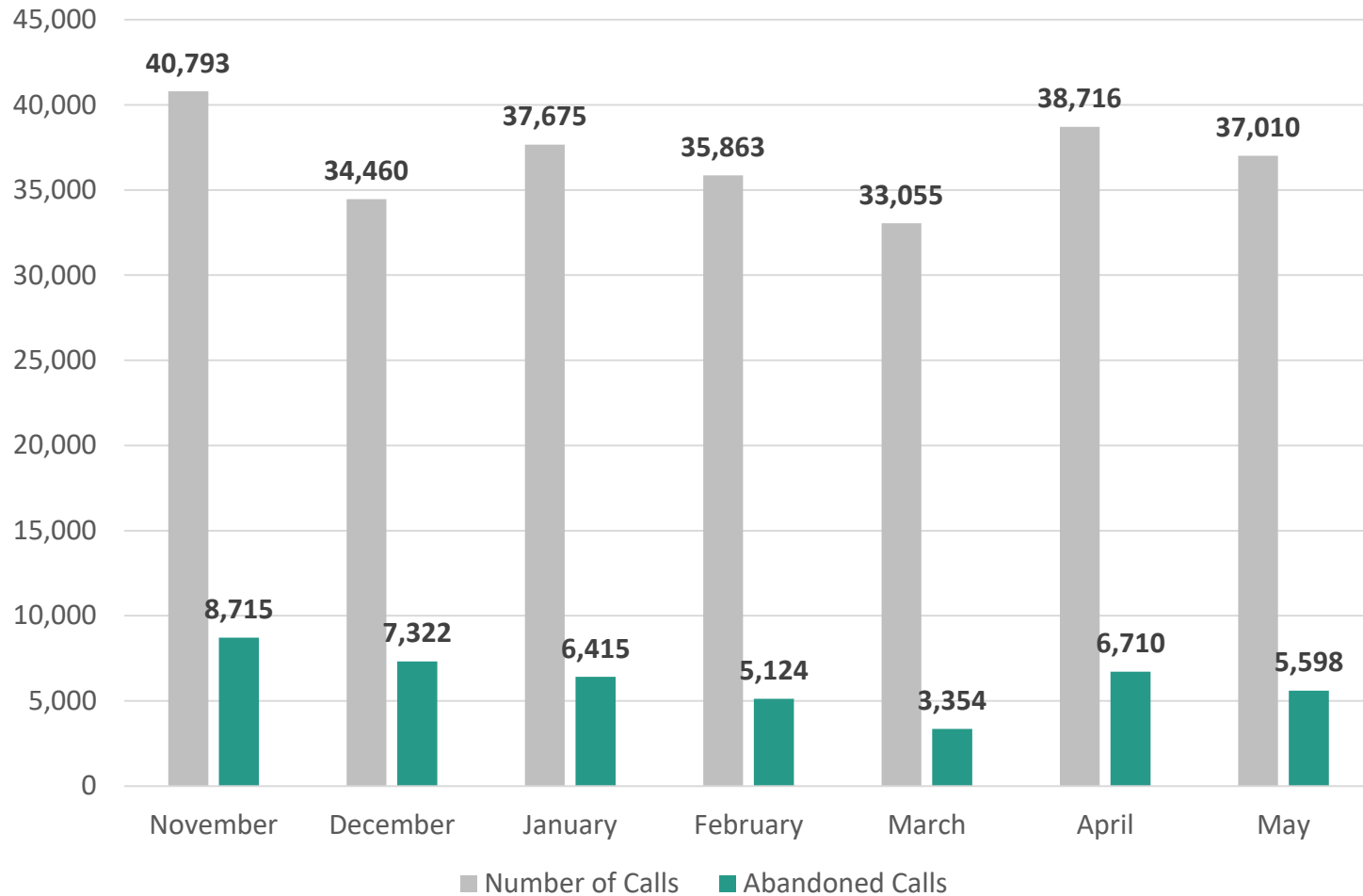
Average Call Handle Time



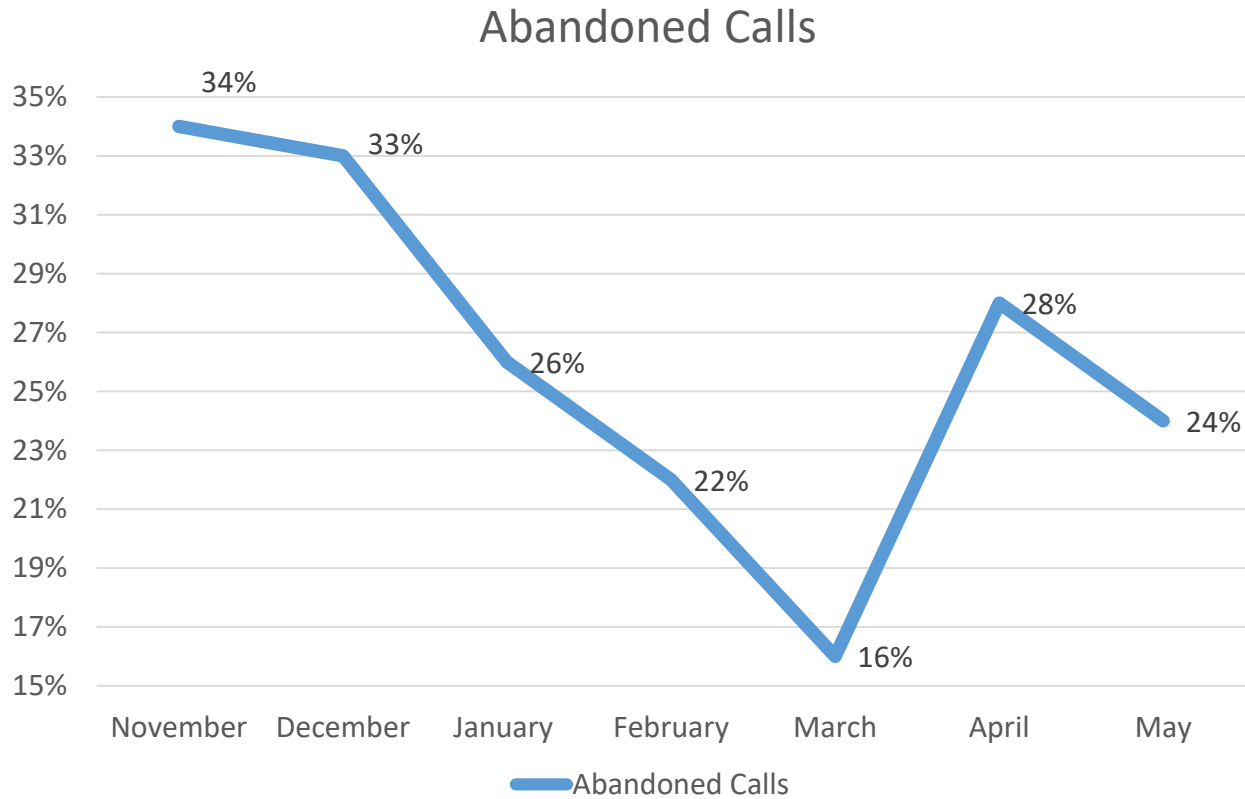
Call Center Metrics



Total Calls



Call Center Metrics



Questions?