

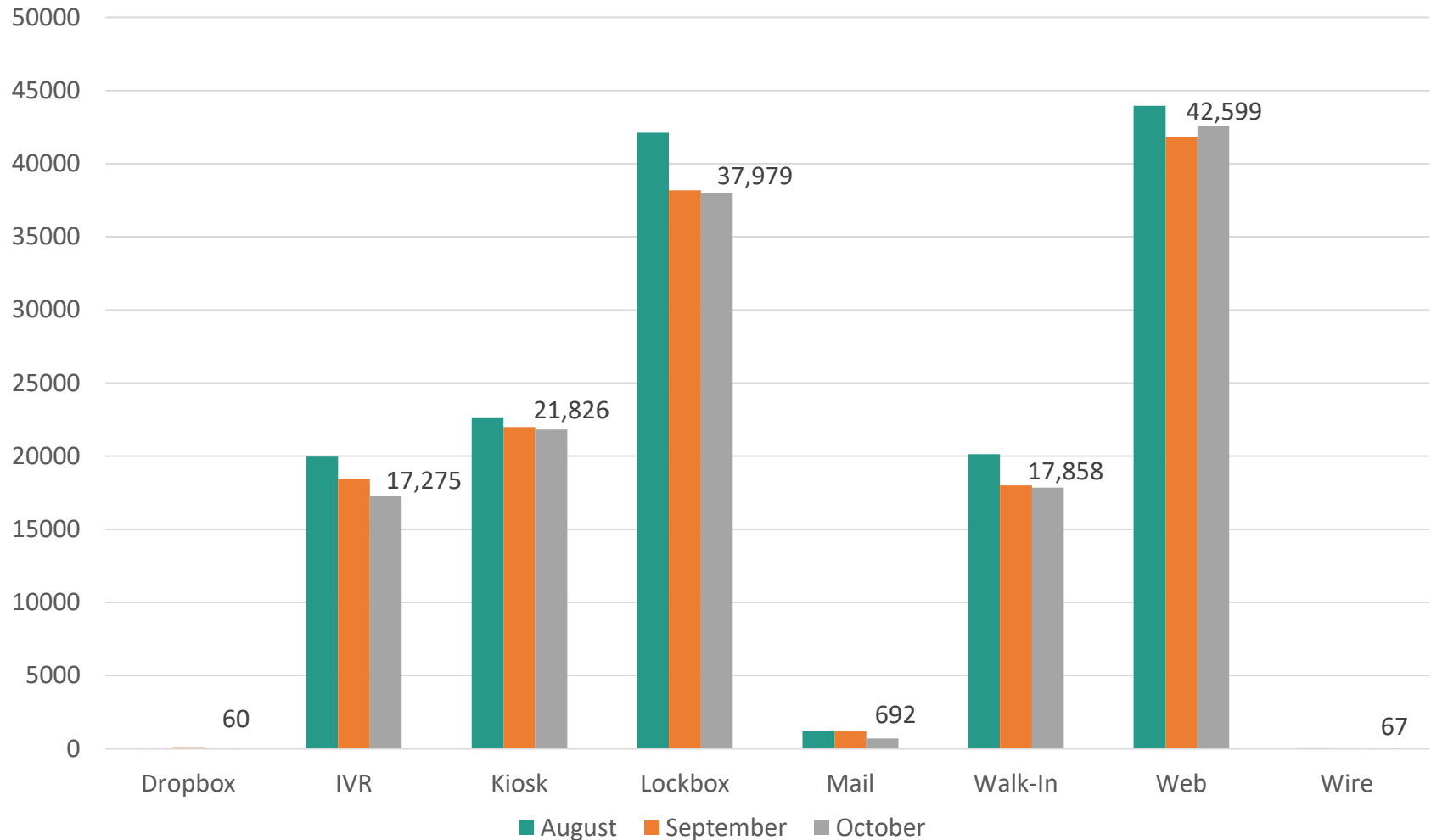
Customer Service Metrics



Customer Service – Transactions



Total Transactions by Type



Customer Service – System Outages/Issues

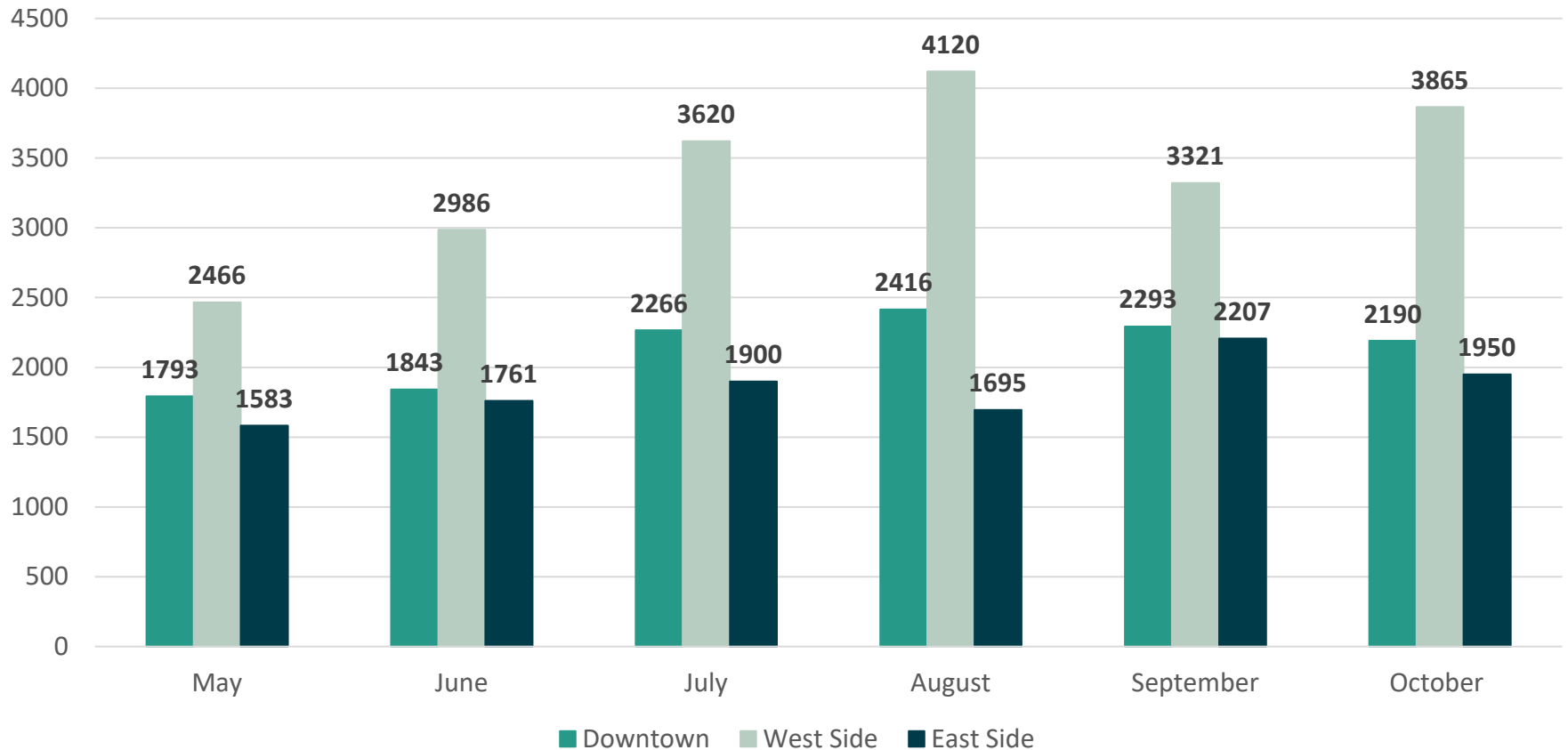


Date	Outage Type	Timeframe
10/3/19 & 10/4/19	IVR Issues	All Day
10/7/19	Intermittent IVR Issues	All Day
10/15/19	Enquesta/Inovah/DivDat	4 hours
10/24/19 & 10/25/19	Intermittent IVR Issues	All Day
10/28/19	Intermittent IVR Issues	All Day

Service Center Metrics



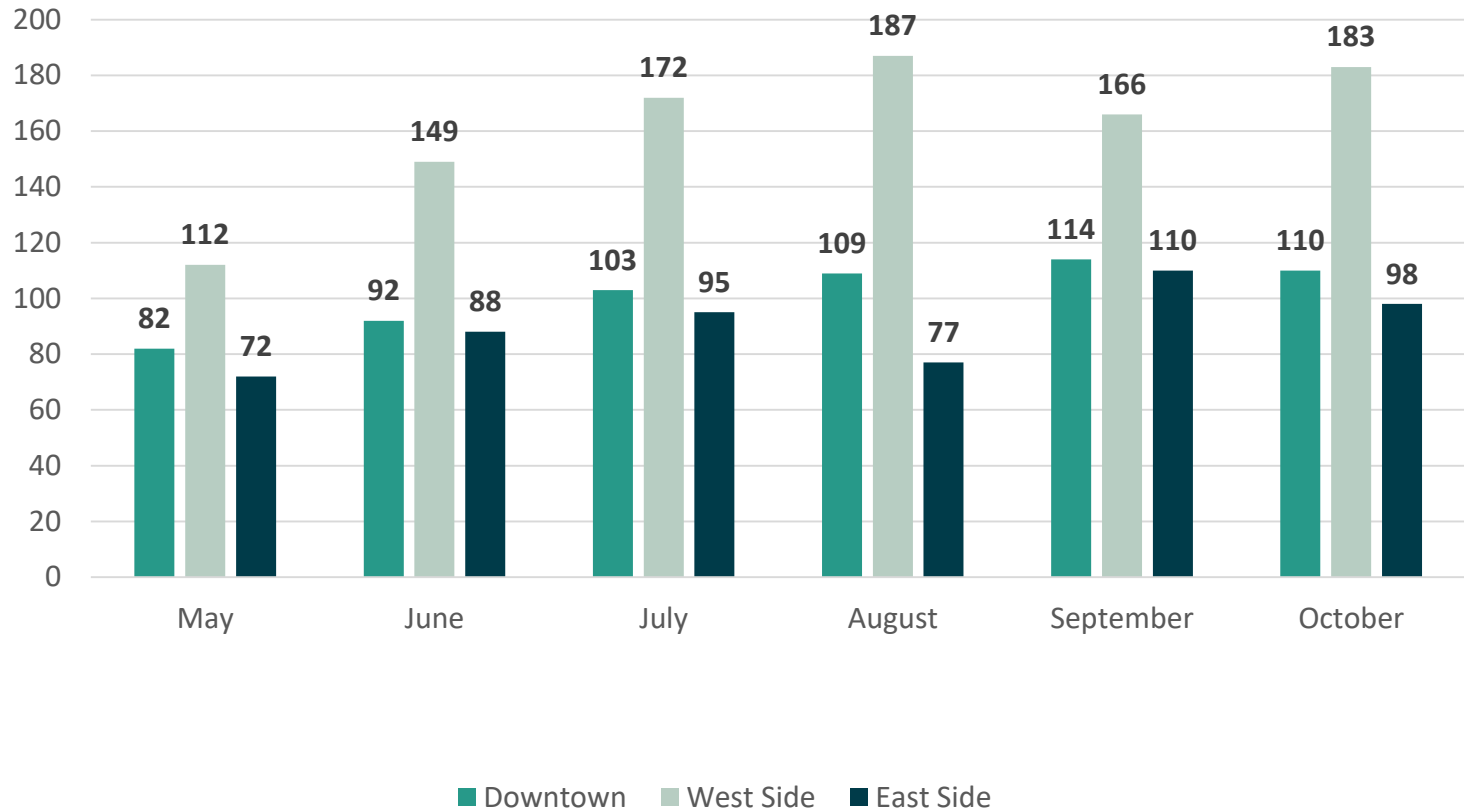
Total Interactions by Location



Service Center Metrics



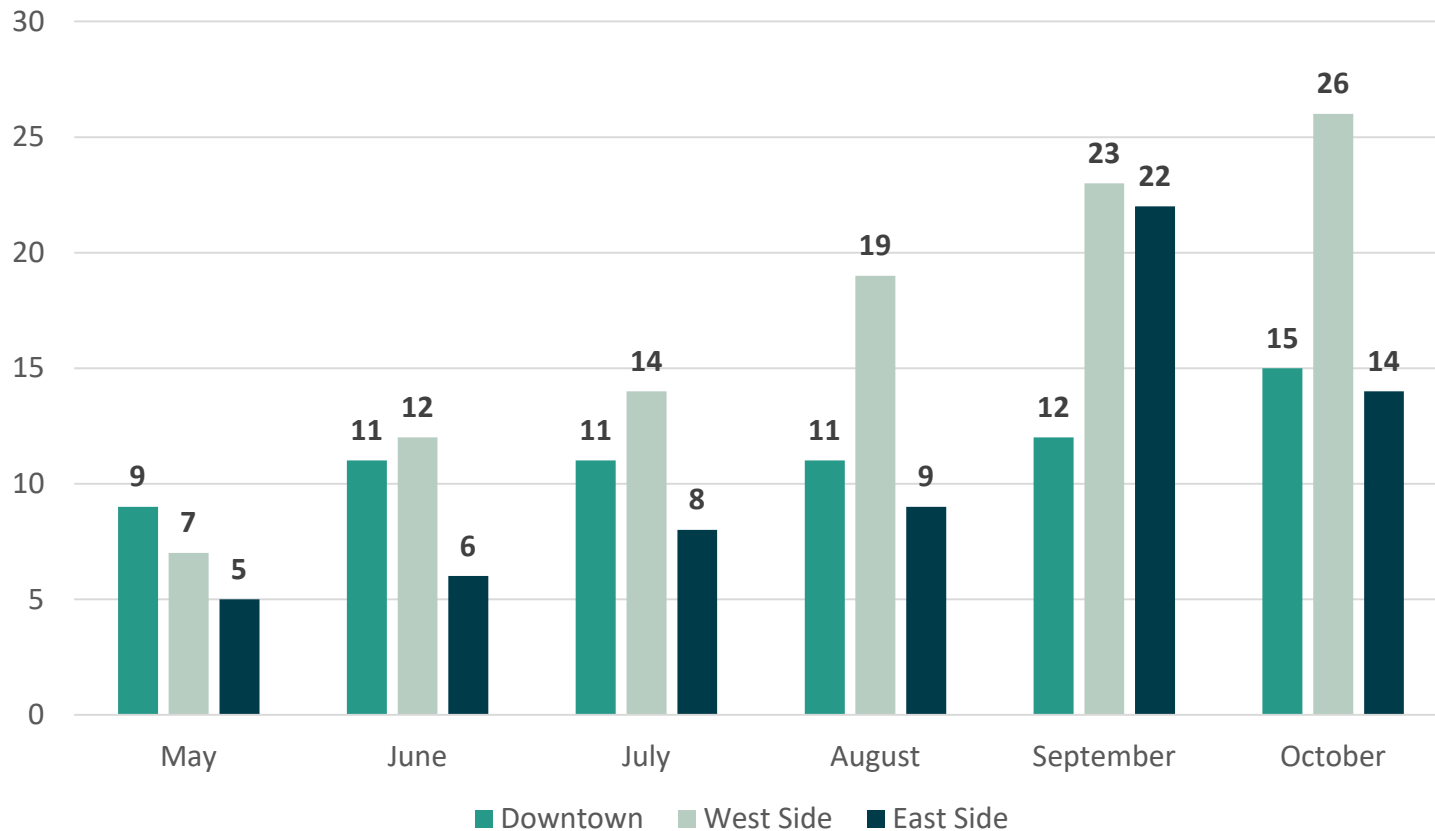
Average Transactions Per Day



Service Center Metrics



Average Wait Time



Call Center Metrics



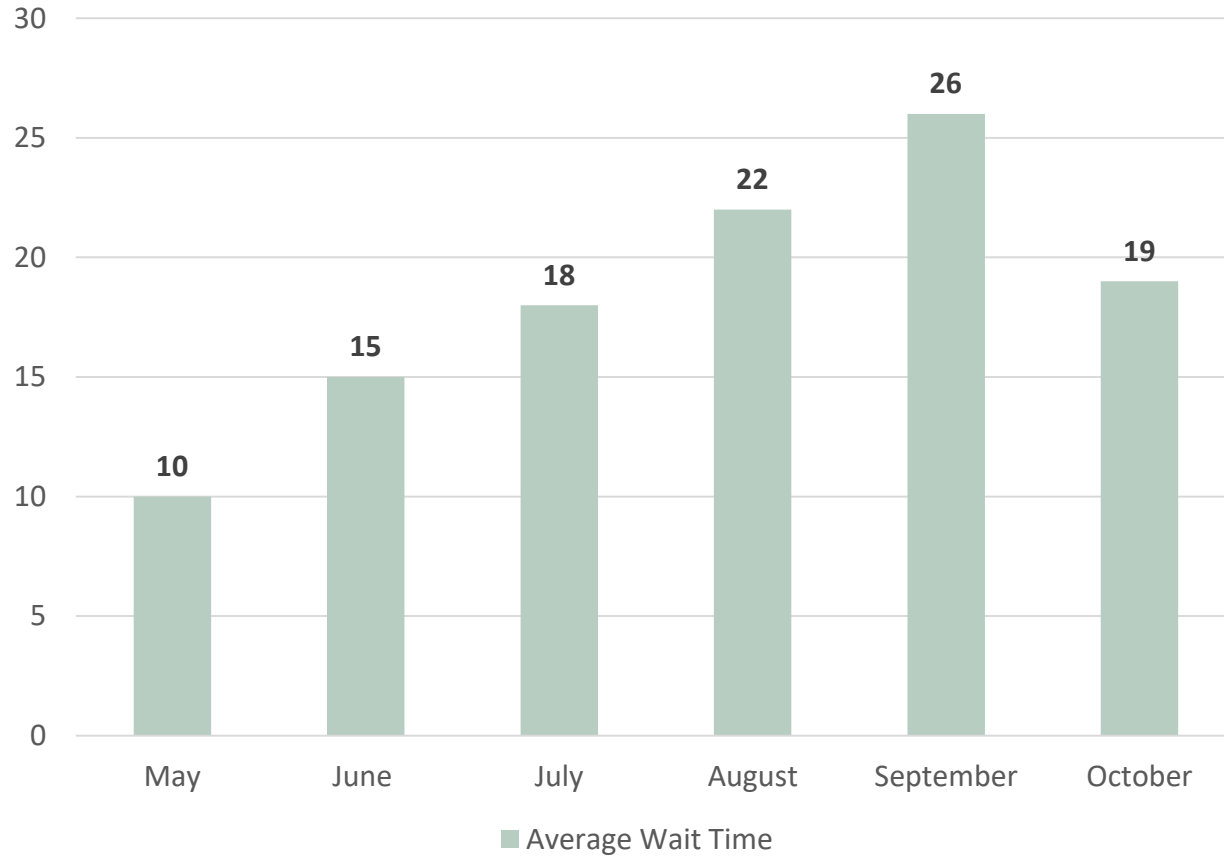
Service	Number of Calls	Abandoned Calls	Average Wait Time	Average Handle Time
Non-Emergency	42,735	10,084	21:43	7:09
Emergency	3,441	154	3:23	6:15
Total	46,176	10,238	19:10	7:02

Longest Wait Time	49 minutes**
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Call Center Metrics



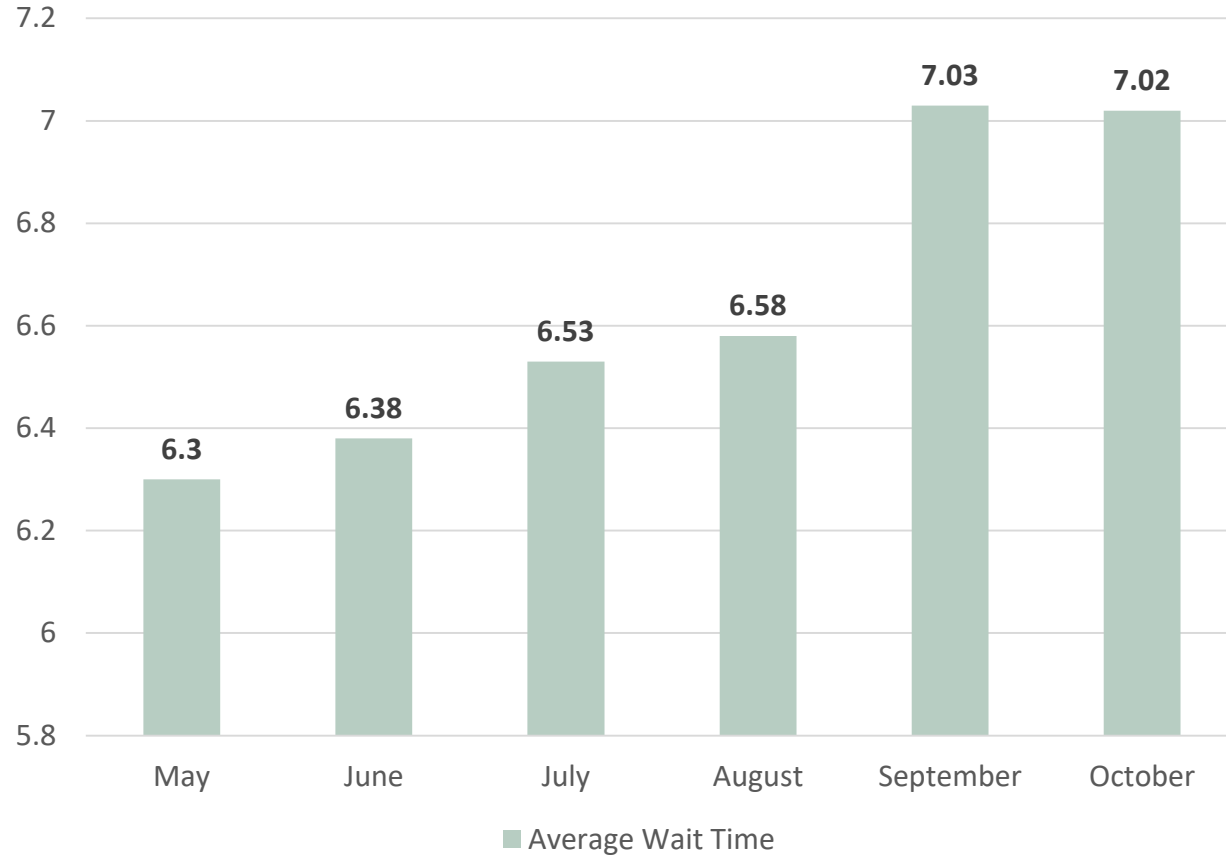
Average Wait Time



Call Center Metrics



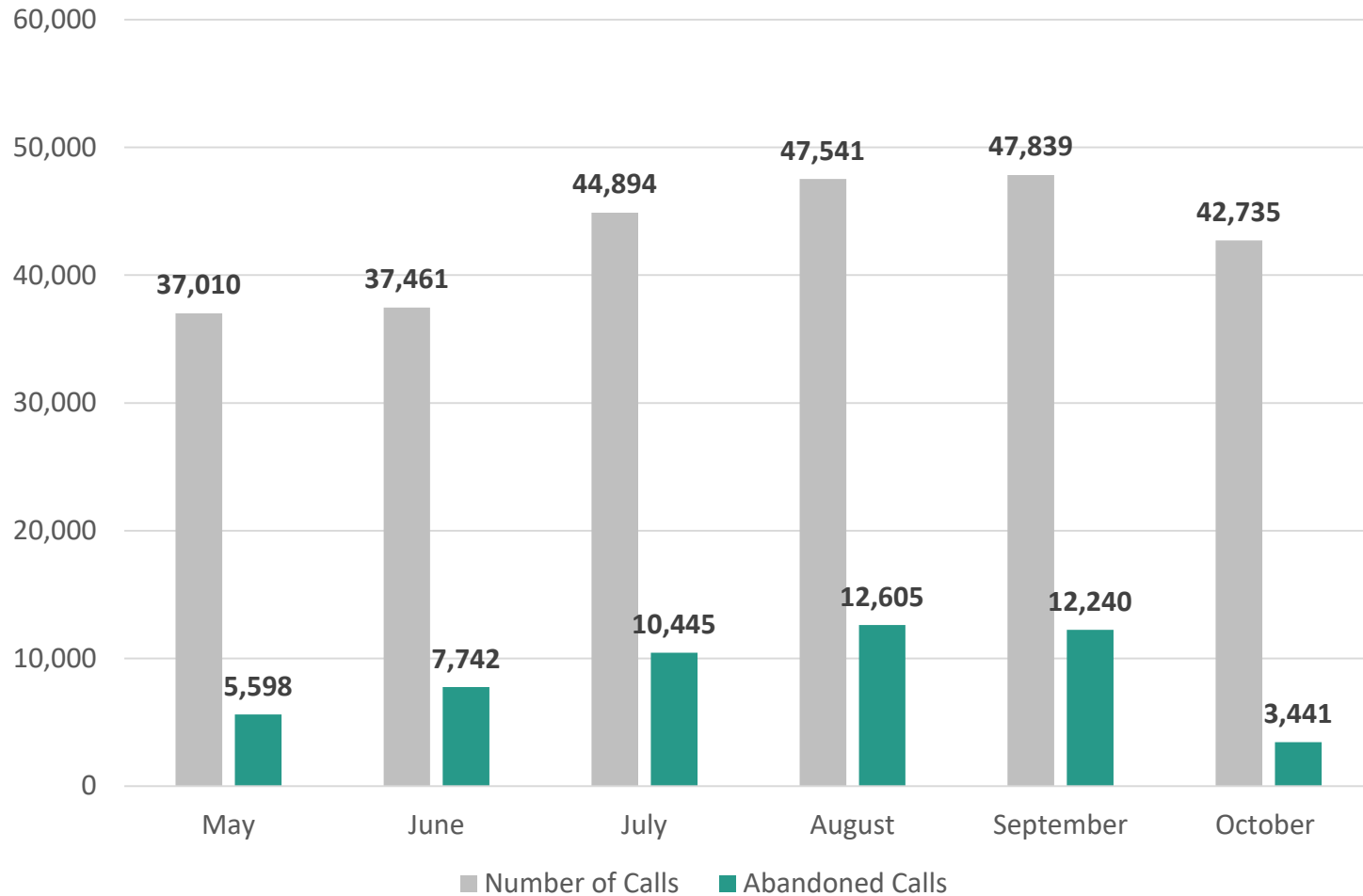
Average Call Handle Time



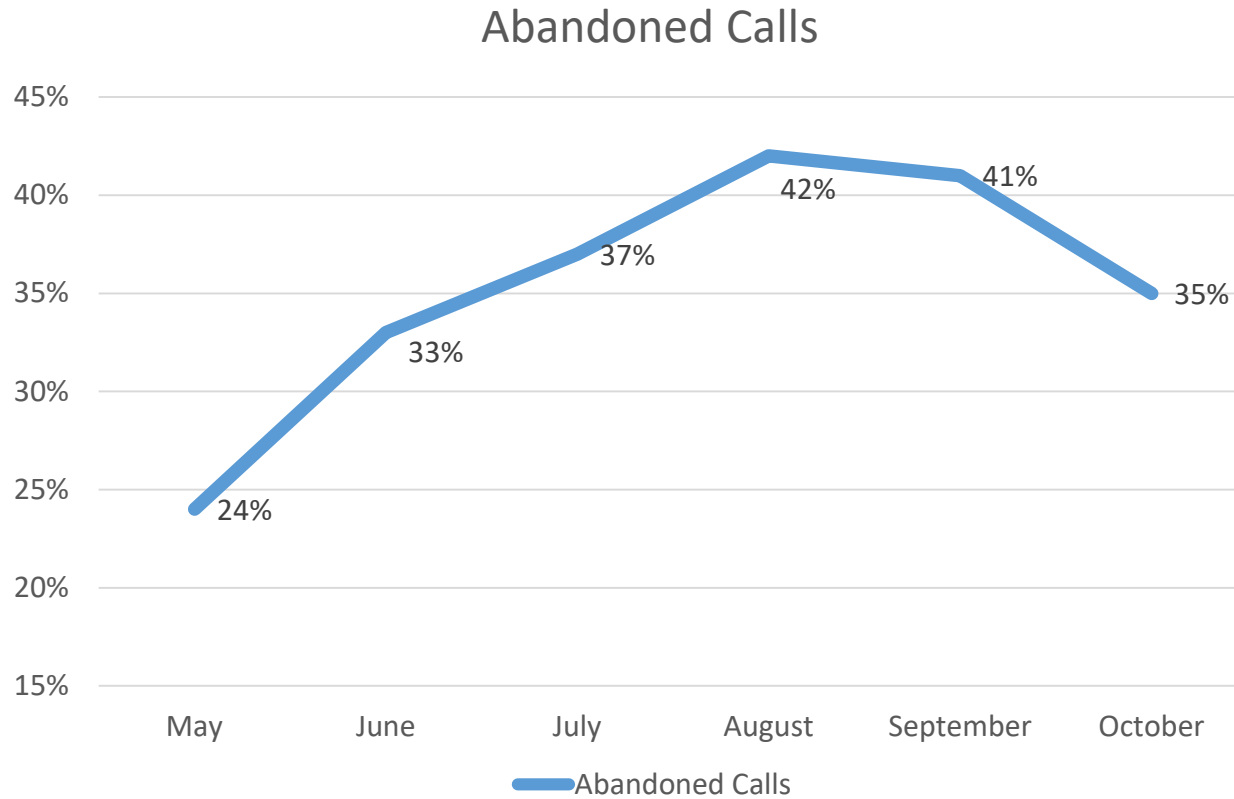
Call Center Metrics



Total Calls



Call Center Metrics



Questions?