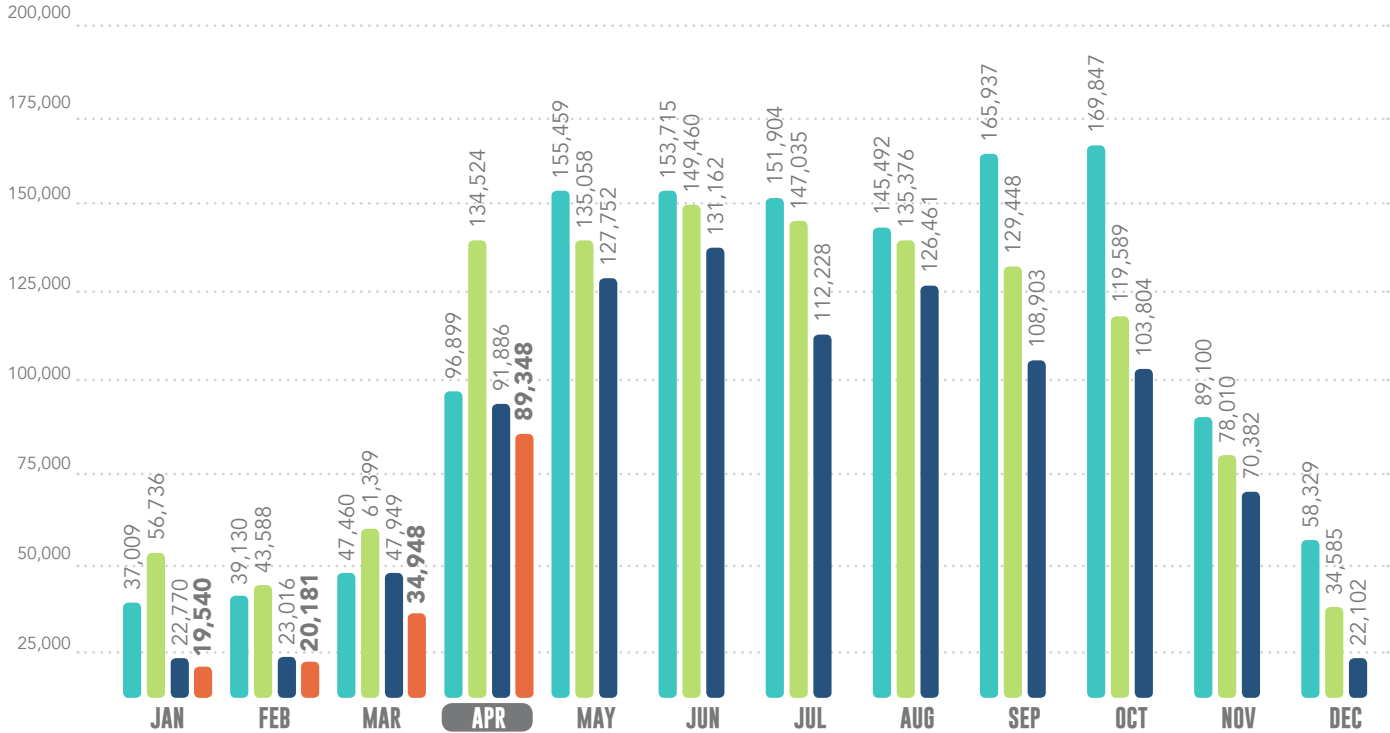


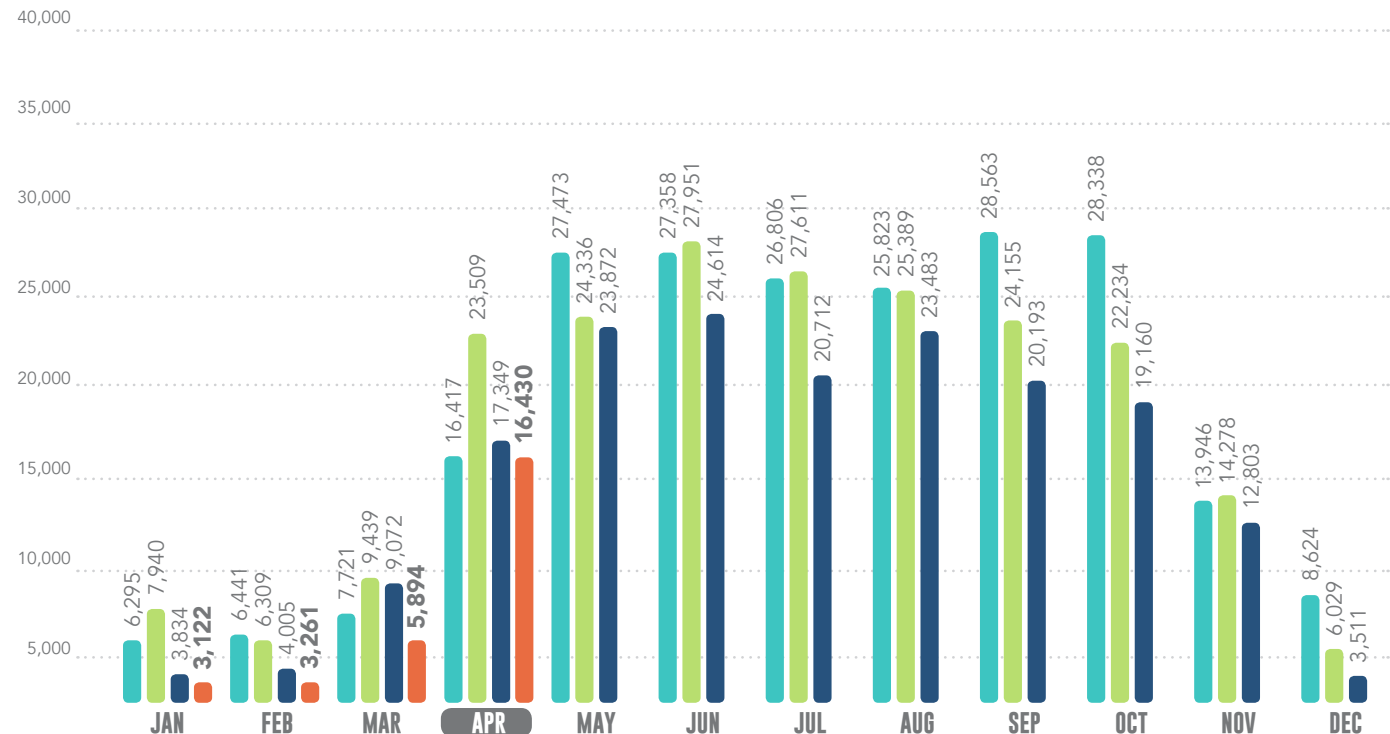
## CHARGEABLE OUTBOUND TICKETS

2014 2015 2016 2017



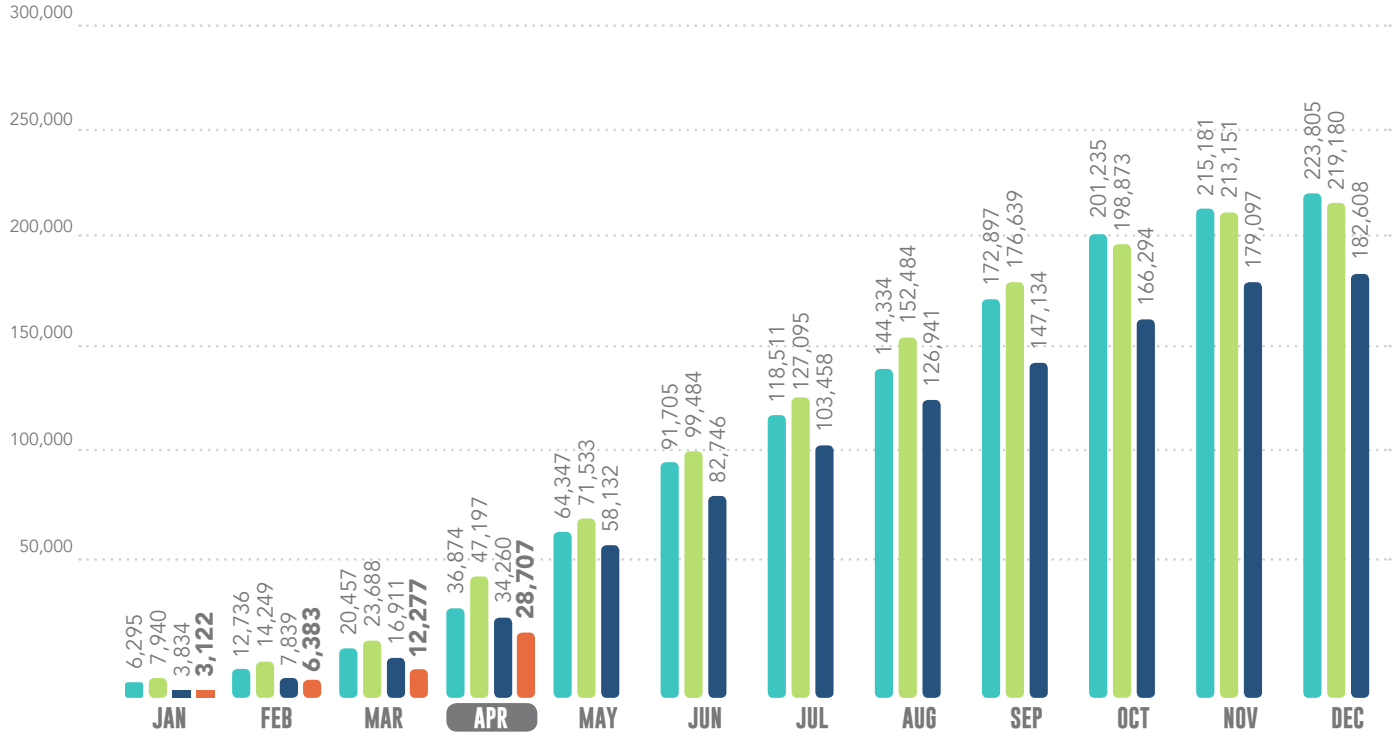
## INCOMING TICKETS

2014 2015 2016 2017



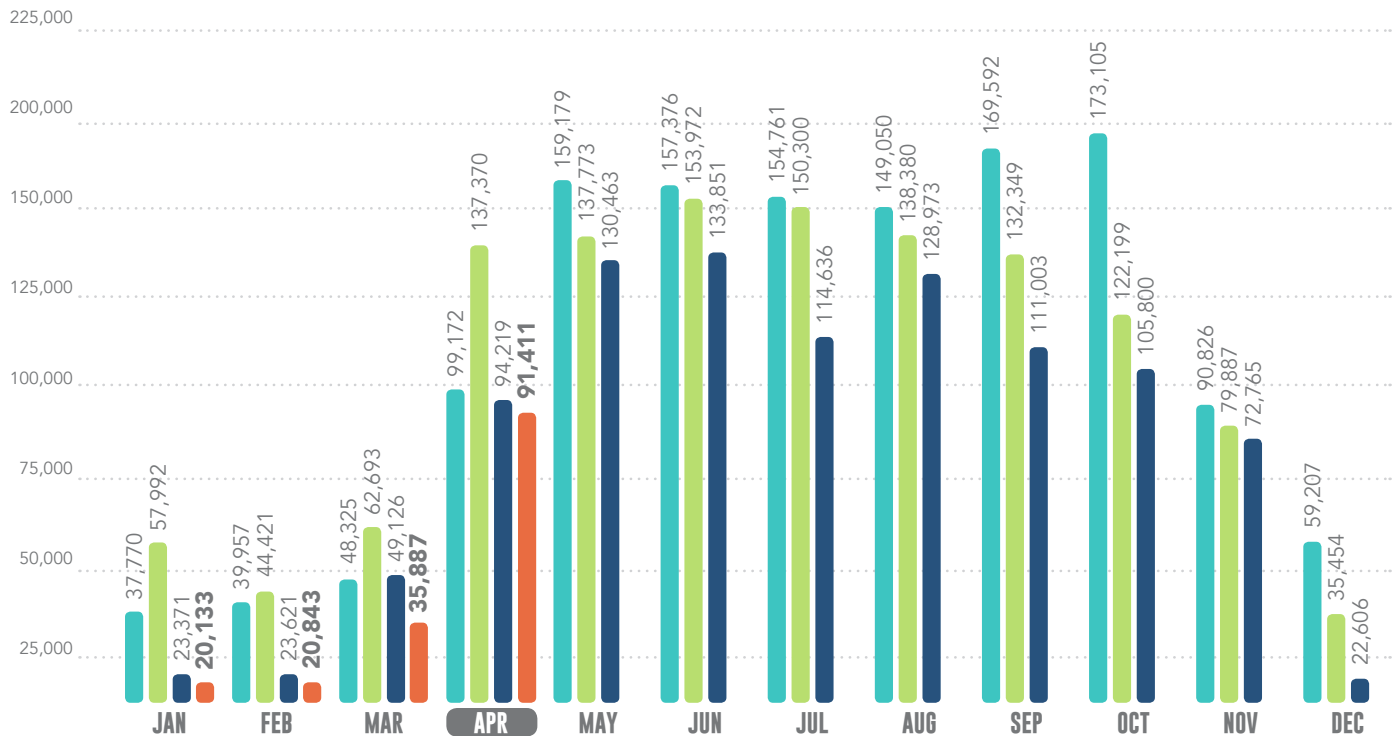
## INCOMING TICKETS Y-T-D

2014 2015 2016 2017



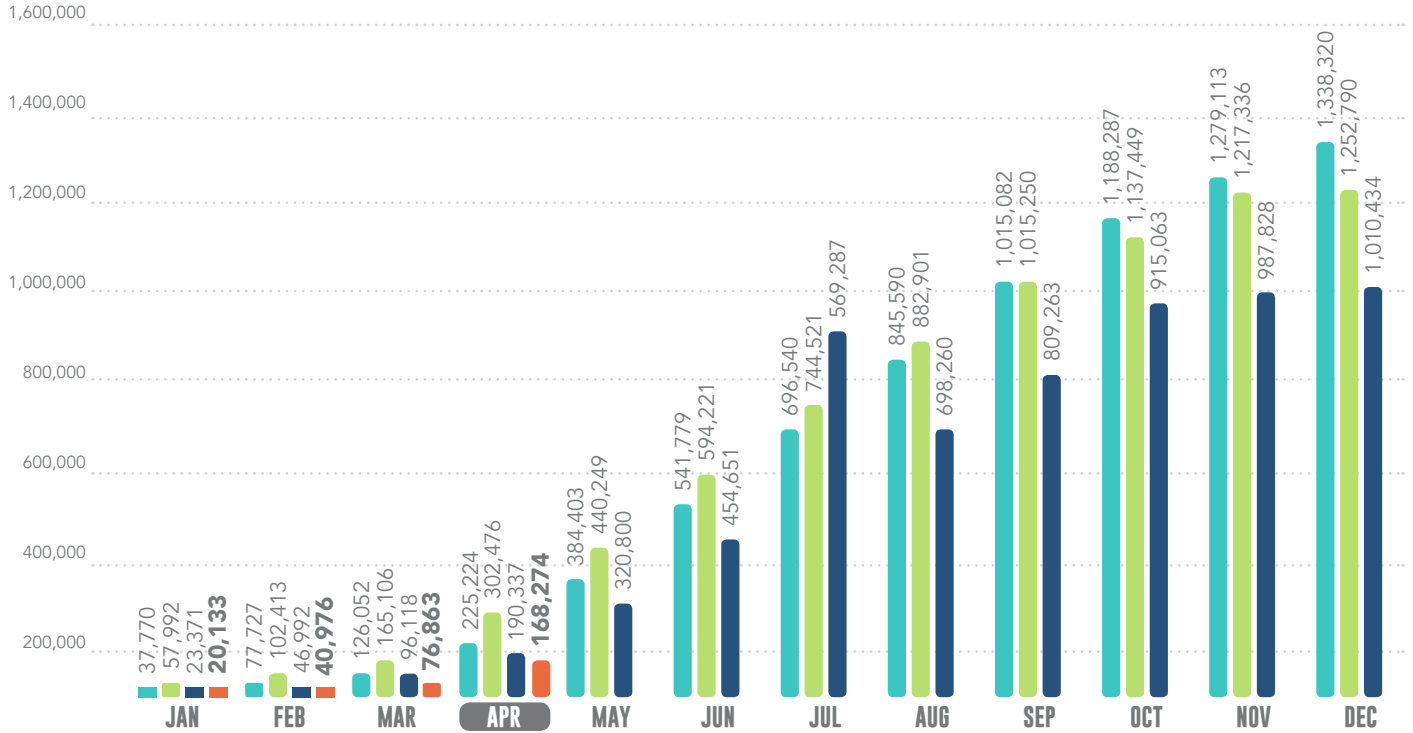
## OUTGOING MESSAGES

2014 2015 2016 2017



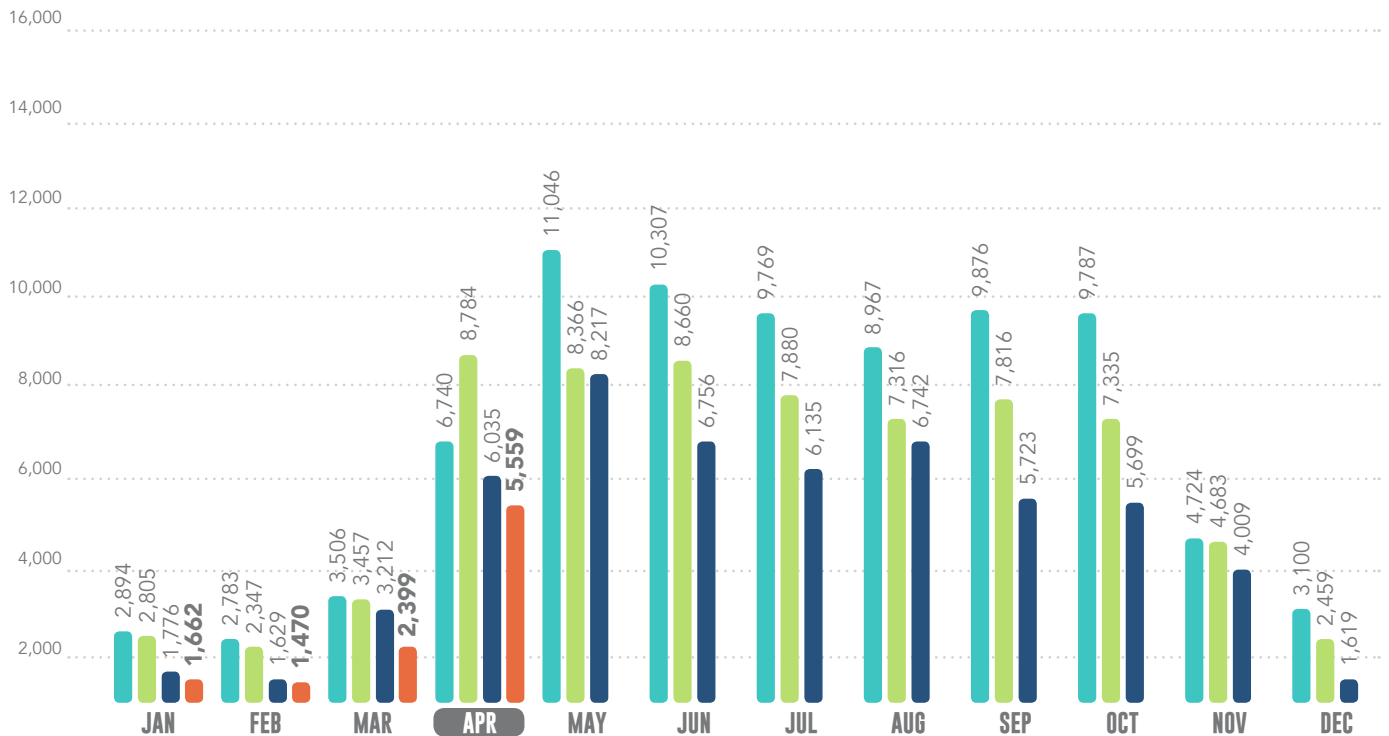
## OUTGOING TICKETS Y-T-D

2014 2015 2016 2017



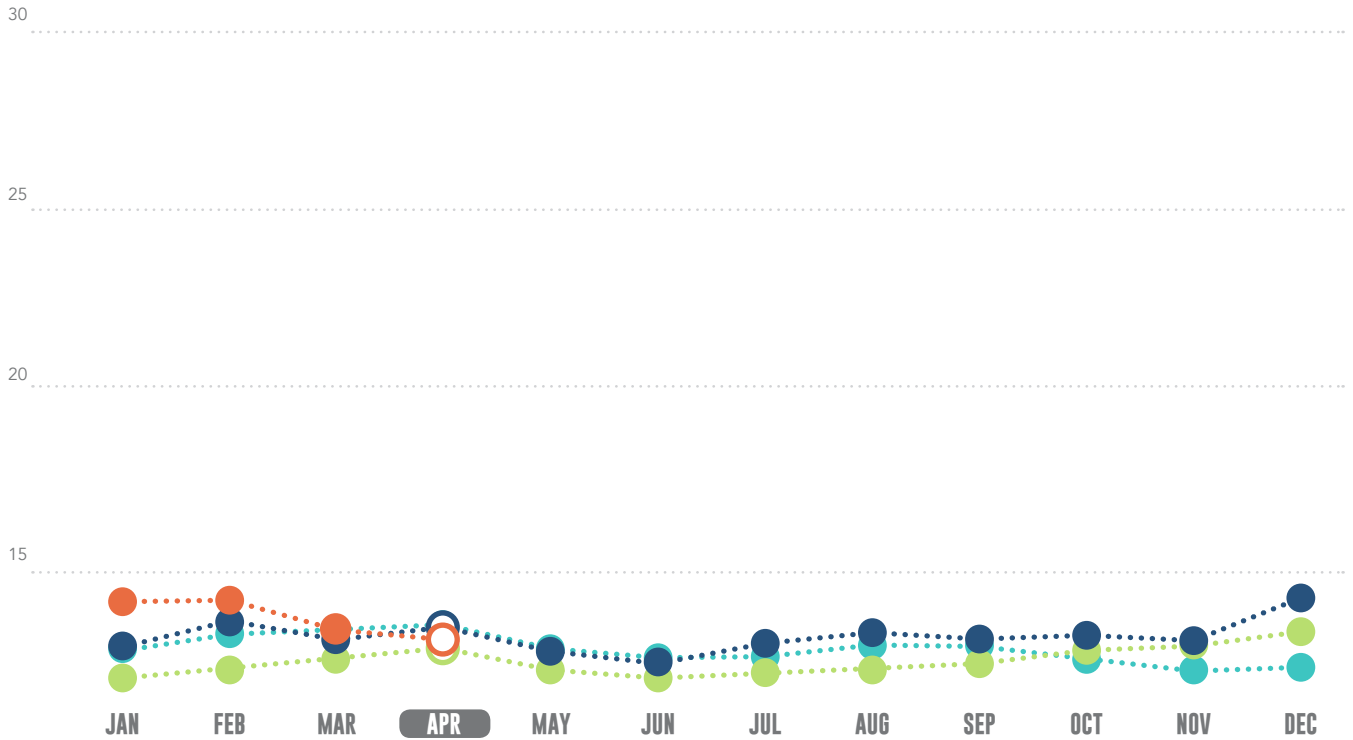
## INCOMING CALLS

2014 2015 2016 2017



## OPERATOR CALL VOLUMES

2014 2015 2016 2017

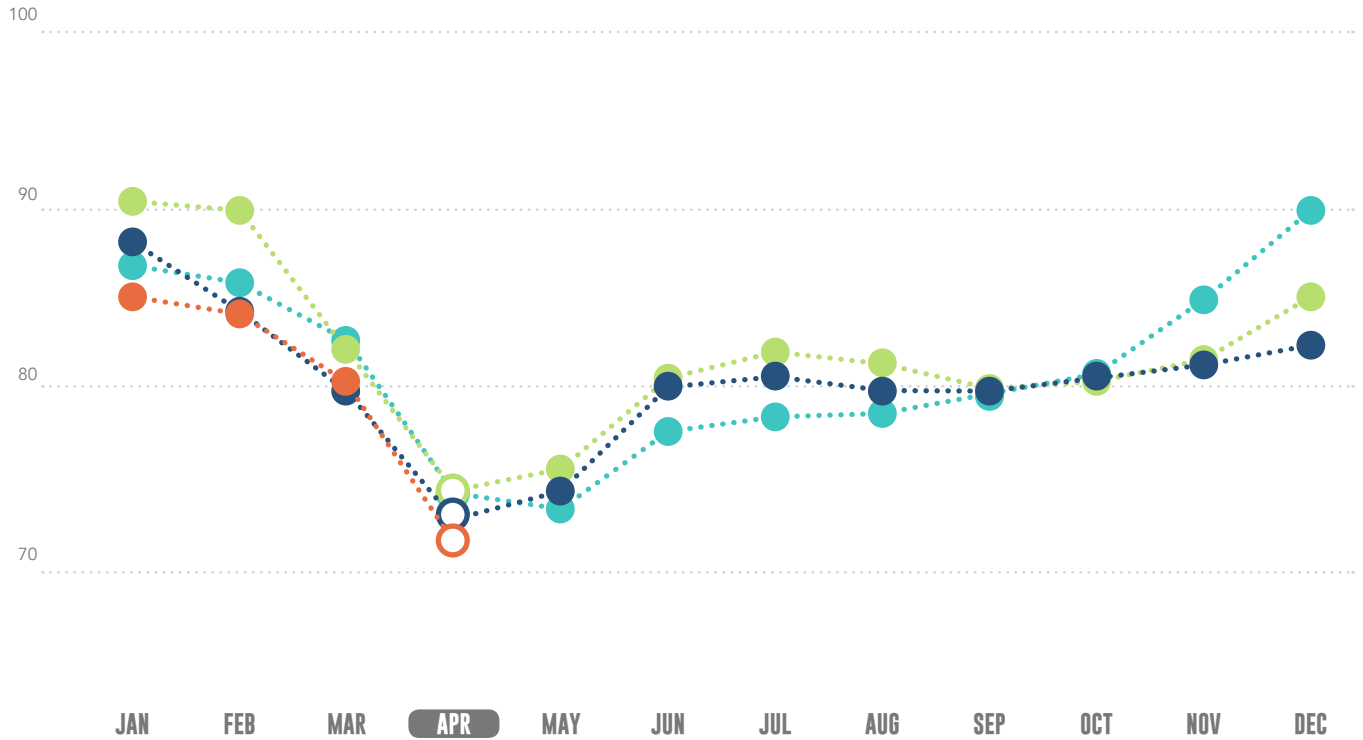


2014 2015 2016 2017

	2014	2015	2016	2017
<b>JAN</b>	9.91	7.00	9.60	14.09
<b>FEB</b>	10.63	7.69	12.68	14.04
<b>MAR</b>	11.46	8.50	10.60	11.35
<b>APR</b>	12.26	9.65	12.02	11.50
<b>MAY</b>	9.71	7.87	9.56	
<b>JUN</b>	8.94	7.11	8.42	
<b>JUL</b>	9.33	7.52	10.38	
<b>AUG</b>	10.03	7.81	11.28	
<b>SEP</b>	9.80	8.18	10.53	
<b>OCT</b>	8.67	9.64	10.99	
<b>NOV</b>	7.60	10.05	10.47	
<b>DEC</b>	7.94	11.16	14.53	

## EXCAVATOR CALL VOLUMES

2014 2015 2016 2017

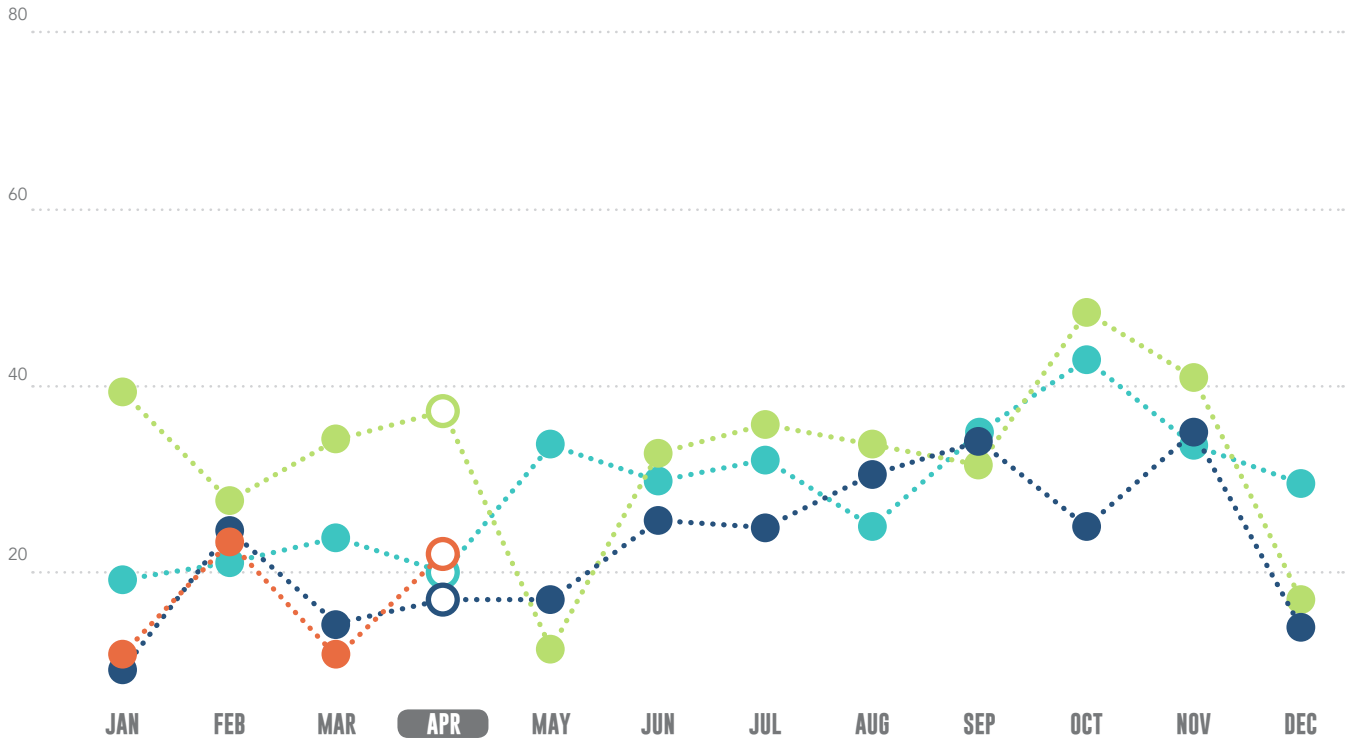


2014 2015 2016 2017

	2014	2015	2016	2017
<b>JAN</b>	87.74	90.93	88.68	84.79
<b>FEB</b>	86.01	89.84	84.37	84.02
<b>MAR</b>	83.22	82.99	79.06	80.86
<b>APR</b>	74.06	74.40	73.14	72.41
<b>MAY</b>	73.25	75.95	74.64	
<b>JUN</b>	77.13	80.66	80.07	
<b>JUL</b>	78.38	82.80	80.60	
<b>AUG</b>	78.93	82.56	79.64	
<b>SEP</b>	79.25	80.32	79.67	
<b>OCT</b>	81.68	80.28	80.77	
<b>NOV</b>	85.75	82.35	81.99	
<b>DEC</b>	89.56	85.07	83.31	

## AVERAGE HOLD TIME

2014 2015 2016 2017

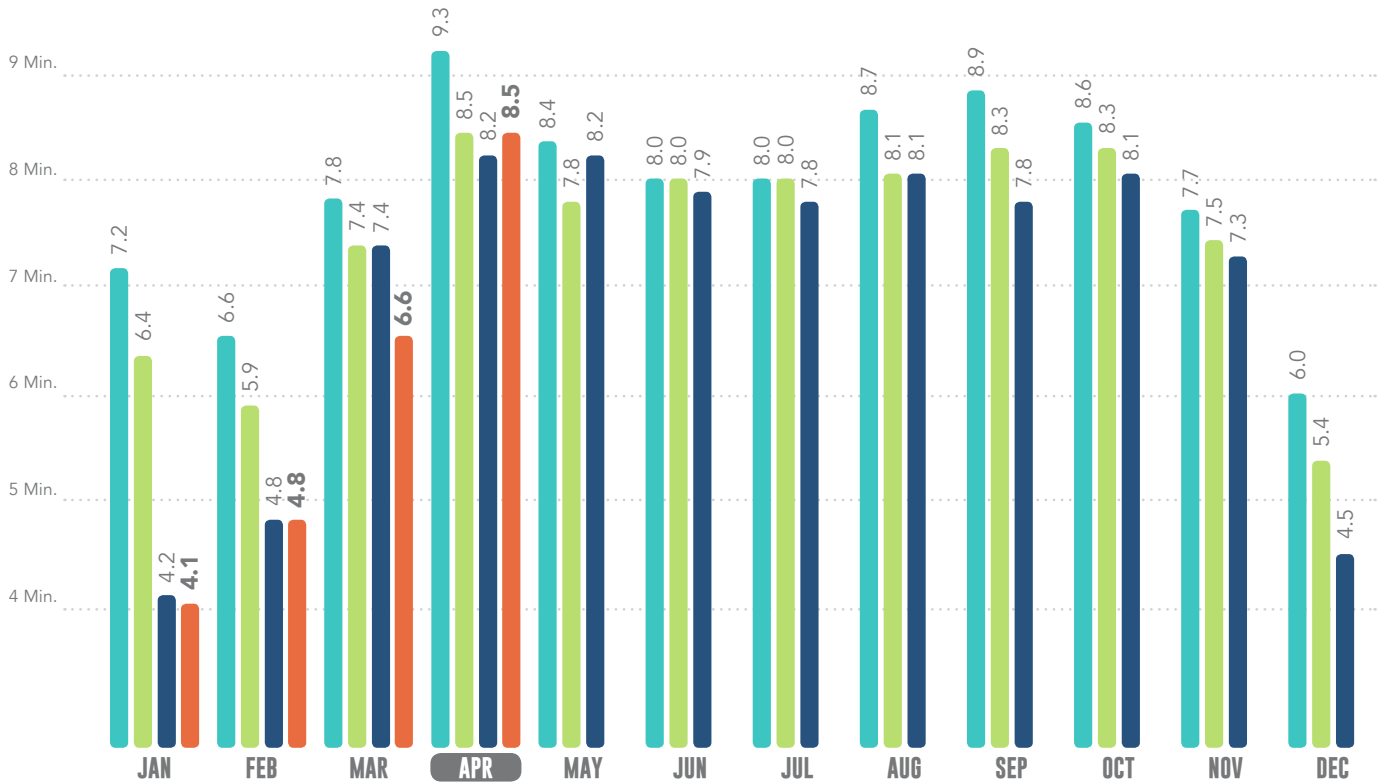


2014 2015 2016 2017

	2014	2015	2016	2017
JAN	19	39	9	12
FEB	21	28	24	23
MAR	24	35	16	12
APR	20	38	18	22
MAY	35	13	18	
JUN	31	33	26	
JUL	32	37	25	
AUG	25	36	31	
SEP	36	32	35	
OCT	42	47	24	
NOV	33	41	36	
DEC	30	18	15	

## AVERAGE PROCESSING TIMES

2014 2015 2016 2017



Answered - 5,597

Abandoned - 237

Offered - 5,834



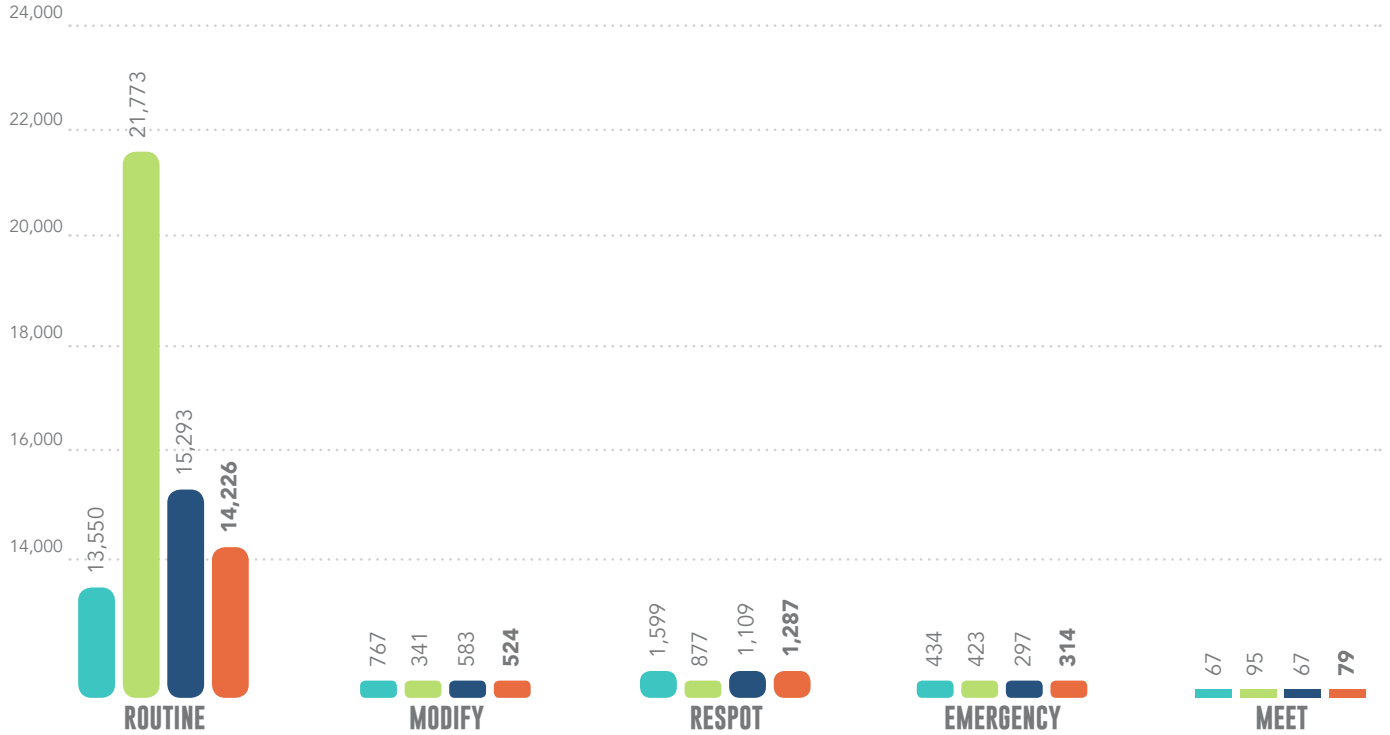
Answered - 5,319

Abandoned - 240

Offered - 5,559

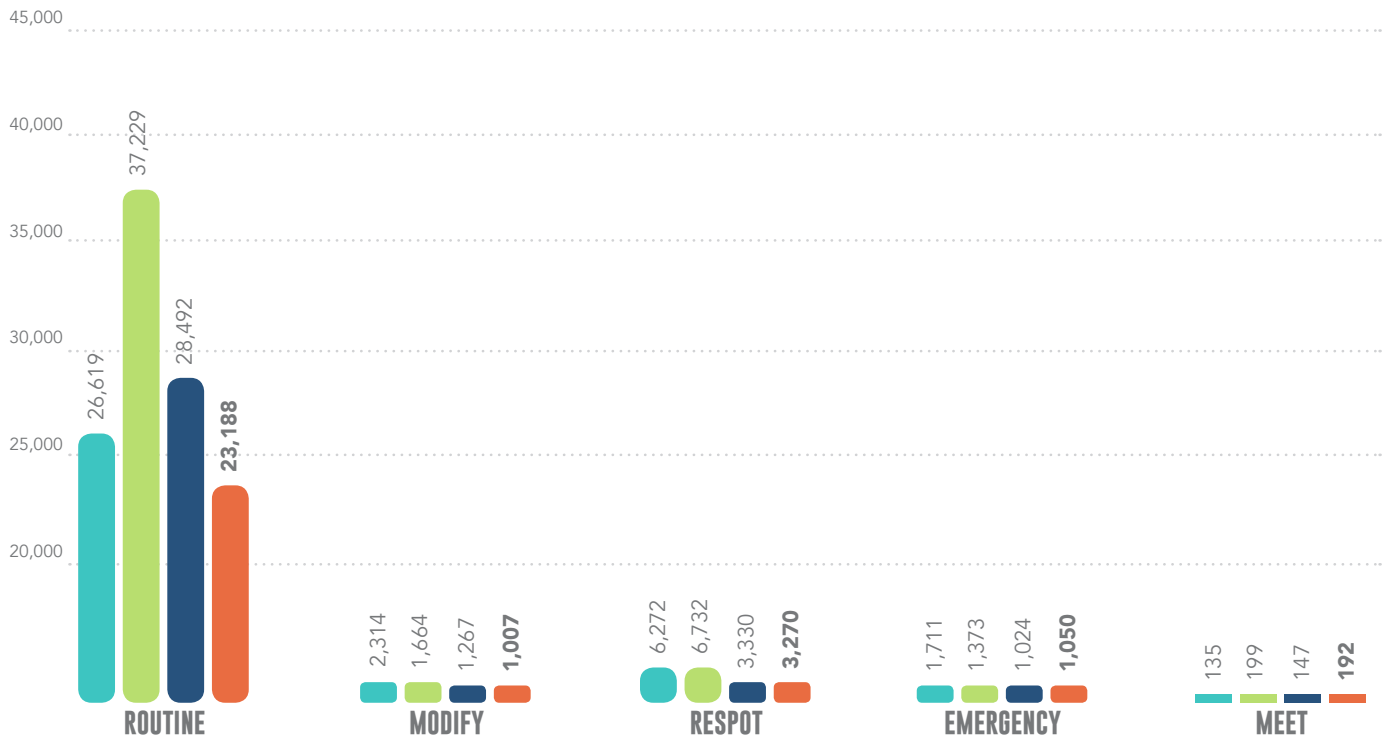
## INCOMING TICKET TYPES APR

2014 2015 2016 2017



## INCOMING TICKETS TYPES APR Y-T-D

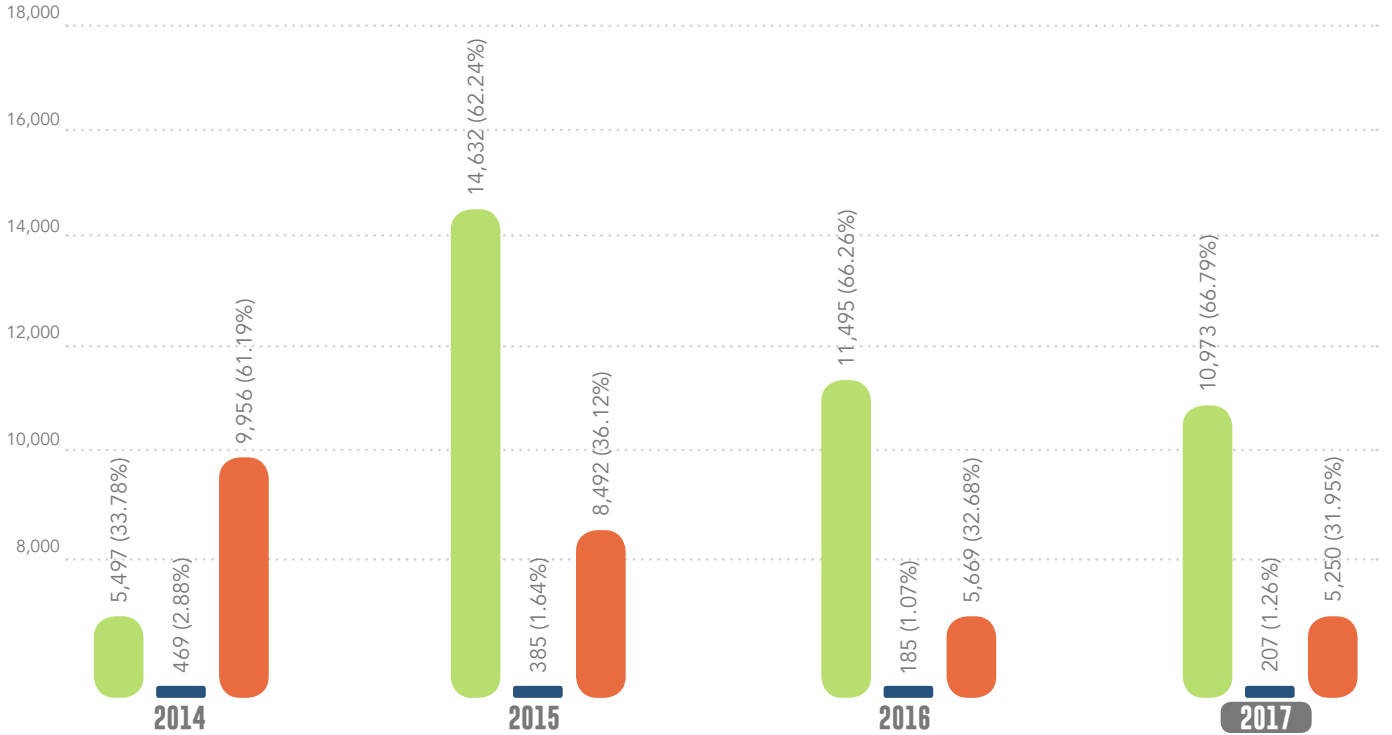
2014 2015 2016 2017





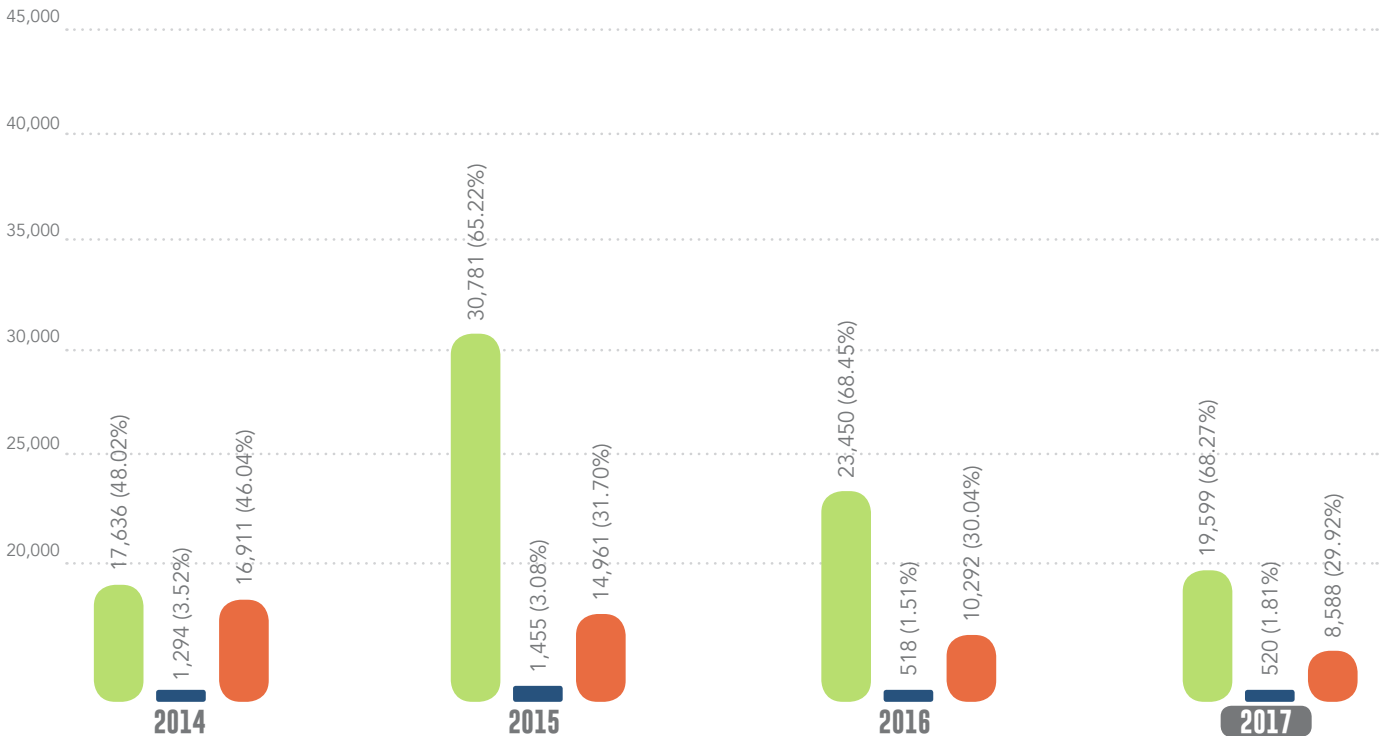
## RECEIPT METHODS APR

ITIC IVR OPERATOR



## RECEIPT METHODS APR Y-T-D

ITIC IVR OPERATOR

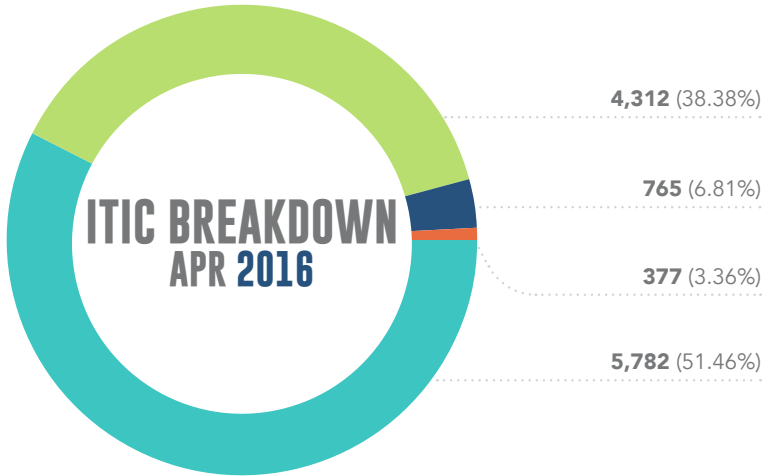


WEBUSER 5 (ON THEIR OWN)

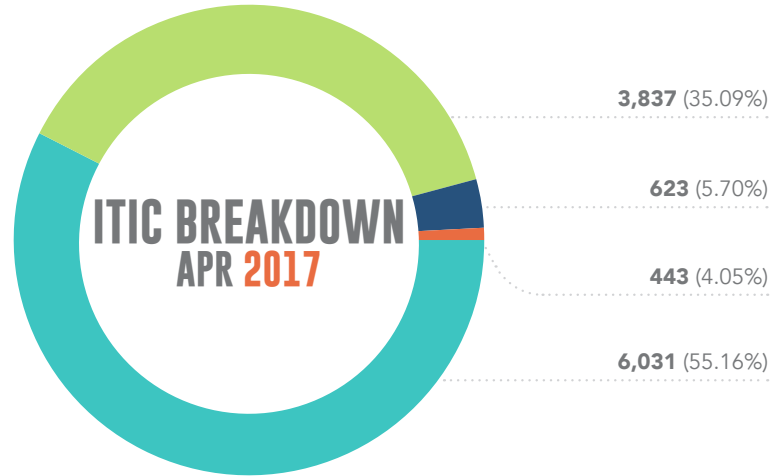
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC % - 66.26%



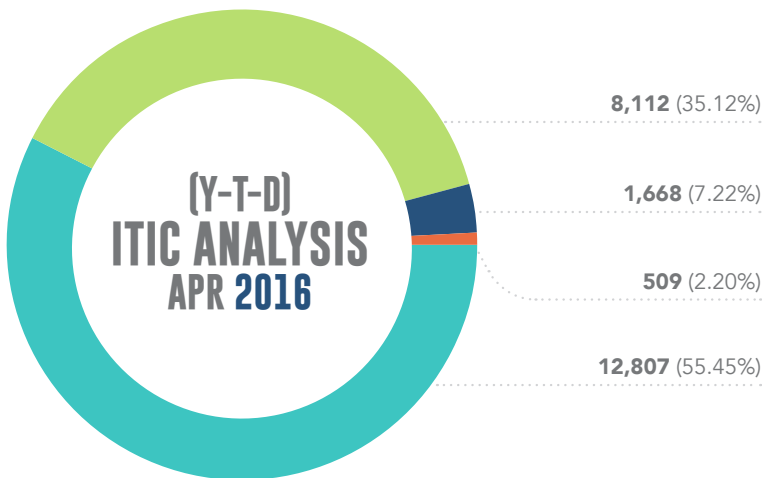
OVERALL ITIC % - 66.79%

WEBUSER 5 (ON THEIR OWN)

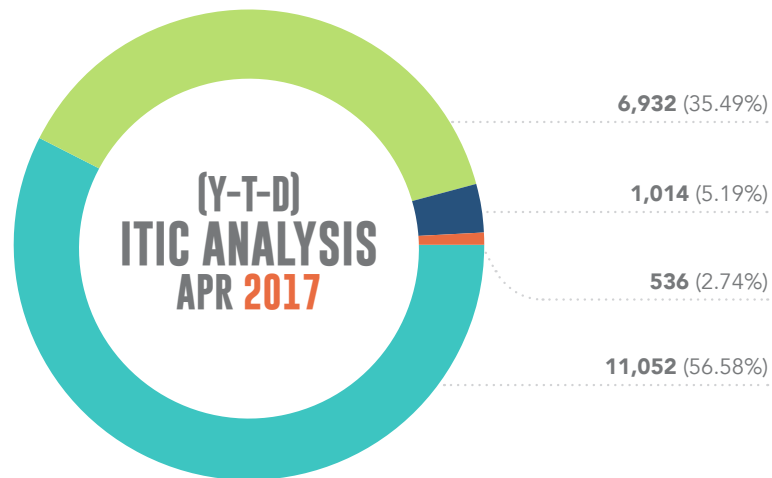
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC Y-T-D % - 68.45%



OVERALL ITIC Y-T-D % - 68.27%