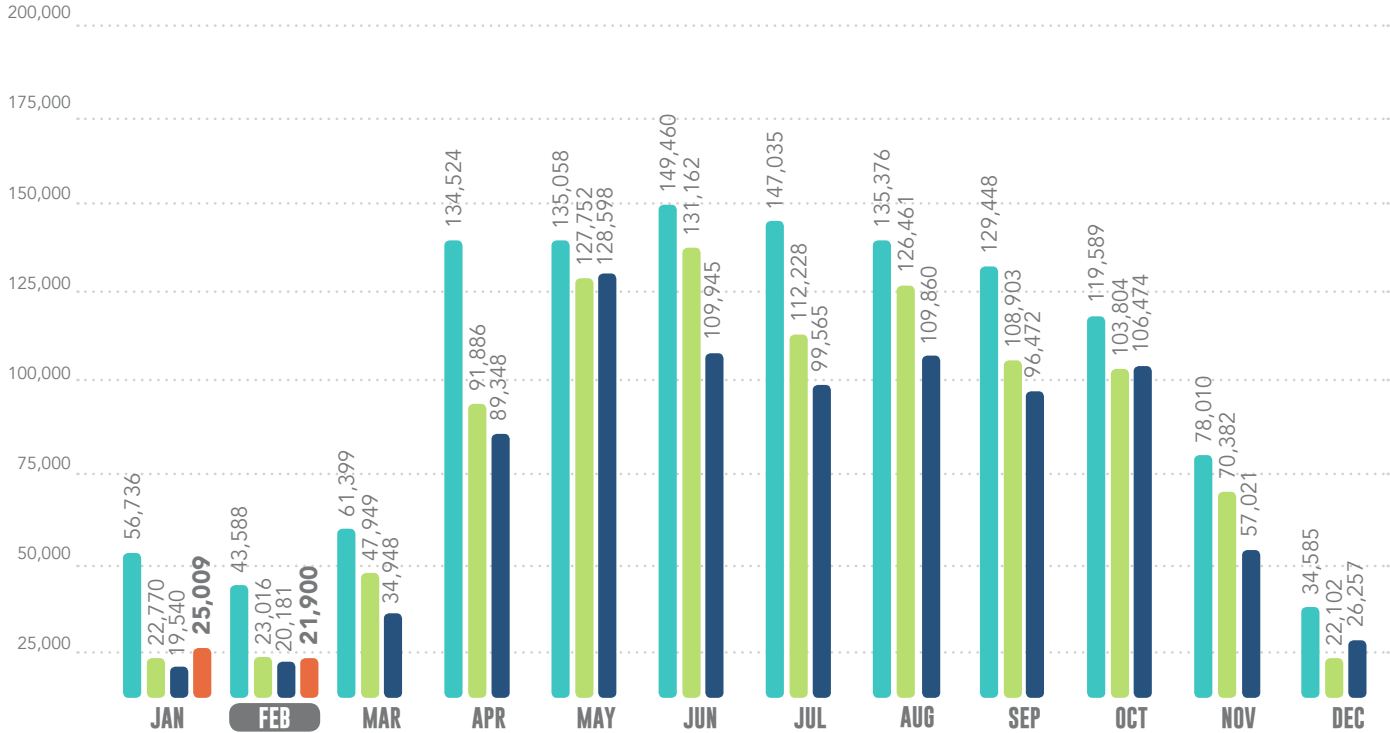


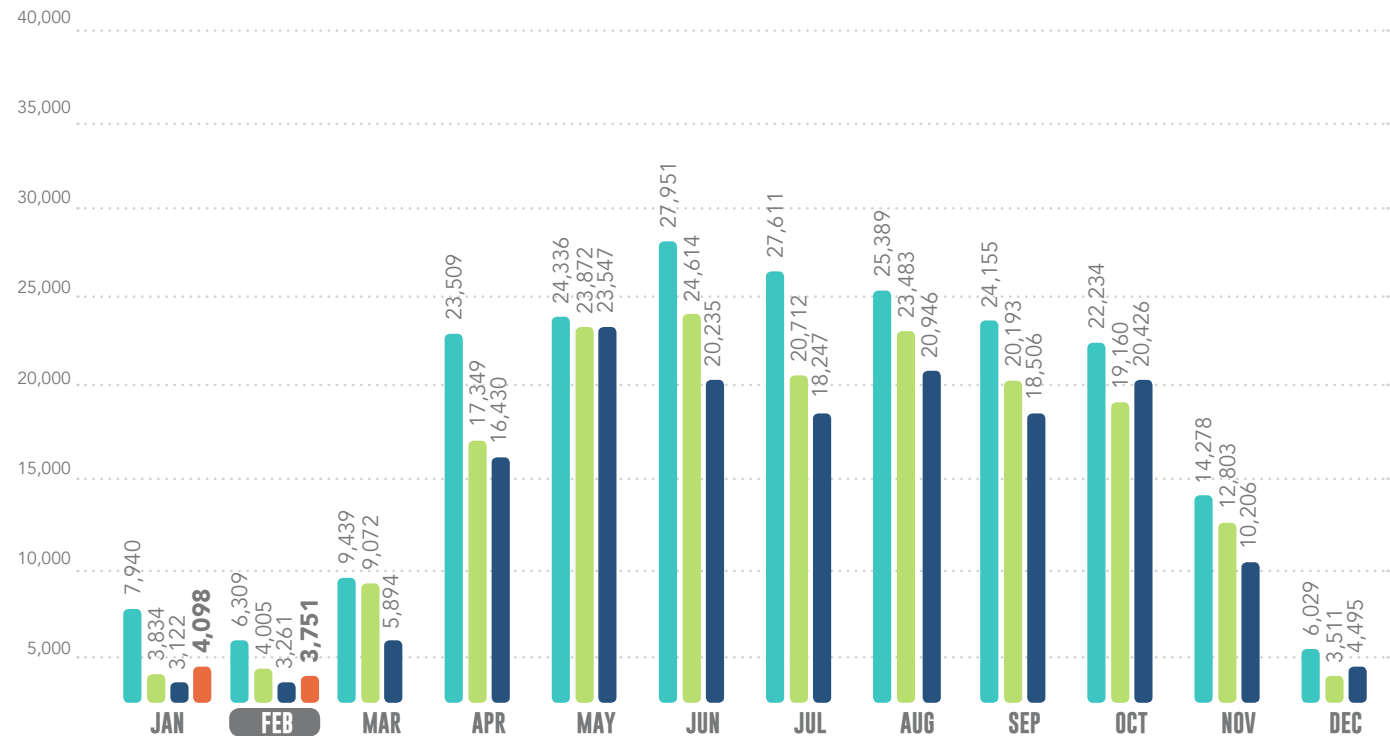
## CHARGEABLE OUTBOUND TICKETS

2015 2016 2017 2018



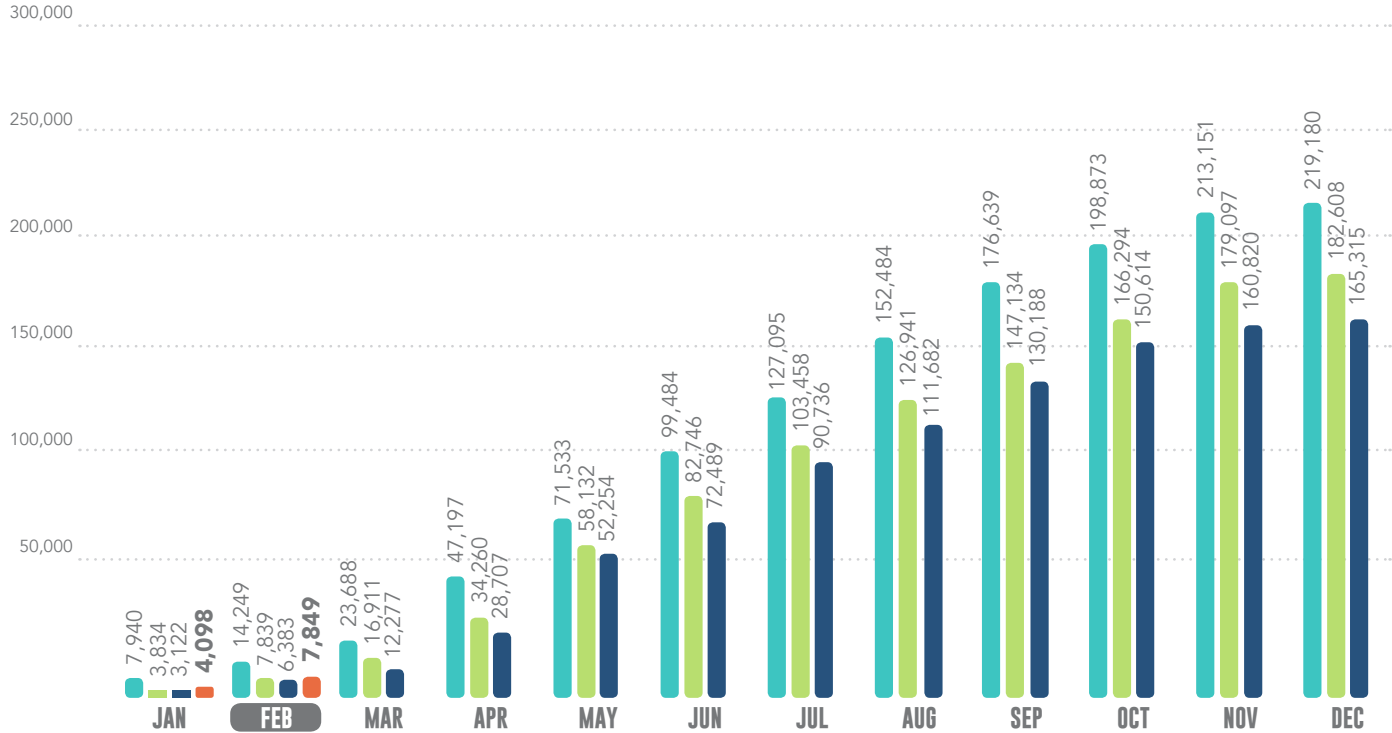
## INCOMING TICKETS

2015 2016 2017 2018



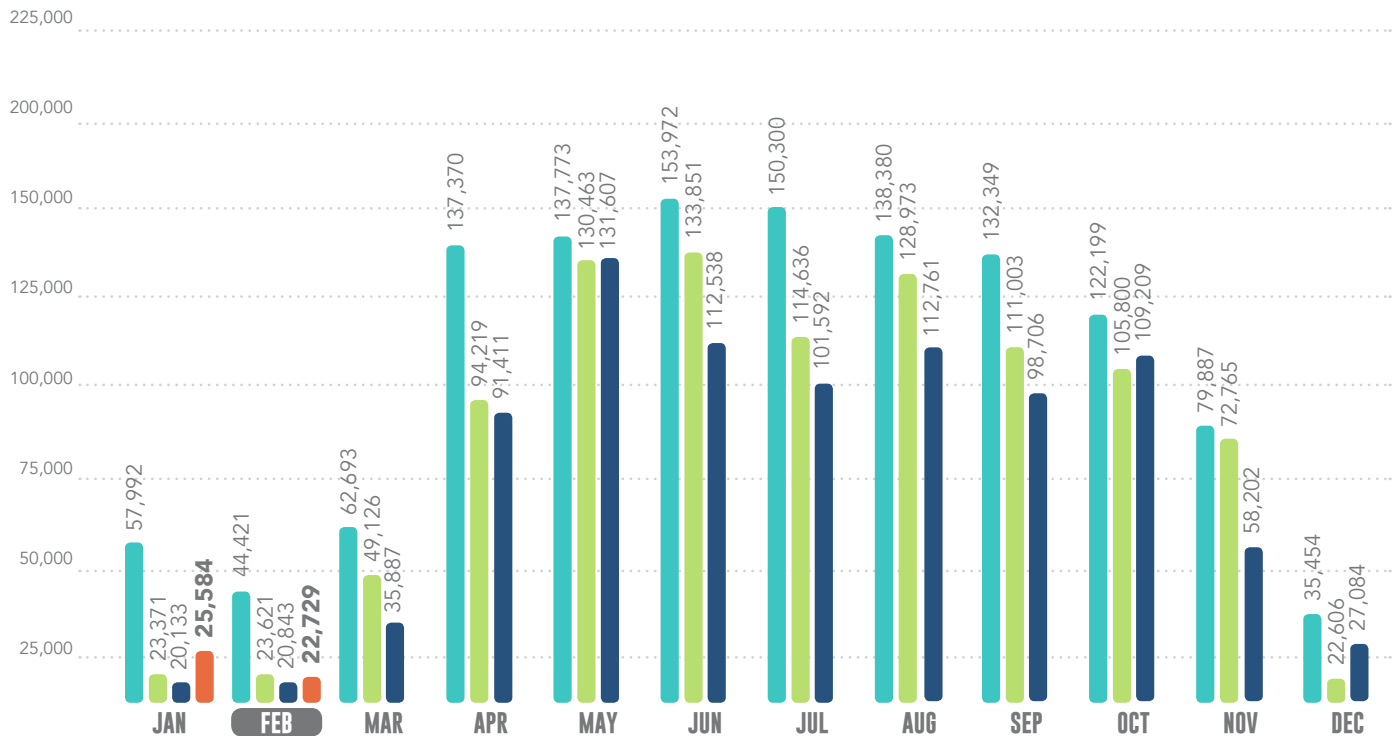
## INCOMING TICKETS Y-T-D

2015 2016 2017 2018



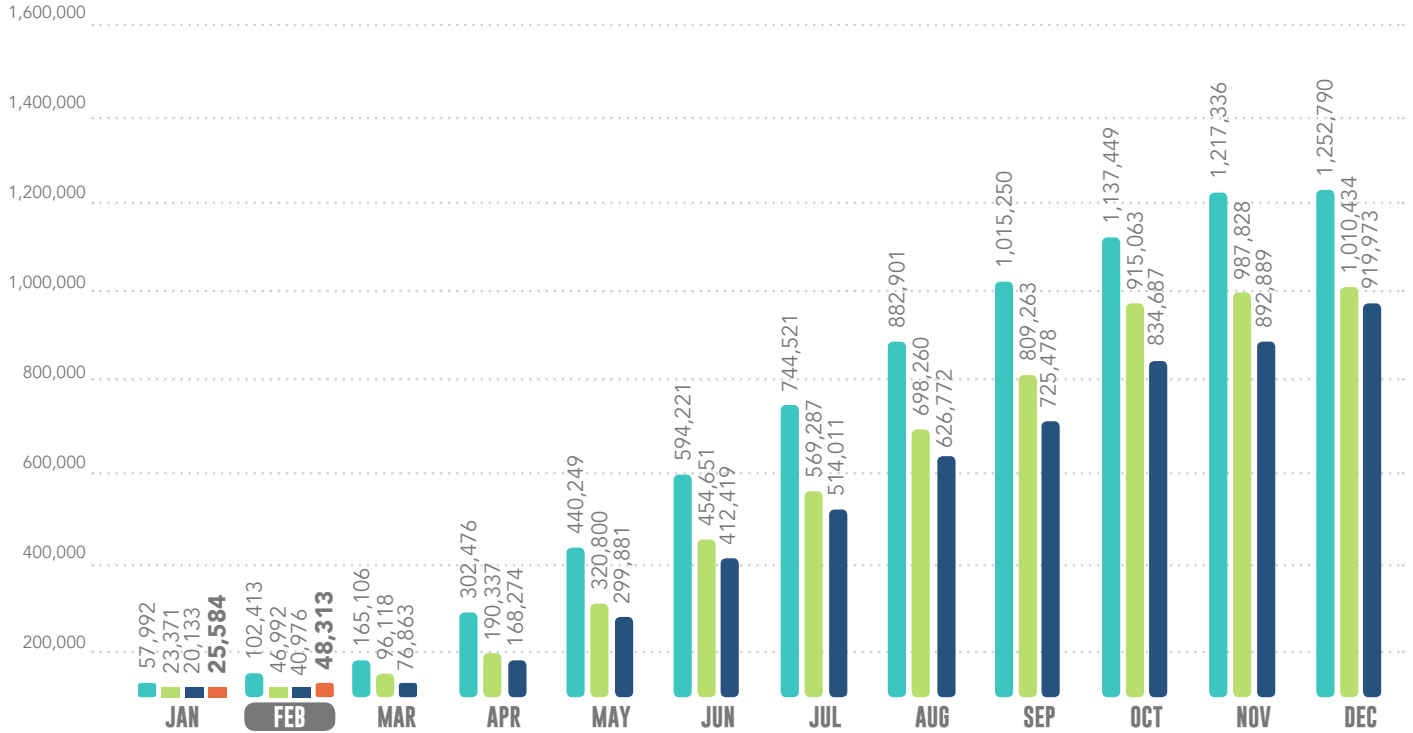
## OUTGOING MESSAGES

2015 2016 2017 2018



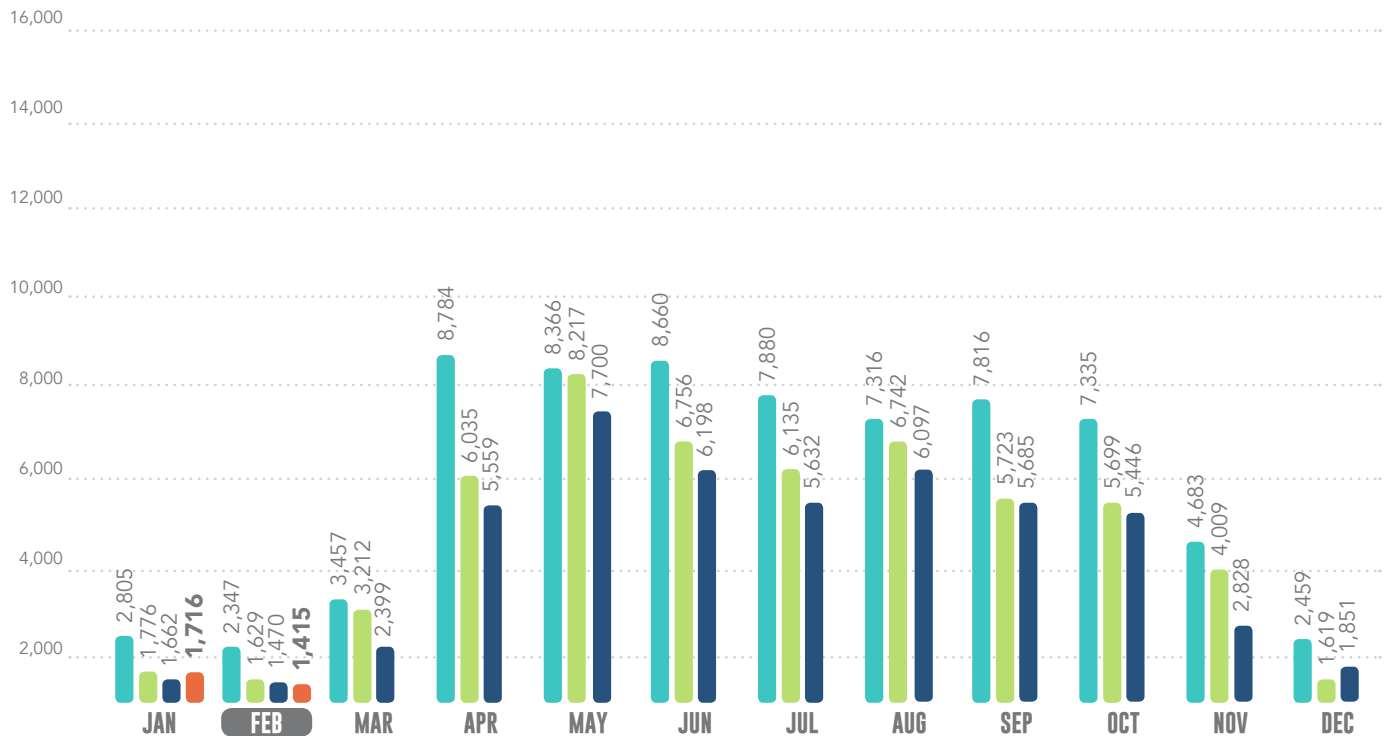
## OUTGOING TICKETS Y-T-D

2015 2016 2017 2018



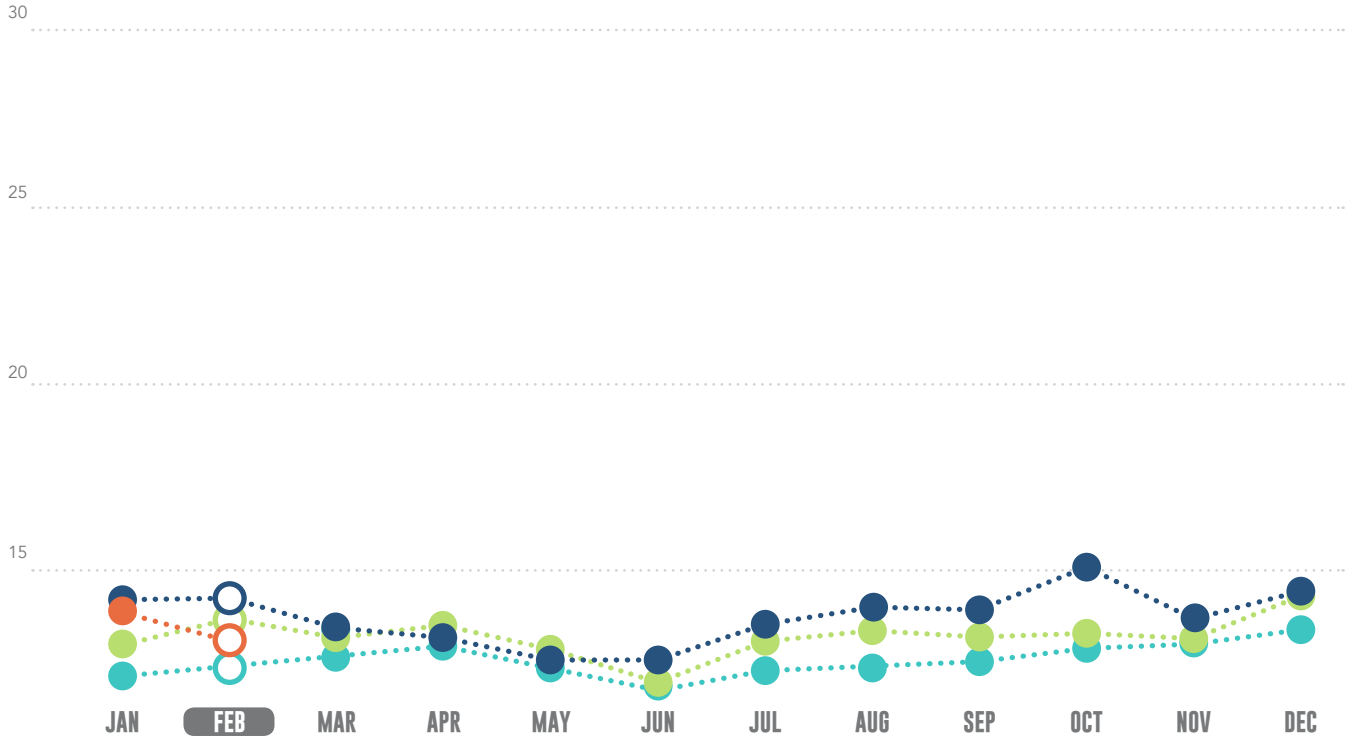
## INCOMING CALLS

2015 2016 2017 2018



## OPERATOR CALL VOLUMES

2015 2016 2017 2018

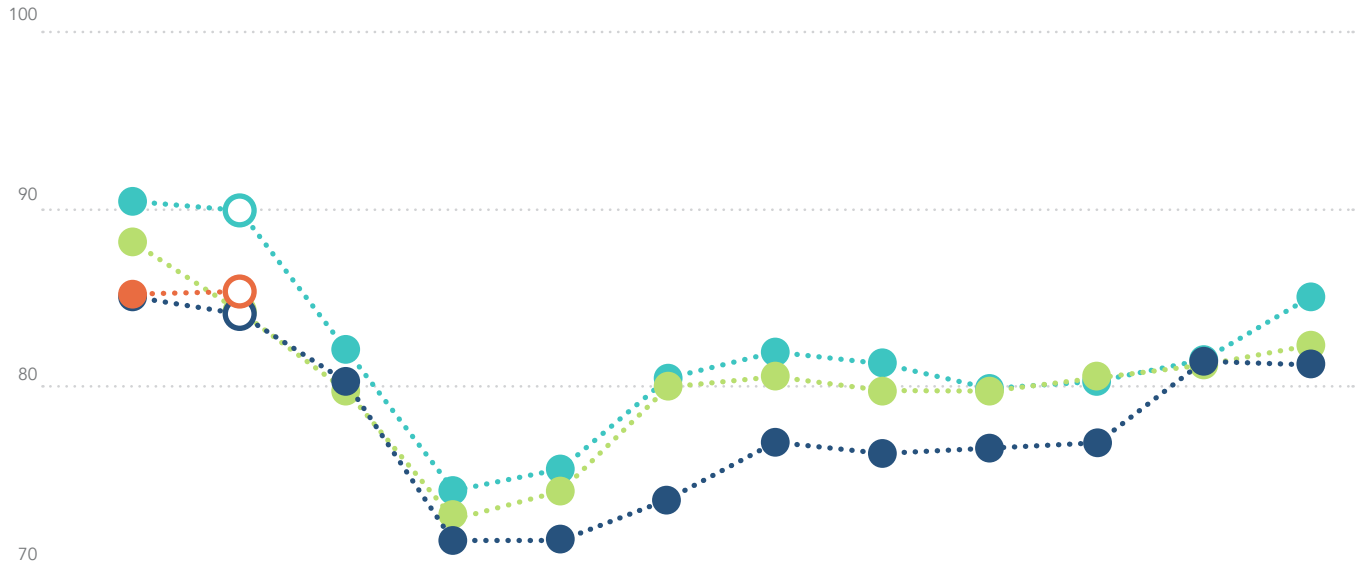


2015 2016 2017 2018

	2015	2016	2017	2018
<b>JAN</b>	7.00	9.60	14.09	12.45
<b>FEB</b>	7.69	12.68	14.04	11.36
<b>MAR</b>	8.50	10.60	11.35	
<b>APR</b>	9.65	12.02	11.50	
<b>MAY</b>	7.87	9.56	11.32	
<b>JUN</b>	7.11	8.42	11.63	
<b>JUL</b>	7.52	10.38	12.17	
<b>AUG</b>	7.81	11.28	13.84	
<b>SEP</b>	8.18	10.53	13.26	
<b>OCT</b>	9.64	10.99	15.18	
<b>NOV</b>	10.05	10.47	12.54	
<b>DEC</b>	11.16	14.53	14.57	

## EXCAVATOR CALL VOLUMES

2015 2016 2017 2018



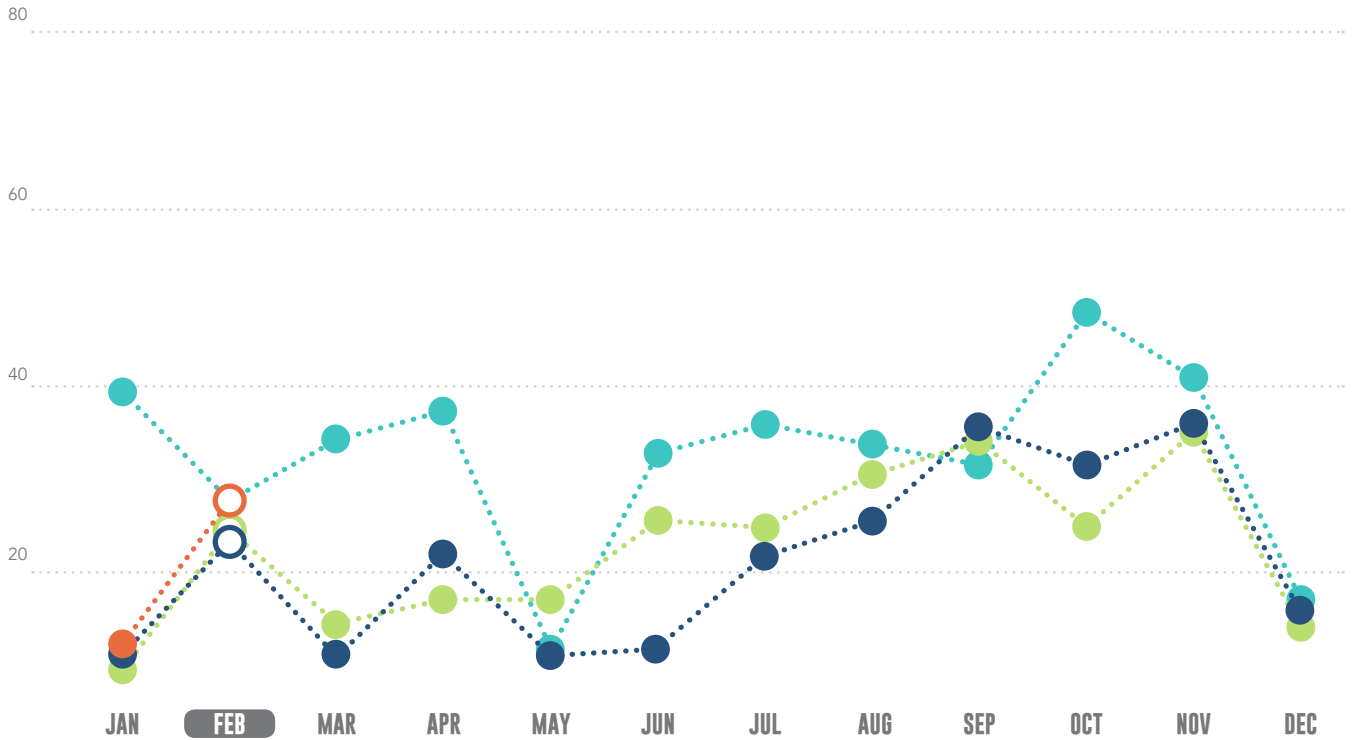
JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC

2015 2016 2017 2018

	2015	2016	2017	2018
JAN	90.93	88.68	84.79	84.97
FEB	89.84	84.37	84.02	86.03
MAR	82.99	79.06	80.86	
APR	74.40	73.14	72.41	
MAY	75.95	74.64	72.22	
JUN	80.66	80.07	74.51	
JUL	82.80	80.60	76.32	
AUG	82.56	79.64	74.57	
SEP	80.32	79.67	75.14	
OCT	80.28	80.77	75.40	
NOV	82.35	81.99	81.89	
DEC	85.07	83.31	81.76	

## AVERAGE HOLD TIME

2015 2016 2017 2018

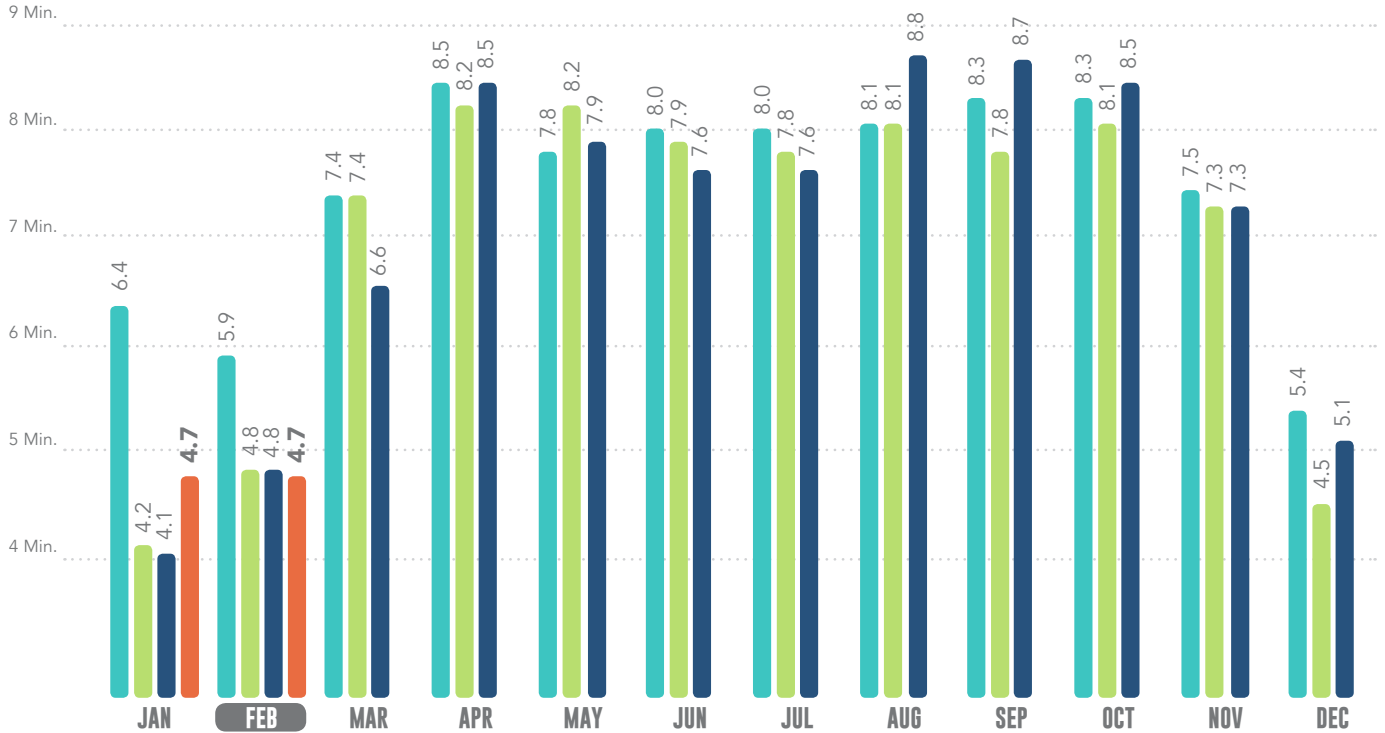


2015 2016 2017 2018

	2015	2016	2017	2018
<b>JAN</b>	39	9	12	14
<b>FEB</b>	28	24	23	28
<b>MAR</b>	35	16	12	
<b>APR</b>	38	18	22	
<b>MAY</b>	13	18	12	
<b>JUN</b>	33	26	13	
<b>JUL</b>	37	25	22	
<b>AUG</b>	36	31	26	
<b>SEP</b>	32	35	39	
<b>OCT</b>	47	24	32	
<b>NOV</b>	41	36	37	
<b>DEC</b>	18	15	17	

## AVERAGE PROCESSING TIMES

2015 2016 2017 2018



Answered - 1,290

Abandoned - 180

Offered - 1,470

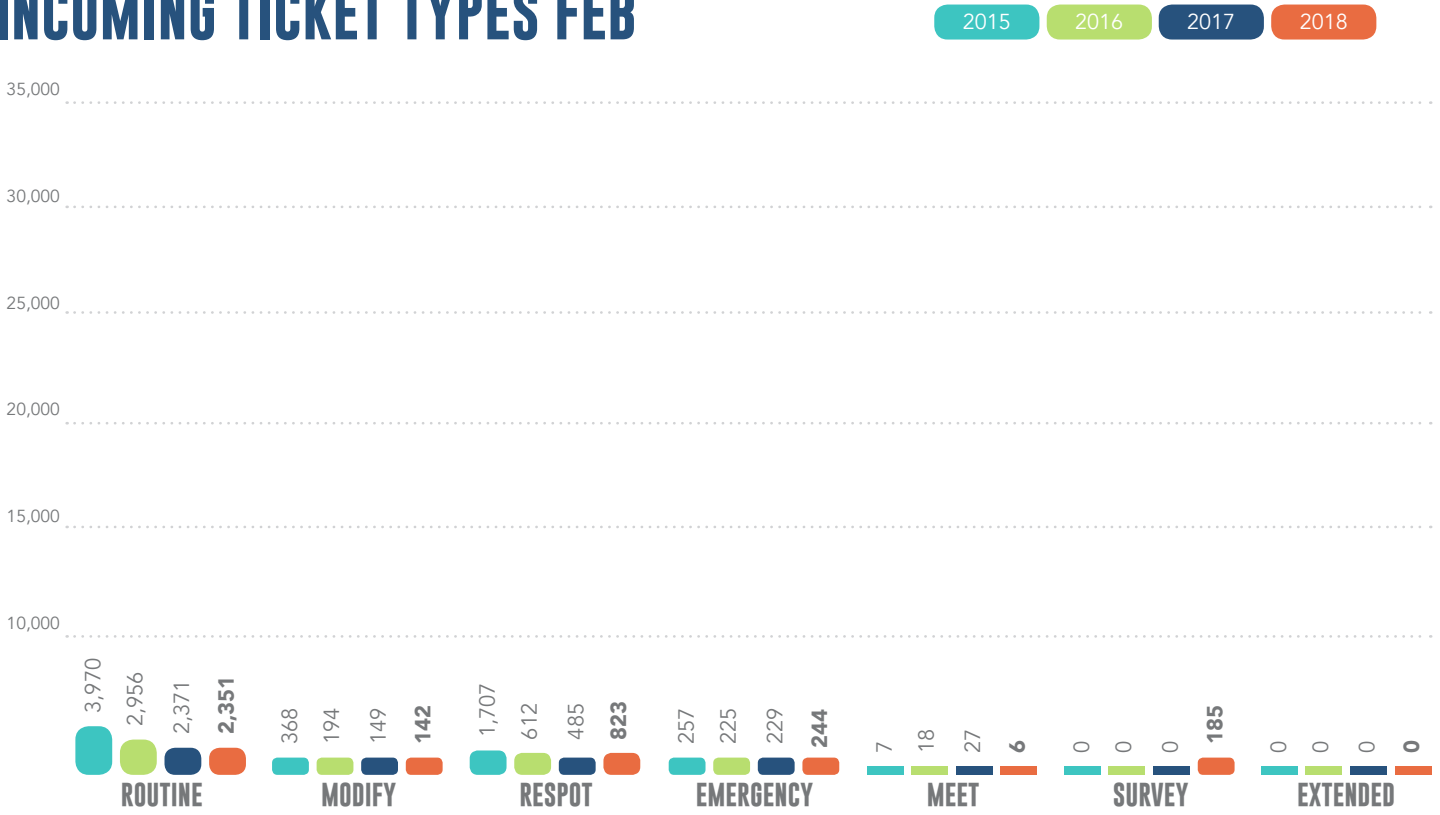


Answered - 1,255

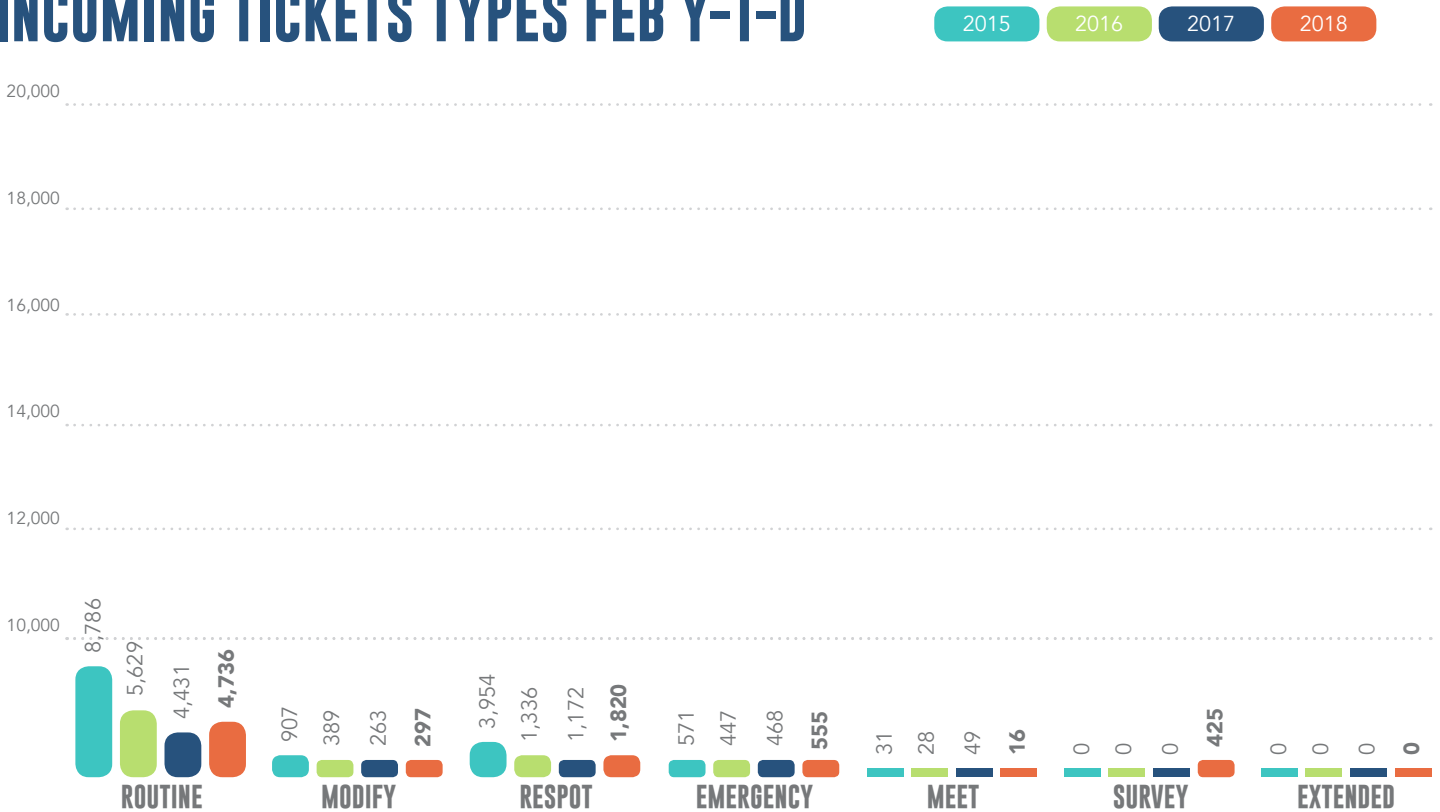
Abandoned - 160

Offered - 1,415

## INCOMING TICKET TYPES FEB



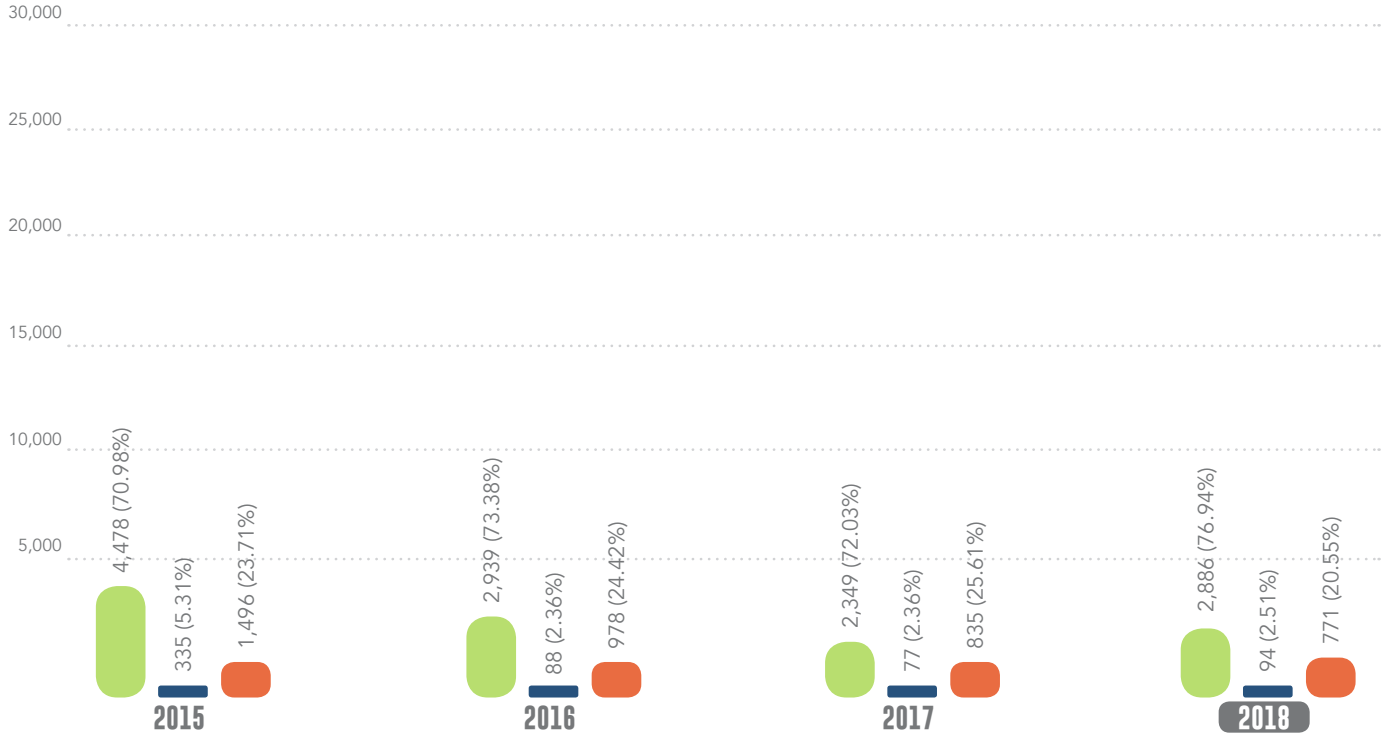
## INCOMING TICKETS TYPES FEB Y-T-D





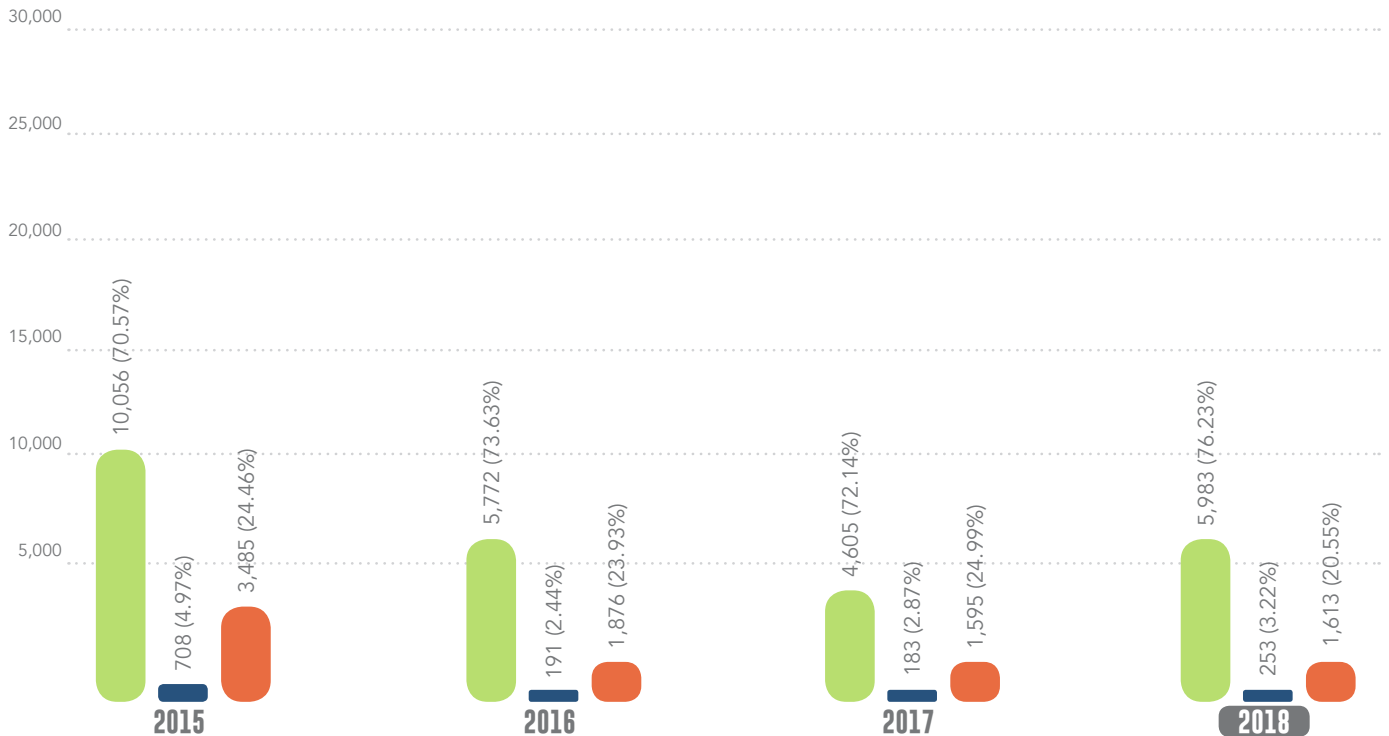
## RECEIPT METHODS FEB

ITIC IVR OPERATOR



## RECEIPT METHODS FEB Y-T-D

ITIC IVR OPERATOR



WEBUSER 5 (ON THEIR OWN)

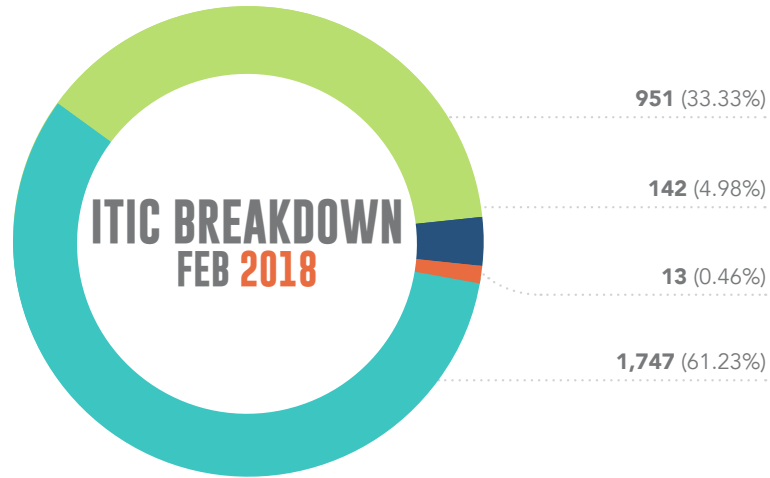
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC % - 72.03%



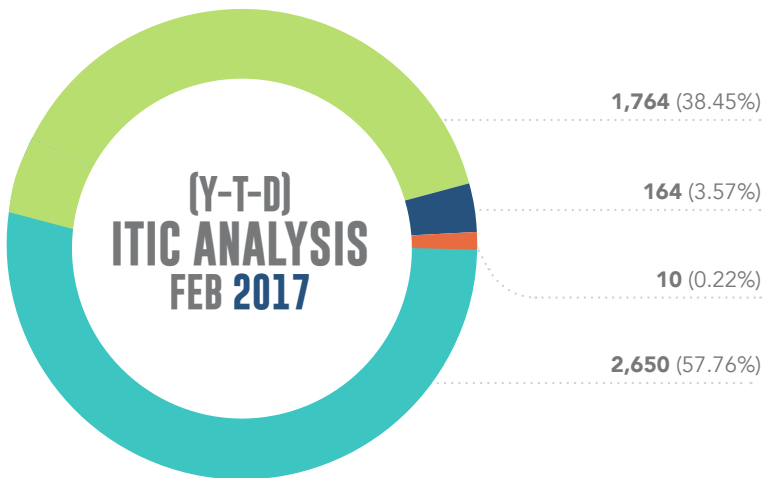
OVERALL ITIC % - 76.94%

WEBUSER 5 (ON THEIR OWN)

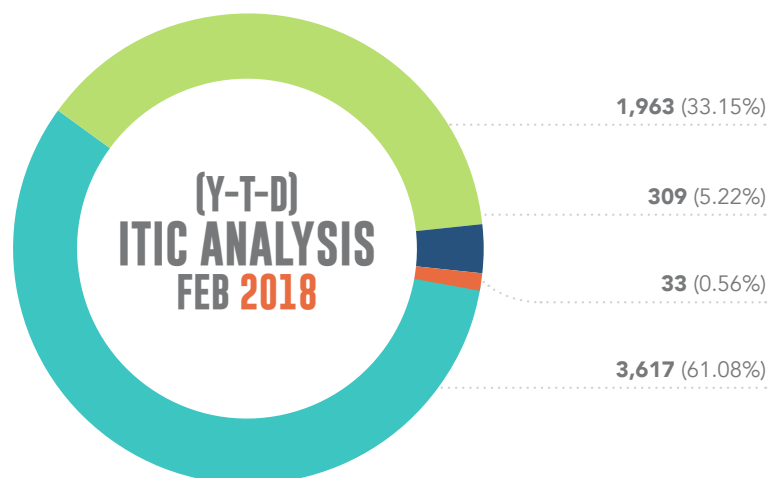
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC Y-T-D % - 72.14%



OVERALL ITIC Y-T-D % - 76.23%

## POSITIVE RESPONSE COMPLIANCE

2018 COMPLIANT

2018 NON-COMPLIANT

