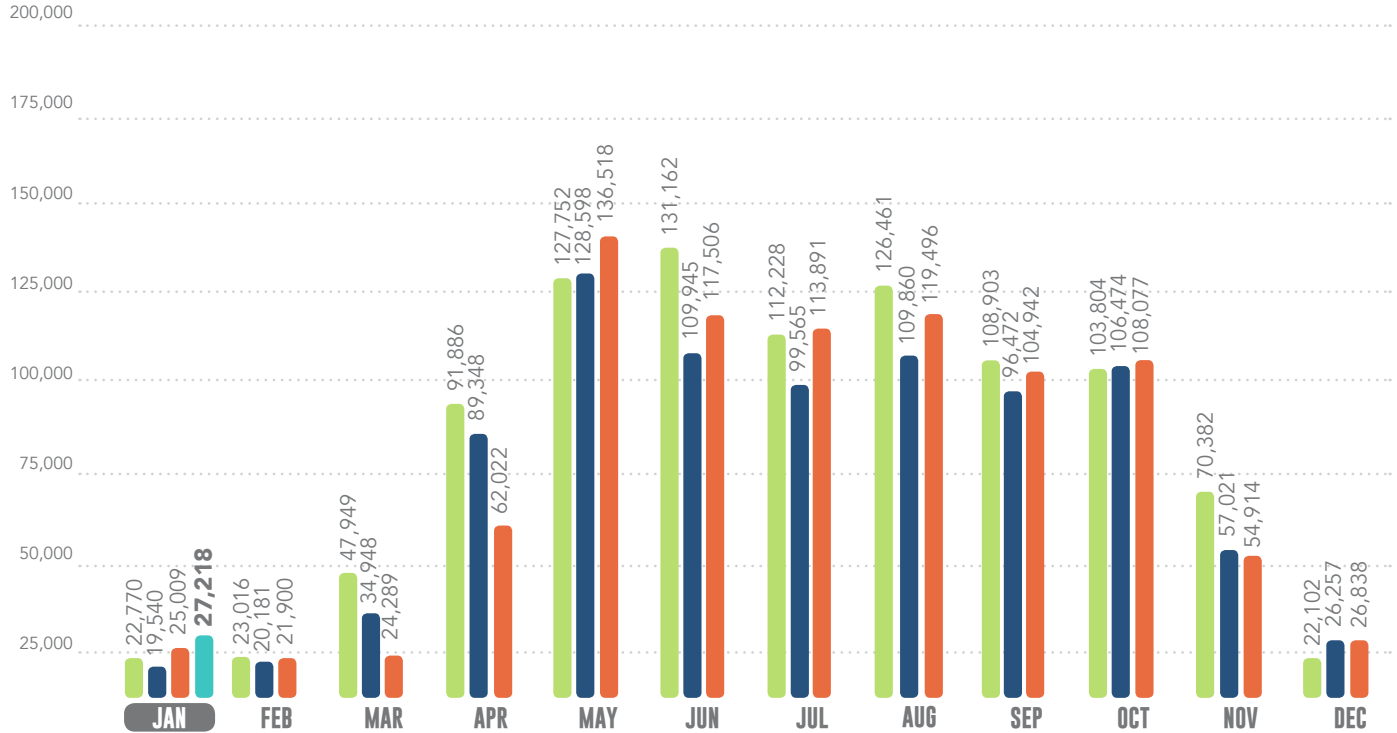


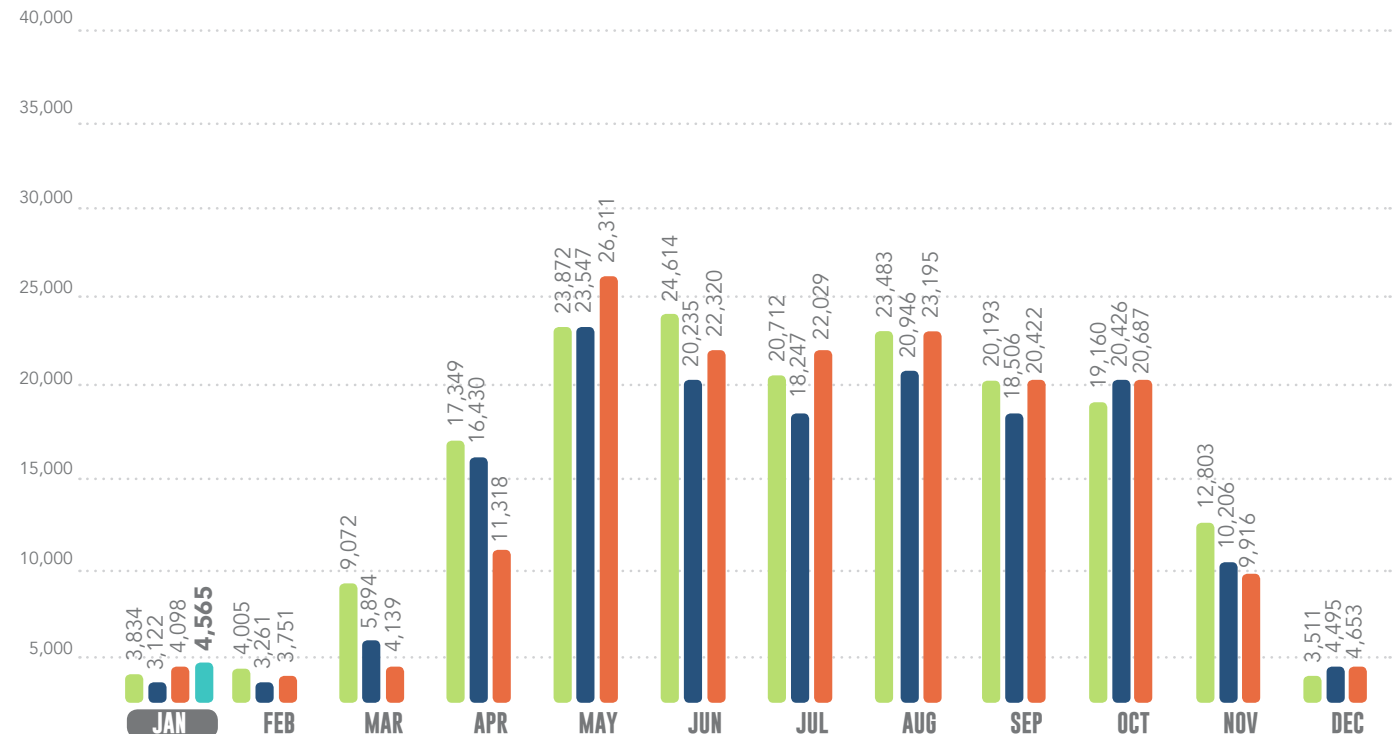
## CHARGEABLE OUTBOUND TICKETS

2016 2017 2018 2019



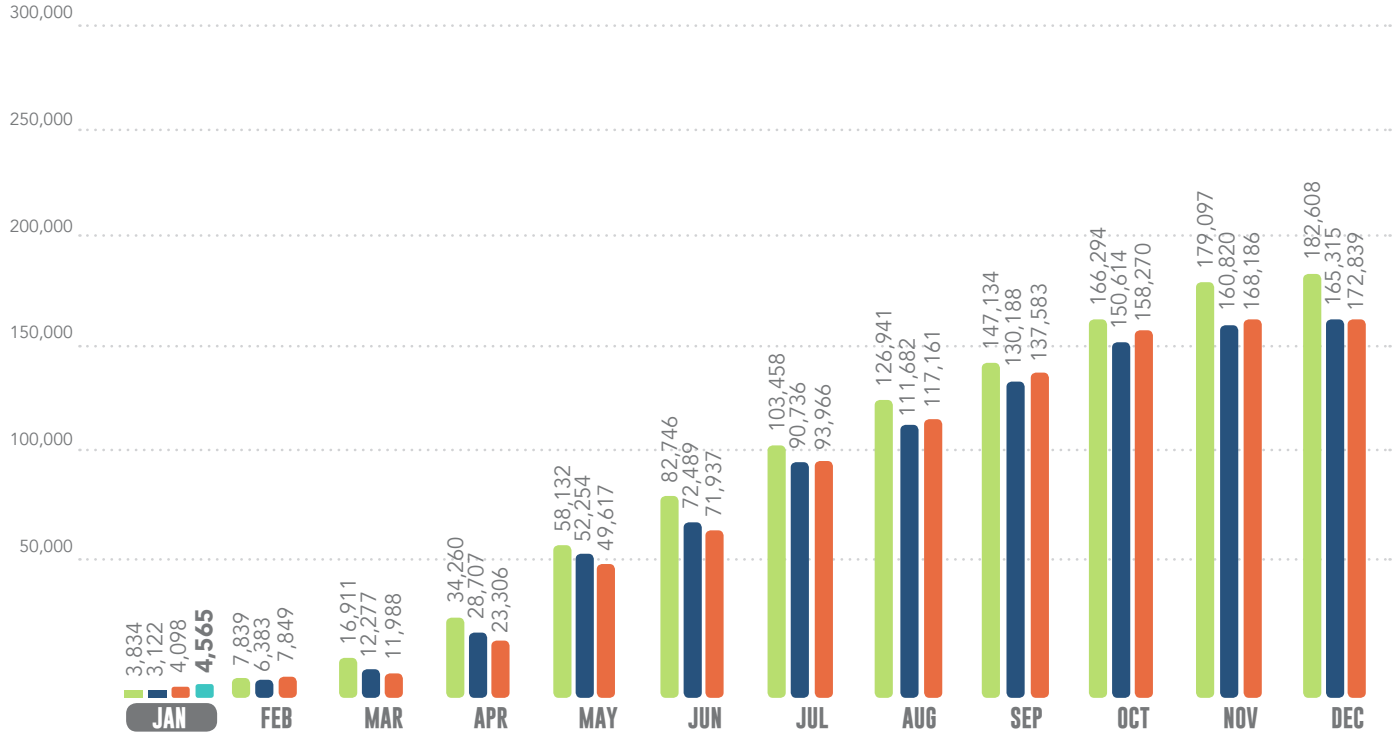
## INCOMING TICKETS

2016 2017 2018 2019



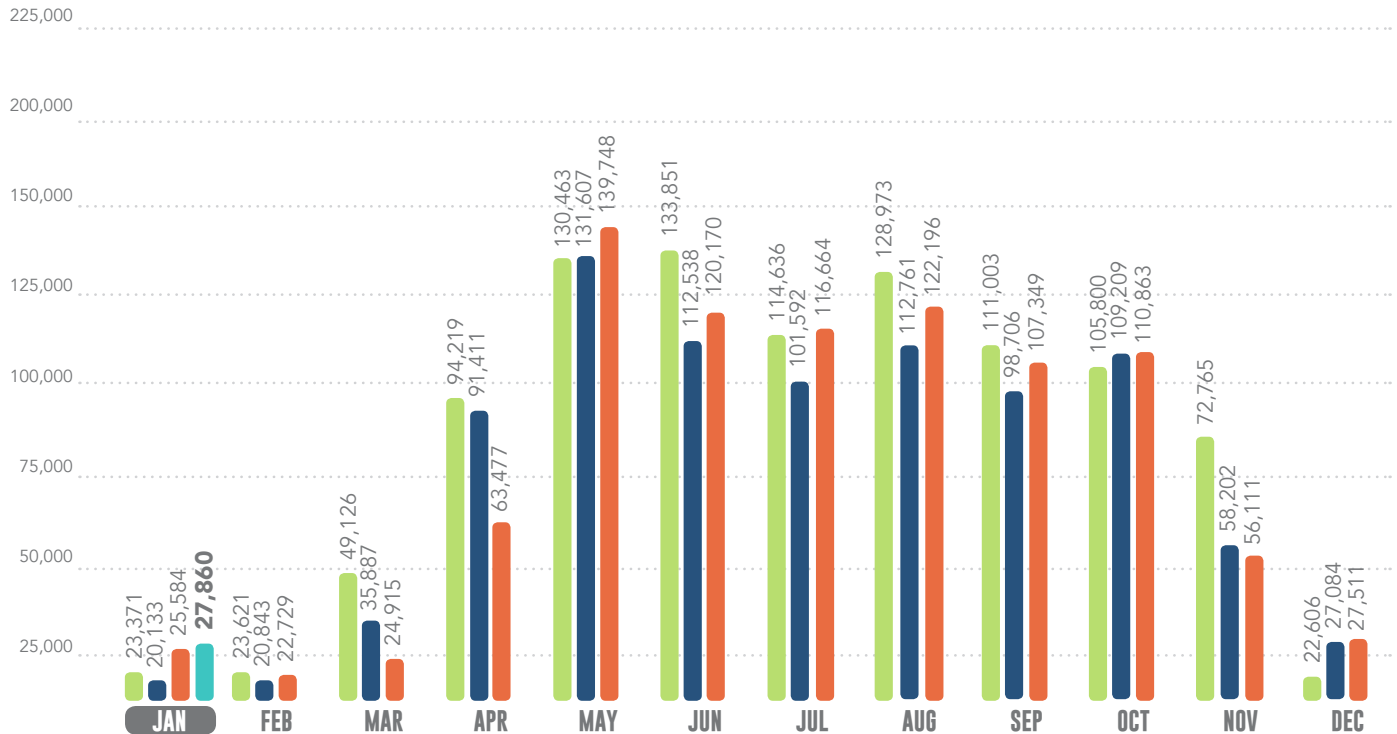
## INCOMING TICKETS Y-T-D

2016 2017 2018 2019

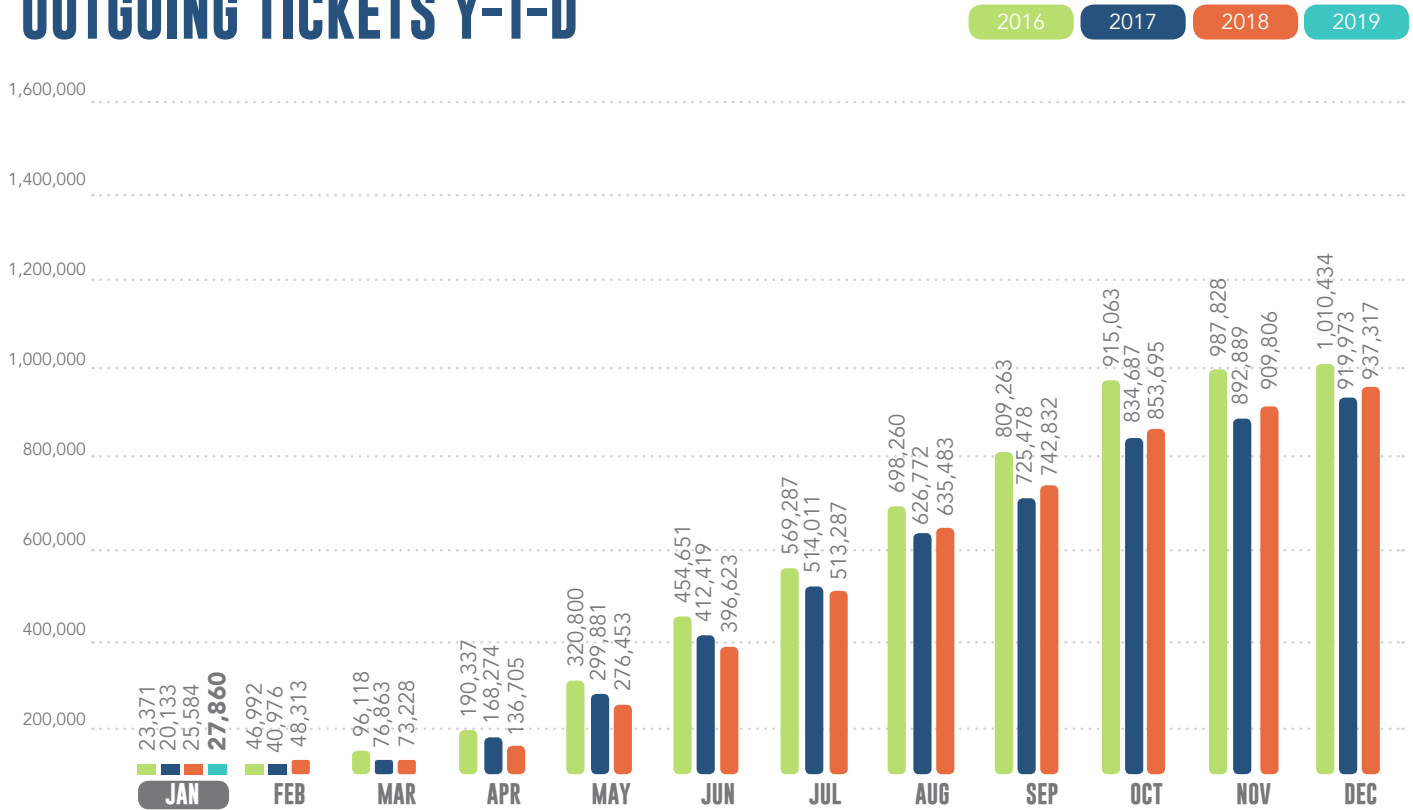


## OUTGOING MESSAGES

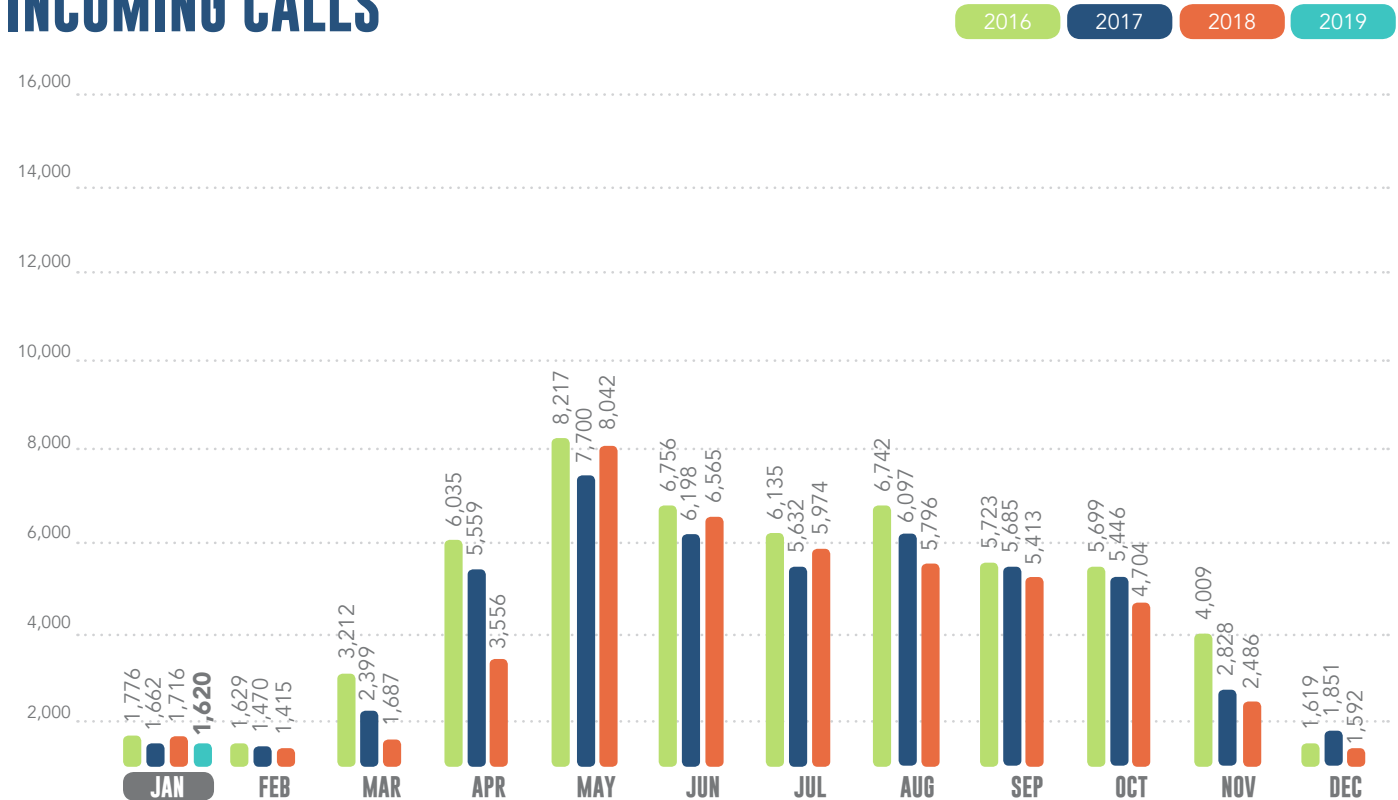
2016 2017 2018 2019



## OUTGOING TICKETS Y-T-D

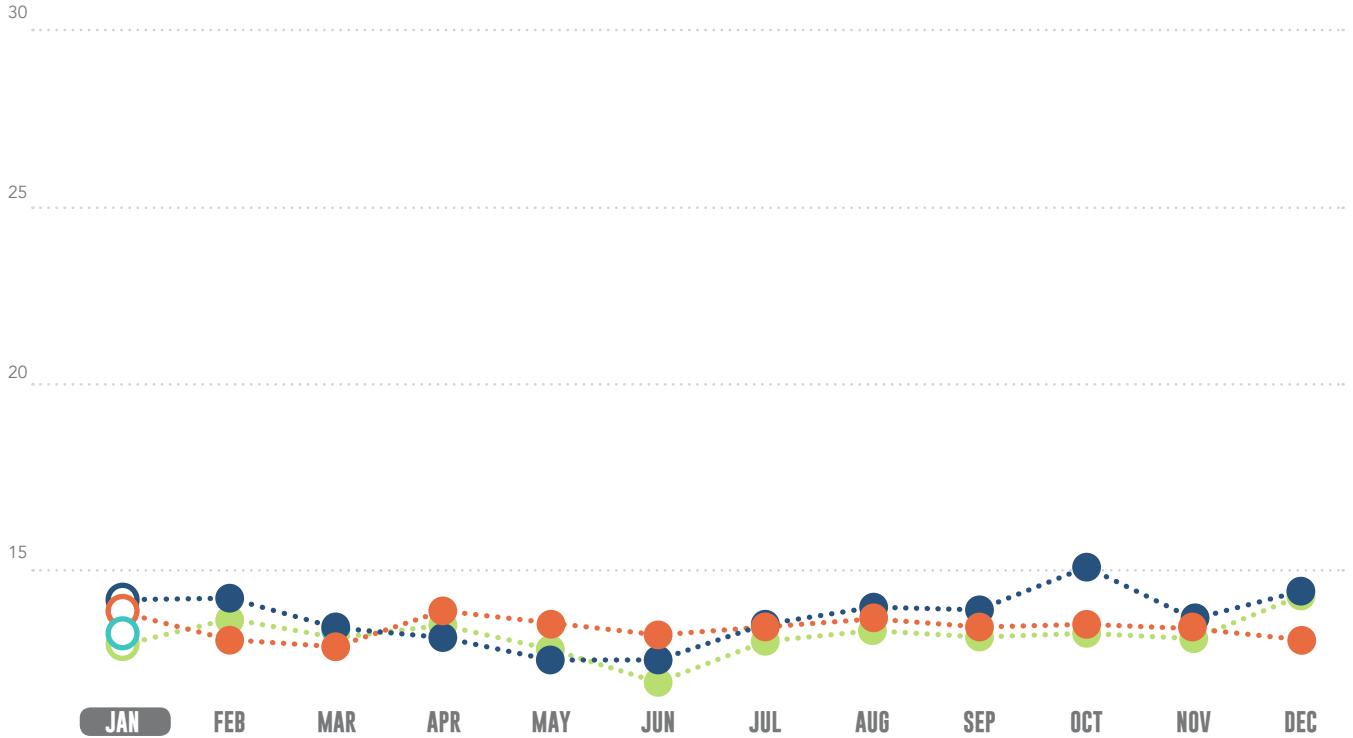


## INCOMING CALLS



## OPERATOR CALL VOLUMES

2016 2017 2018 2019

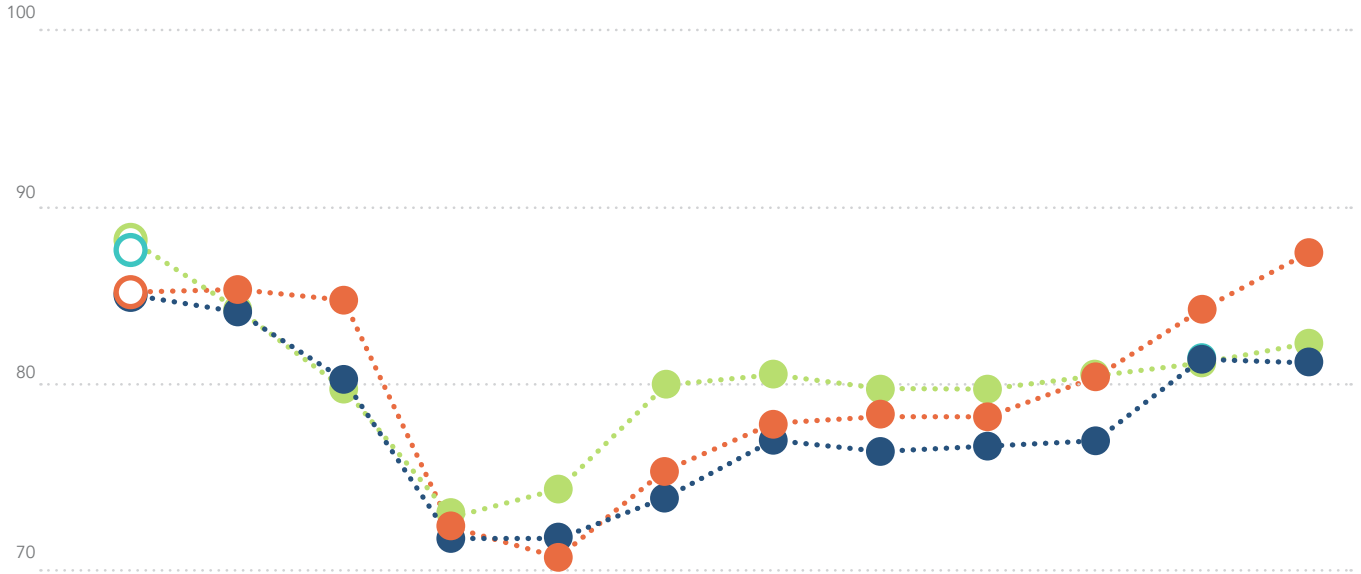


2016 2017 2018 2019

|            | 2016  | 2017  | 2018  | 2019  |
|------------|-------|-------|-------|-------|
| <b>JAN</b> | 9.60  | 14.09 | 12.45 | 10.89 |
| <b>FEB</b> | 12.68 | 14.04 | 11.36 |       |
| <b>MAR</b> | 10.60 | 11.35 | 11.07 |       |
| <b>APR</b> | 12.02 | 11.50 | 13.05 |       |
| <b>MAY</b> | 9.56  | 11.32 | 11.65 |       |
| <b>JUN</b> | 8.42  | 11.63 | 10.39 |       |
| <b>JUL</b> | 10.38 | 12.17 | 12.13 |       |
| <b>AUG</b> | 11.28 | 13.84 | 12.61 |       |
| <b>SEP</b> | 10.53 | 13.26 | 11.89 |       |
| <b>OCT</b> | 10.99 | 15.18 | 11.95 |       |
| <b>NOV</b> | 10.47 | 12.54 | 11.33 |       |
| <b>DEC</b> | 14.53 | 14.57 | 10.60 |       |

## EXCAVATOR CALL VOLUMES

2016 2017 2018 2019



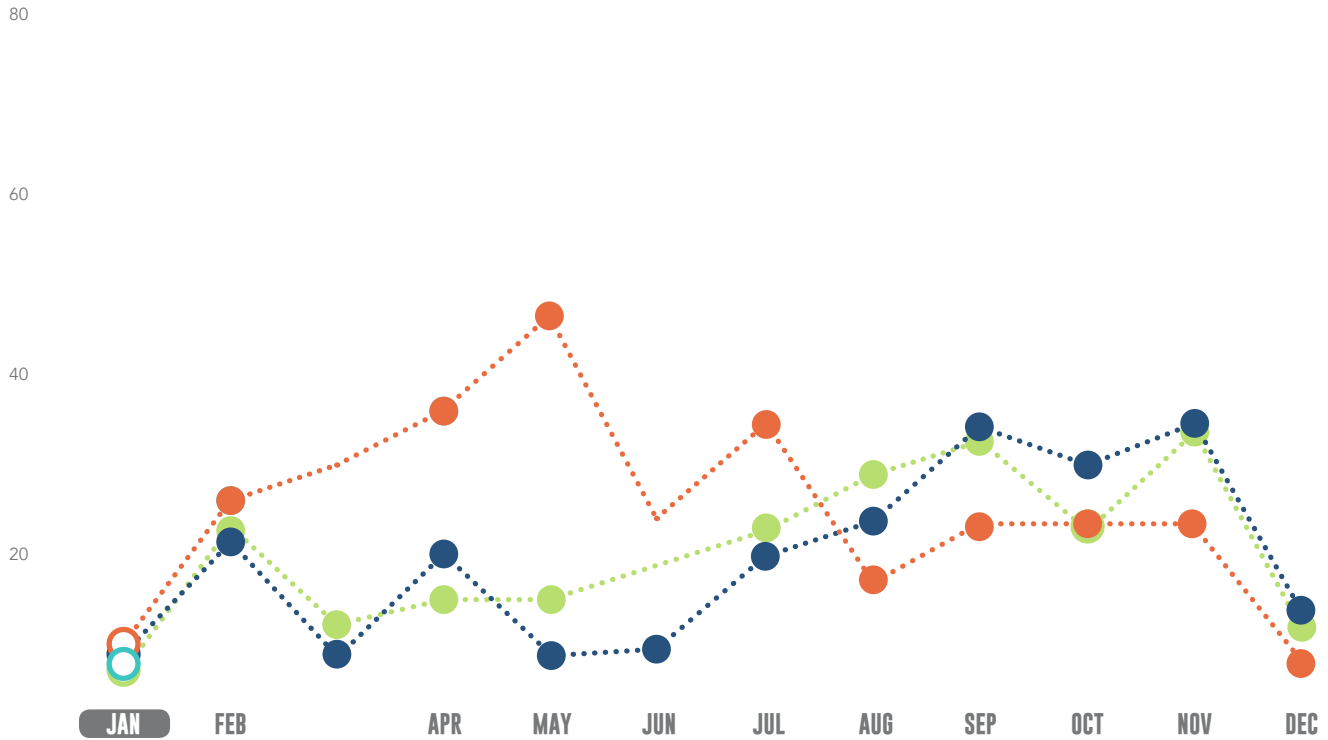
JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC

2016 2017 2018 2019

|     | 2016  | 2017  | 2018  | 2019  |
|-----|-------|-------|-------|-------|
| JAN | 88.68 | 84.79 | 84.97 | 87.73 |
| FEB | 84.37 | 84.02 | 86.03 |       |
| MAR | 79.06 | 80.86 | 85.77 |       |
| APR | 73.14 | 72.41 | 72.89 |       |
| MAY | 74.64 | 72.22 | 71.30 |       |
| JUN | 80.07 | 74.51 | 76.21 |       |
| JUL | 80.60 | 76.32 | 77.05 |       |
| AUG | 79.64 | 74.57 | 78.53 |       |
| SEP | 79.67 | 75.14 | 78.13 |       |
| OCT | 80.77 | 75.40 | 81.31 |       |
| NOV | 81.99 | 81.89 | 84.80 |       |
| DEC | 83.31 | 81.76 | 87.30 |       |

## AVERAGE HOLD TIME

2016 2017 2018 2019

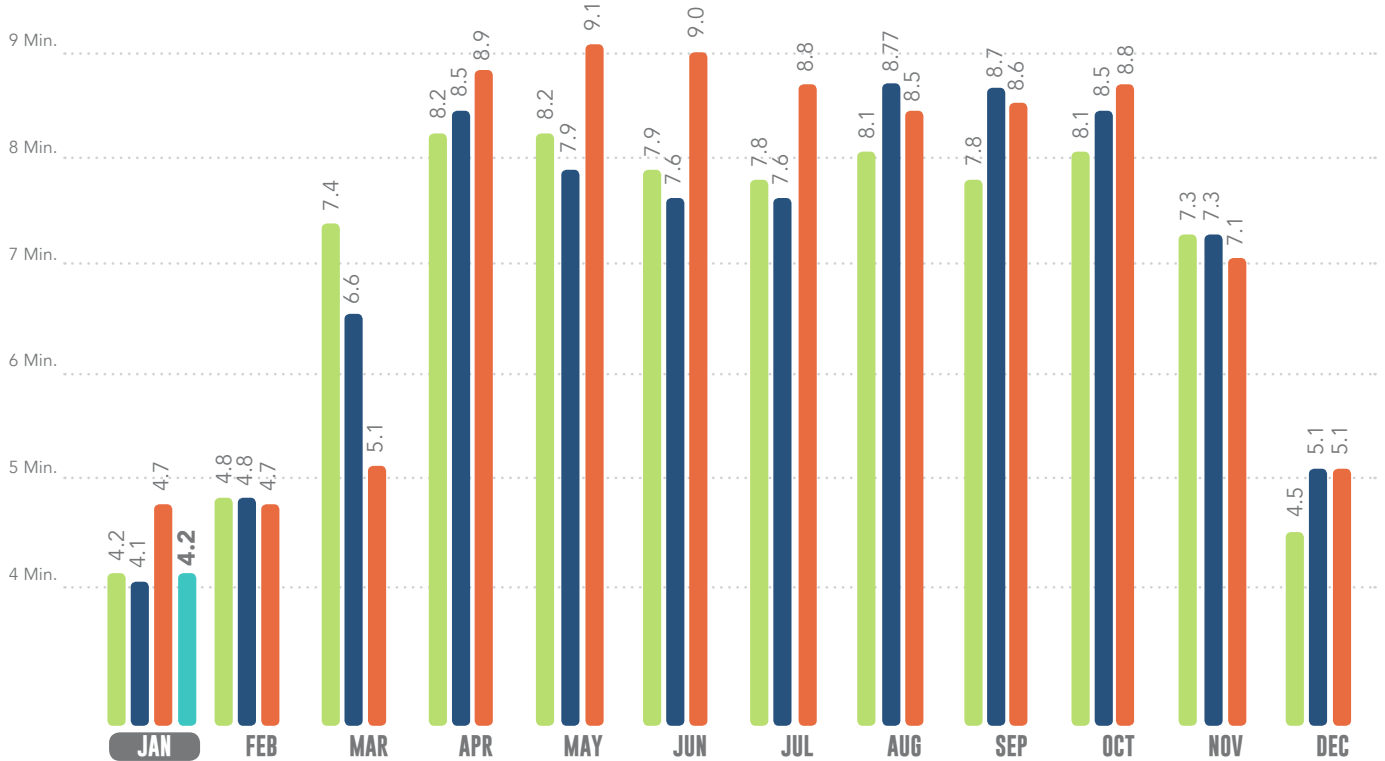


2016 2017 2018 2019

|            | 2016 | 2017 | 2018 | 2019  |
|------------|------|------|------|-------|
| <b>JAN</b> | 9    | 12   | 14   | 11.28 |
| <b>FEB</b> | 24   | 23   | 28   |       |
| <b>MAR</b> | 16   | 12   | 32   |       |
| <b>APR</b> | 18   | 22   | 38   |       |
| <b>MAY</b> | 18   | 12   | 46   |       |
| <b>JUN</b> | 26   | 13   | 26   |       |
| <b>JUL</b> | 25   | 22   | 37   |       |
| <b>AUG</b> | 31   | 26   | 19   |       |
| <b>SEP</b> | 35   | 39   | 26   |       |
| <b>OCT</b> | 24   | 32   | 25   |       |
| <b>NOV</b> | 36   | 37   | 25   |       |
| <b>DEC</b> | 15   | 17   | 14   |       |

## AVERAGE PROCESSING TIMES

2016 2017 2018 2019



Answered - 1,313

Abandoned - 244

Offered - 1,557

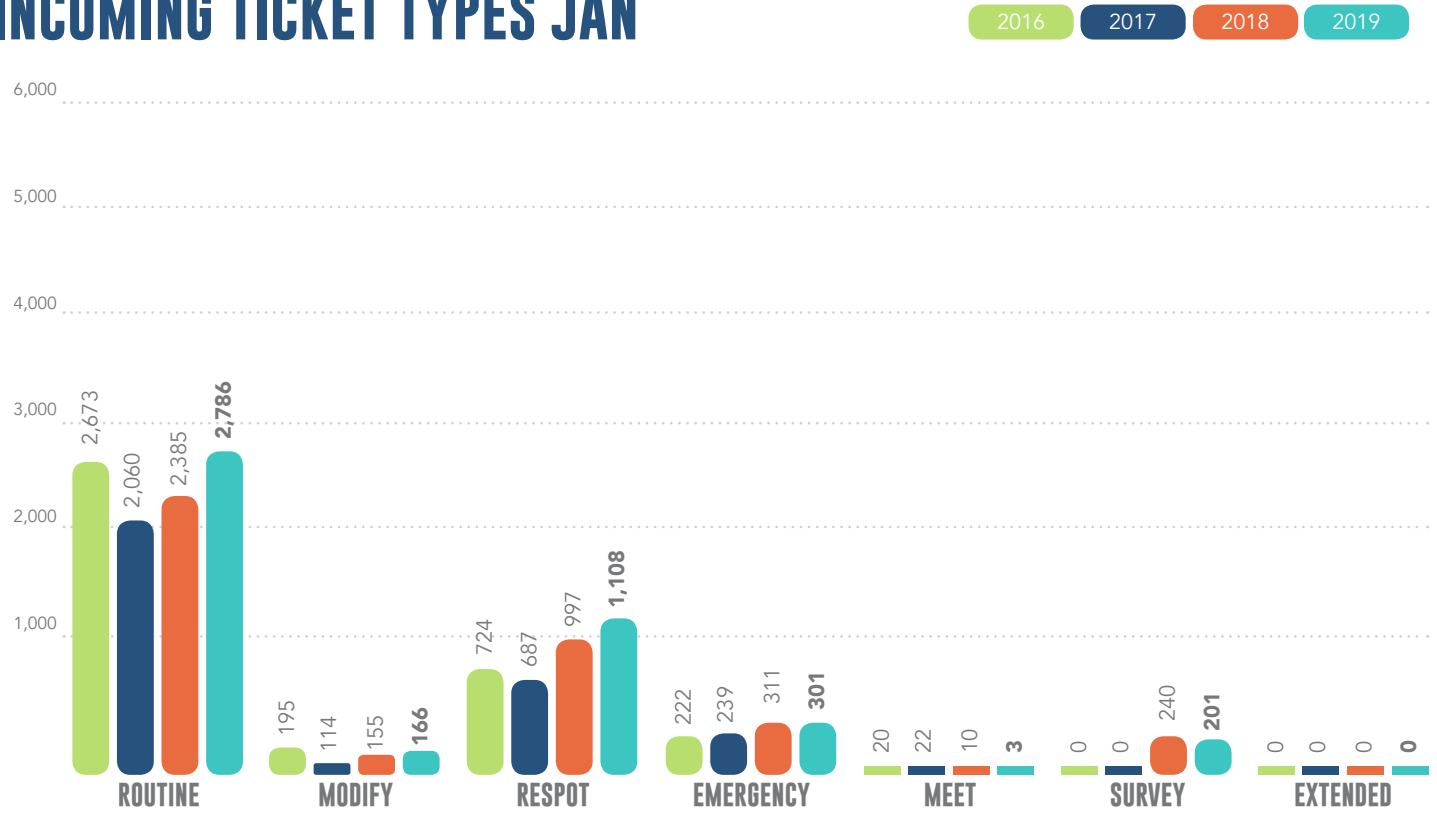


Answered - 1,296

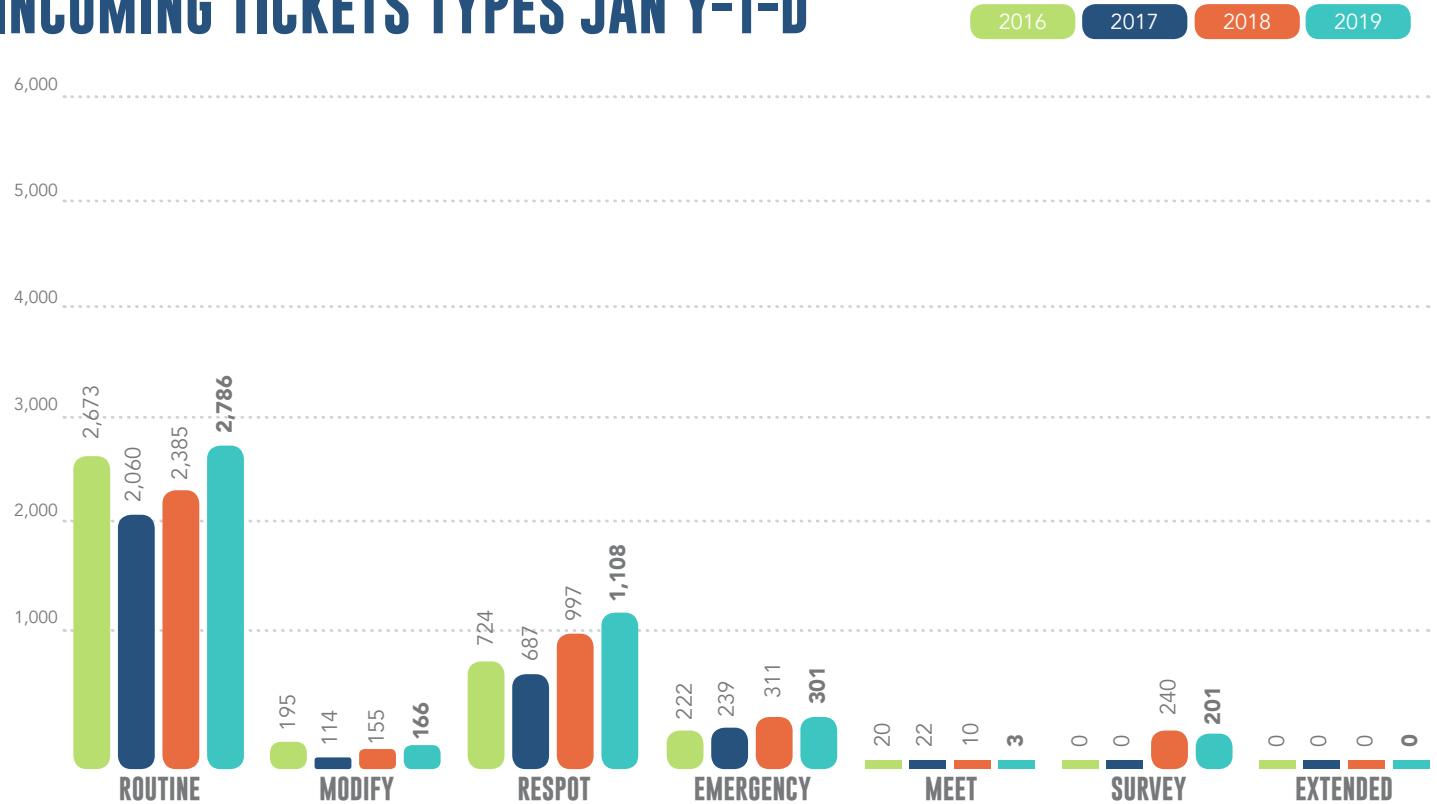
Abandoned - 194

Offered - 1,490

## INCOMING TICKET TYPES JAN



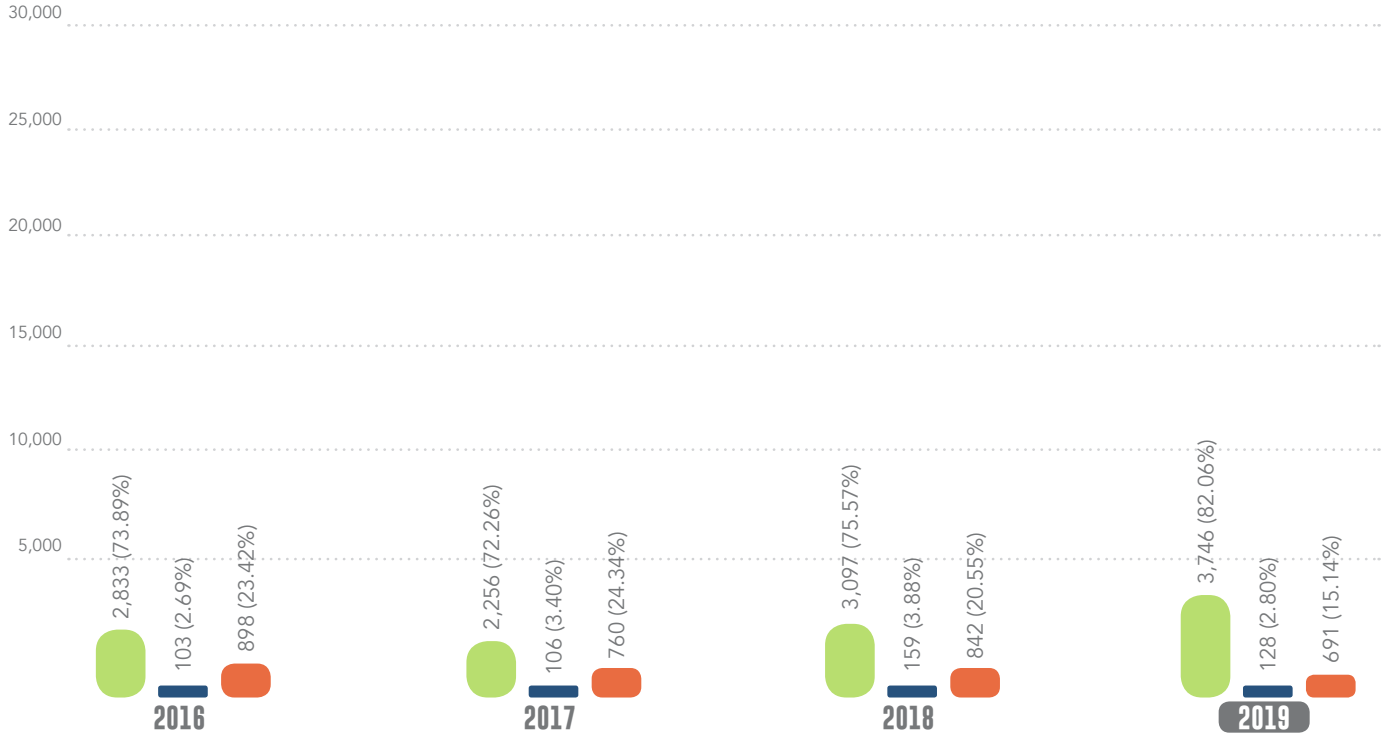
## INCOMING TICKETS TYPES JAN Y-T-D





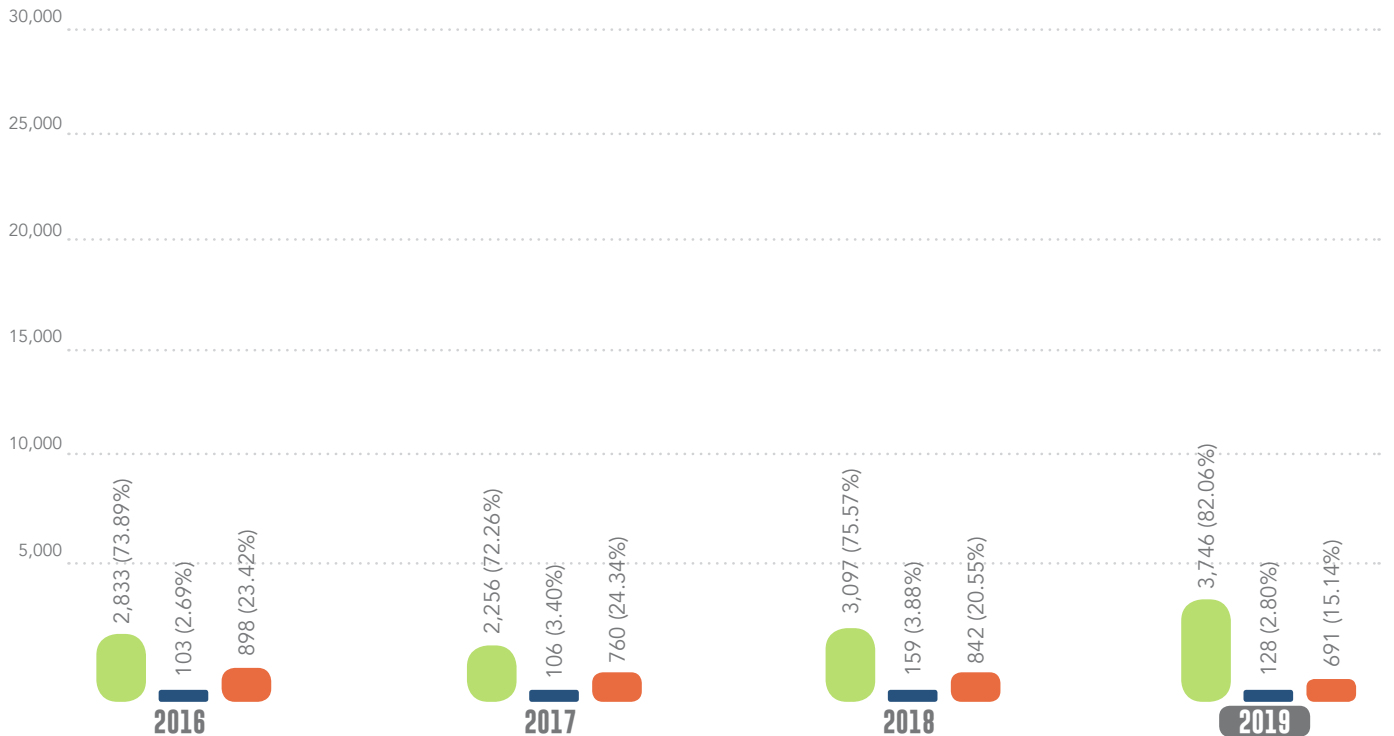
## RECEIPT METHODS JAN

ITIC IVR OPERATOR



## RECEIPT METHODS JAN Y-T-D

ITIC IVR OPERATOR

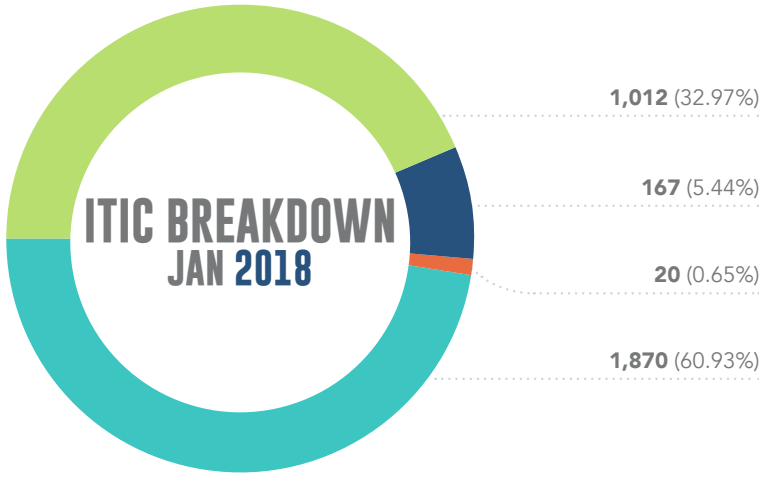


WEBUSER 5 (ON THEIR OWN)

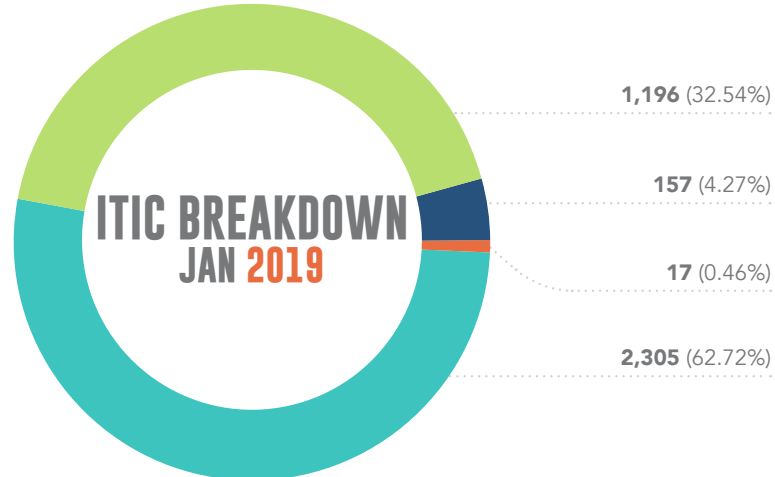
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC % - 75.57%



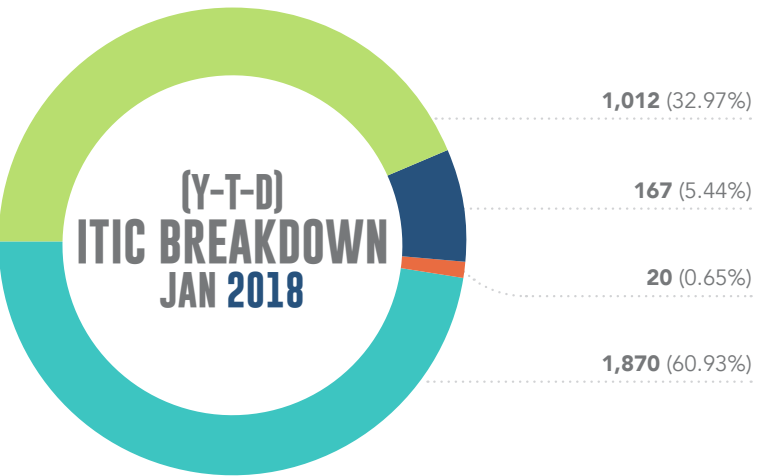
OVERALL ITIC % - 82.06%

WEBUSER 5 (ON THEIR OWN)

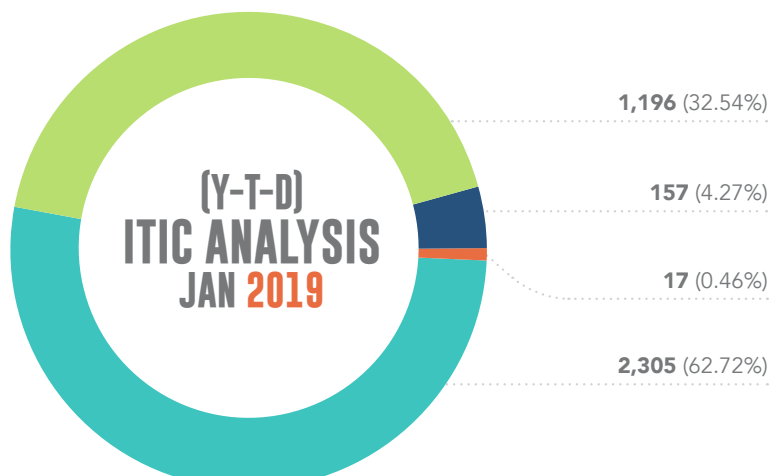
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC Y-T-D % - 75.57%



OVERALL ITIC % - 82.06%

## POSITIVE RESPONSE COMPLIANCE

