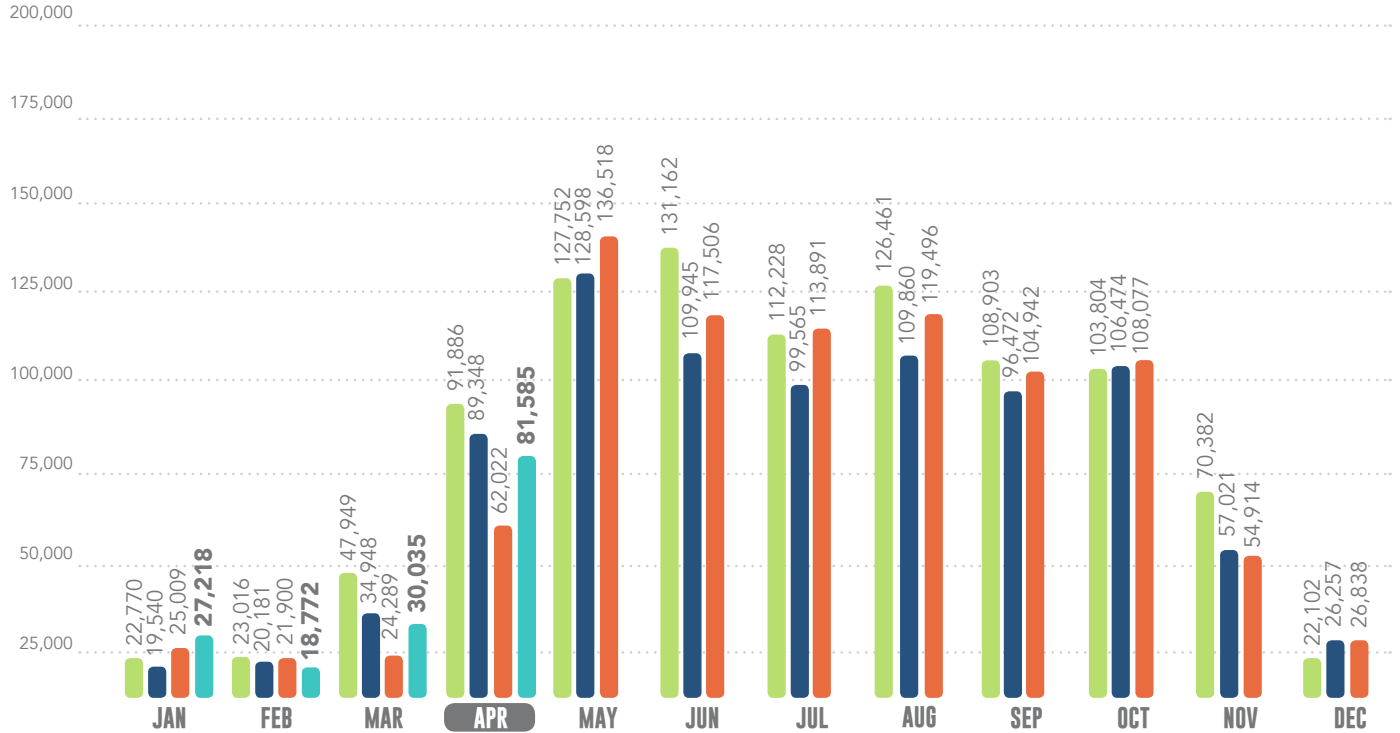


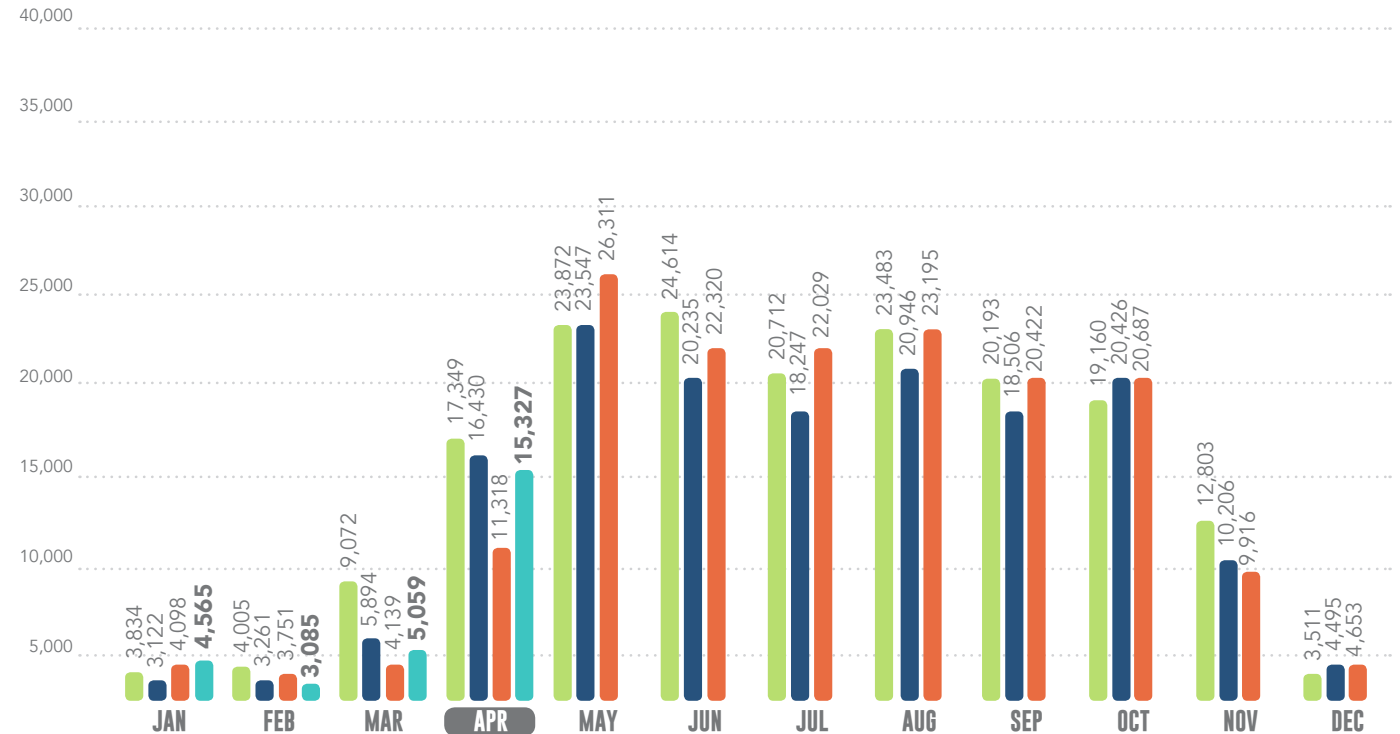
## CHARGEABLE OUTBOUND TICKETS

2016 2017 2018 2019



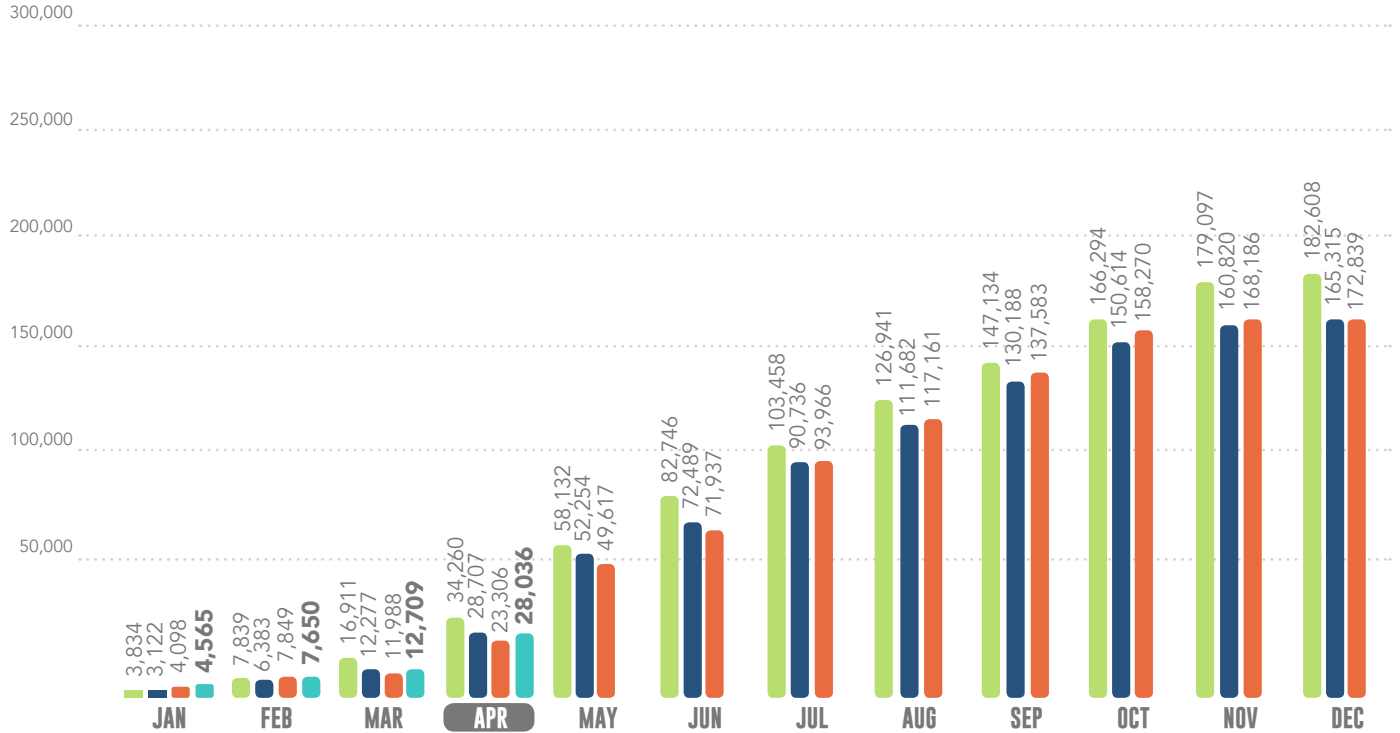
## INCOMING TICKETS

2016 2017 2018 2019



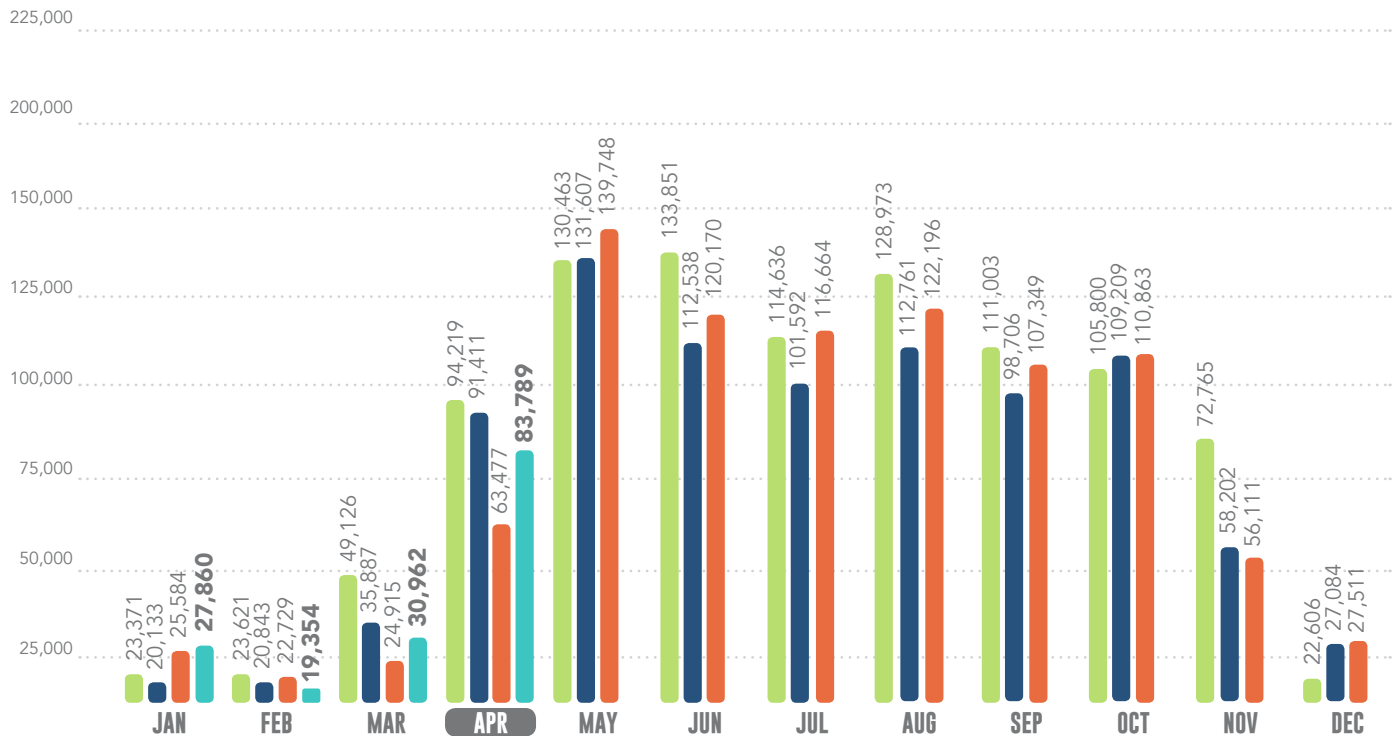
## INCOMING TICKETS Y-T-D

2016 2017 2018 2019

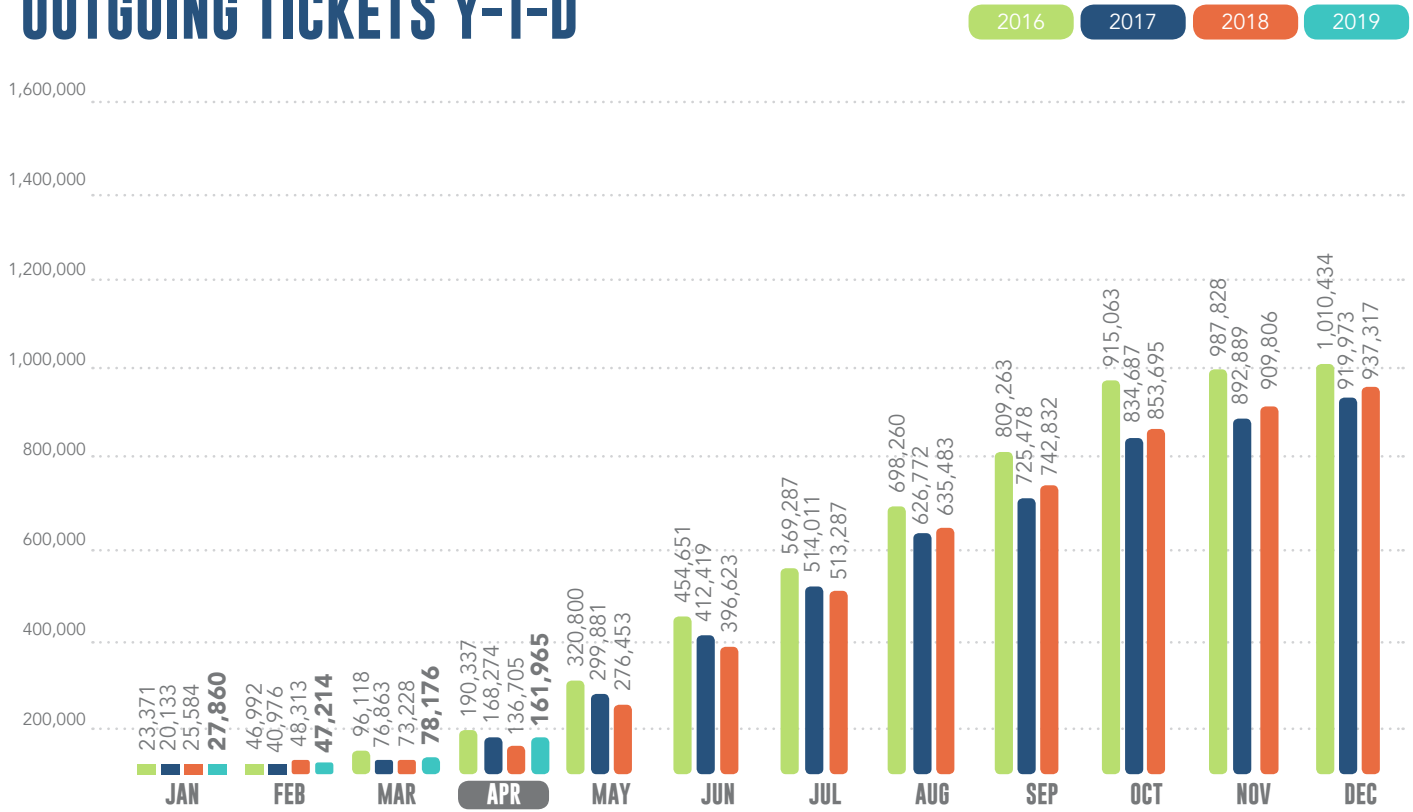


## OUTGOING MESSAGES

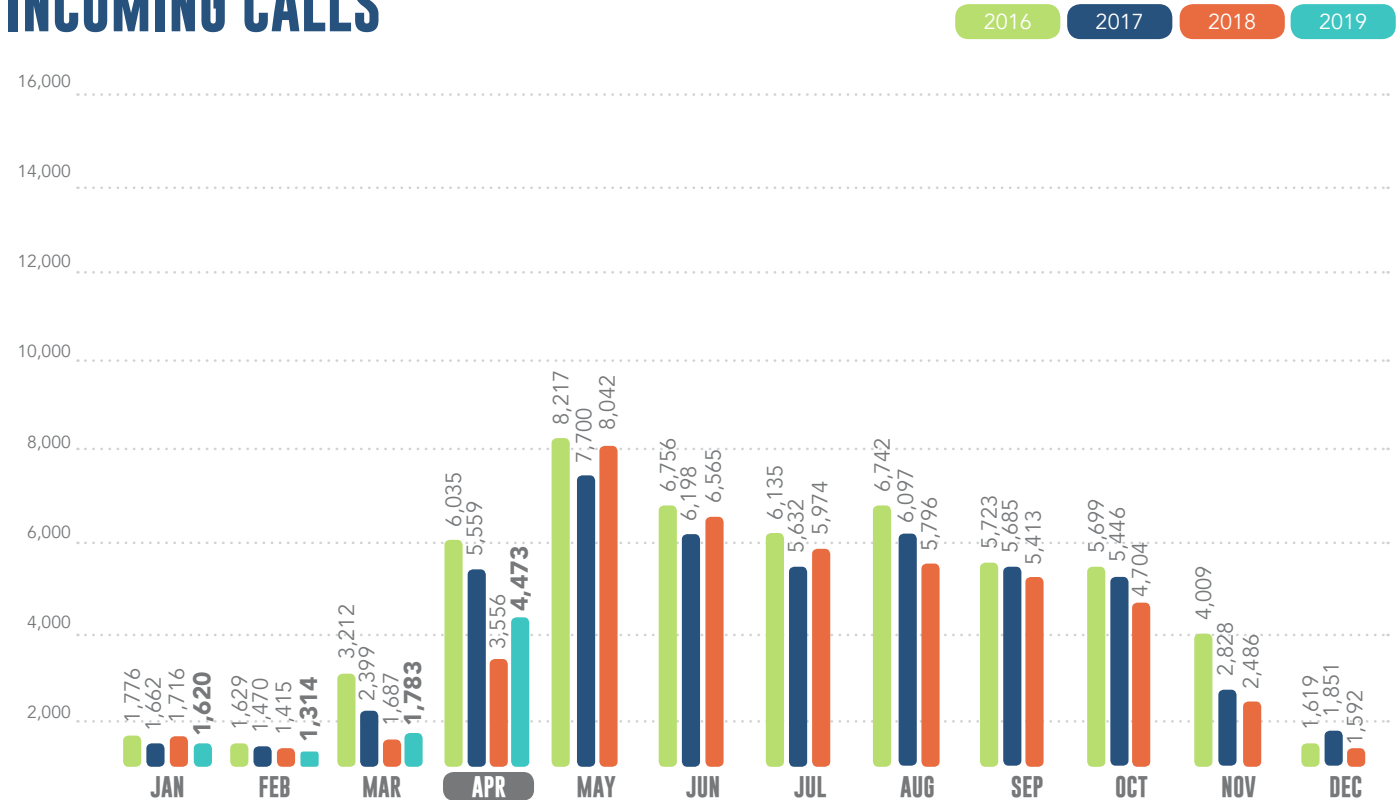
2016 2017 2018 2019



## OUTGOING TICKETS Y-T-D

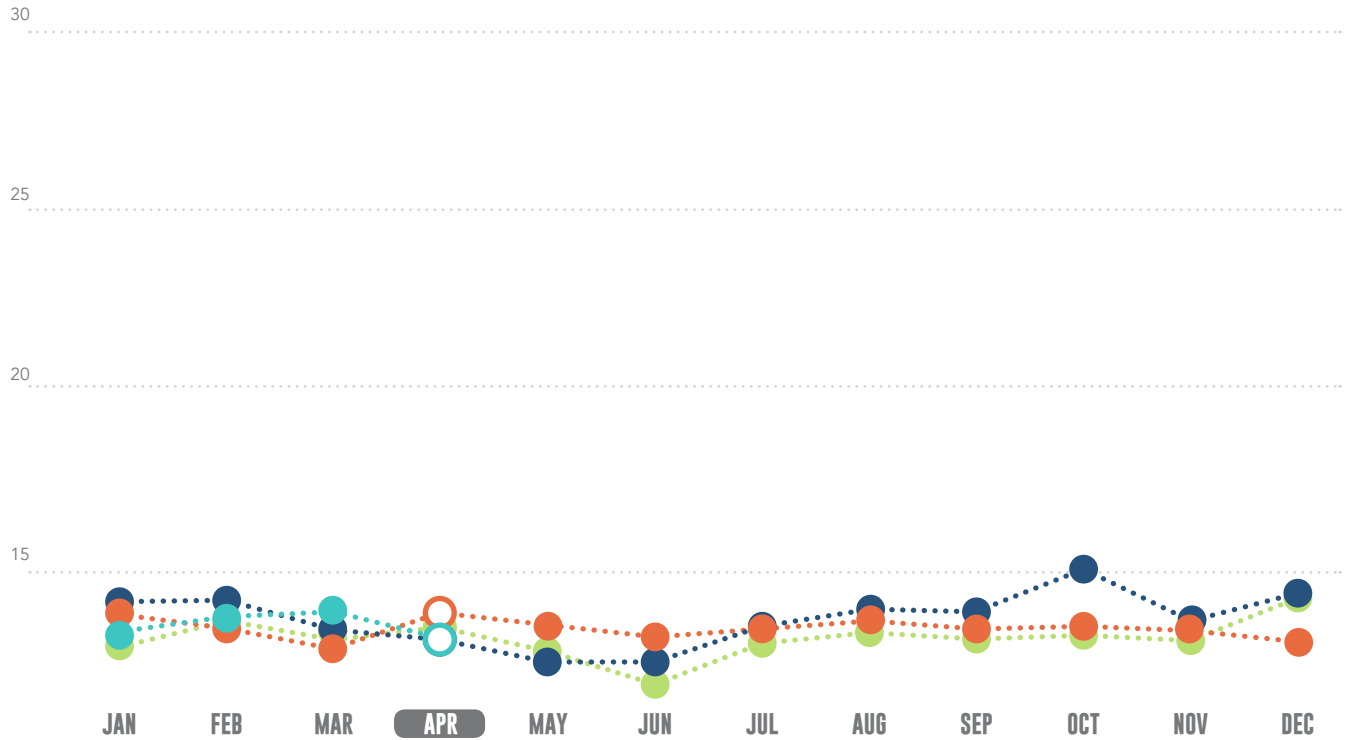


## INCOMING CALLS



## OPERATOR CALL VOLUMES

2016 2017 2018 2019

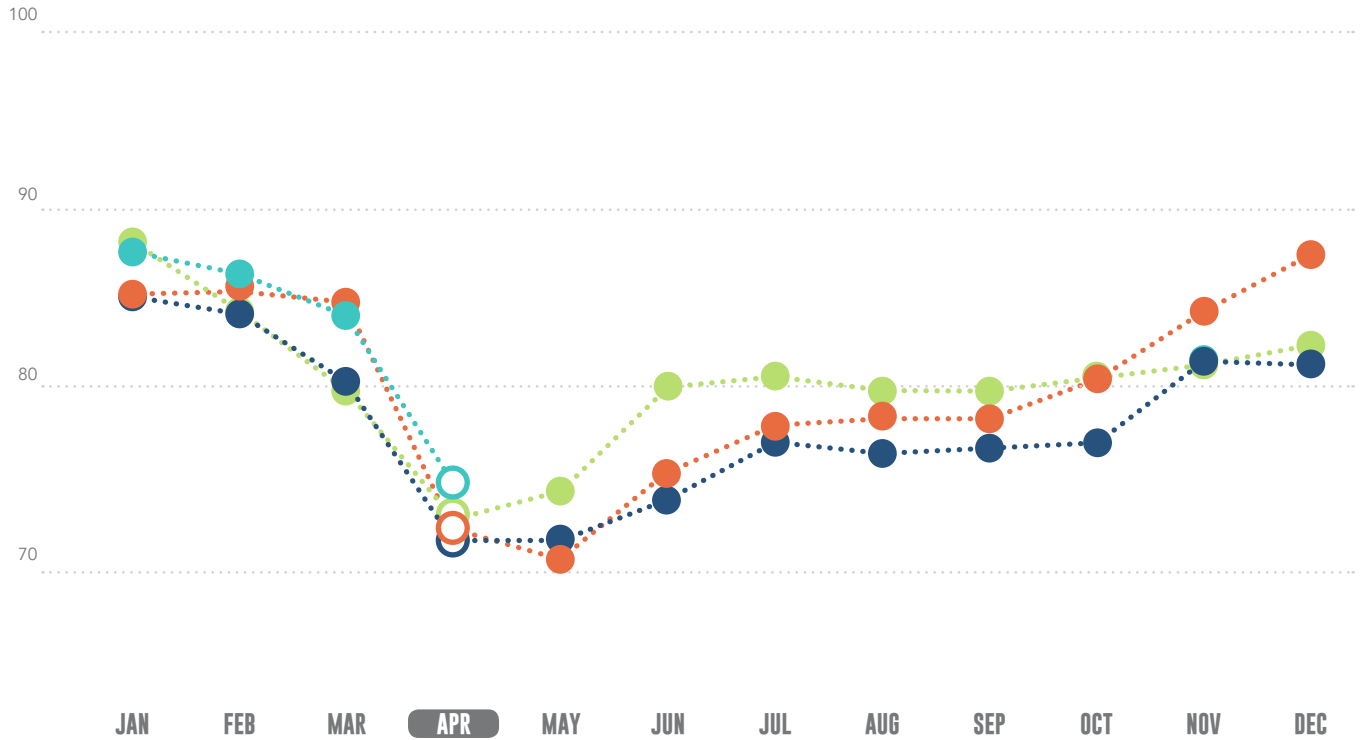


2016 2017 2018 2019

	2016	2017	2018	2019
<b>JAN</b>	9.60	14.09	12.45	10.89
<b>FEB</b>	12.68	14.04	11.36	12.22
<b>MAR</b>	10.60	11.35	11.07	12.77
<b>APR</b>	12.02	11.50	13.05	11.50
<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

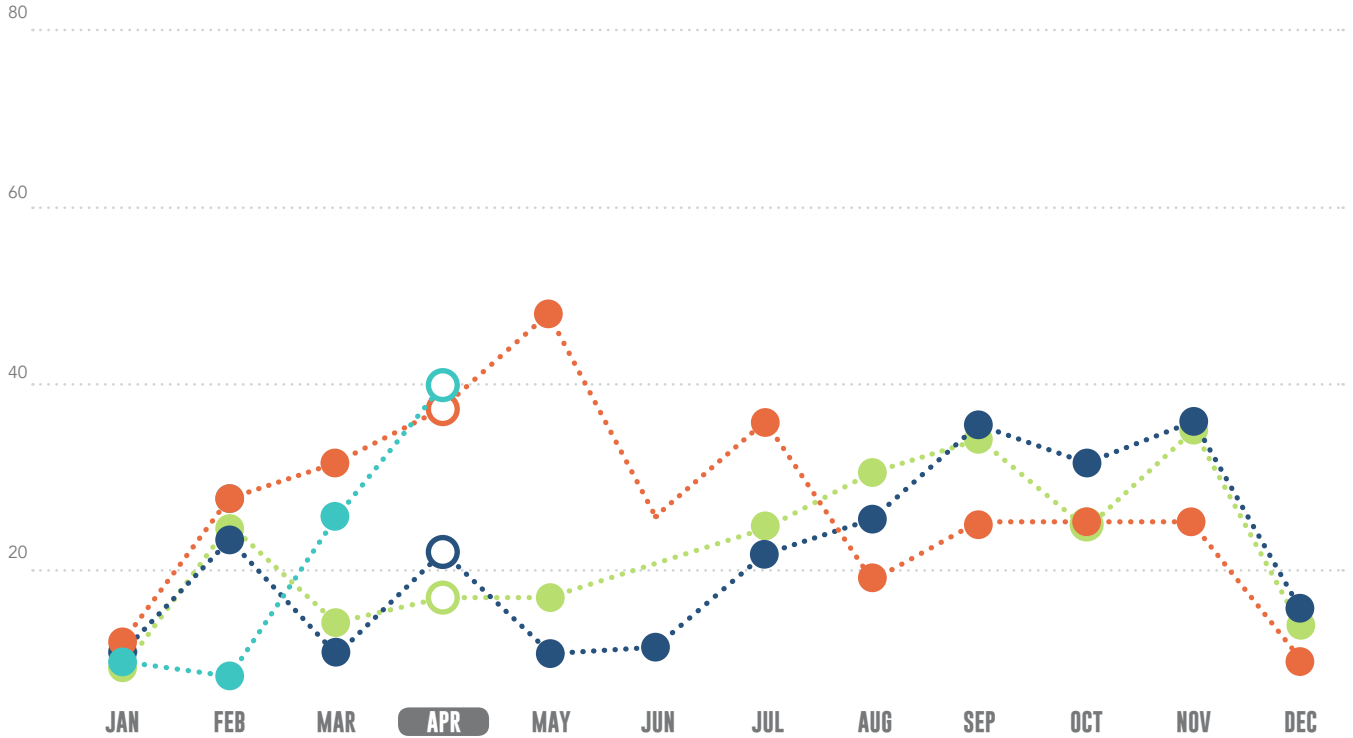
2016 2017 2018 2019



	2016	2017	2018	2019
JAN	88.68	84.79	84.97	87.73
FEB	84.37	84.02	86.03	86.39
MAR	79.06	80.86	85.77	84.50
APR	73.14	72.41	72.89	75.15
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

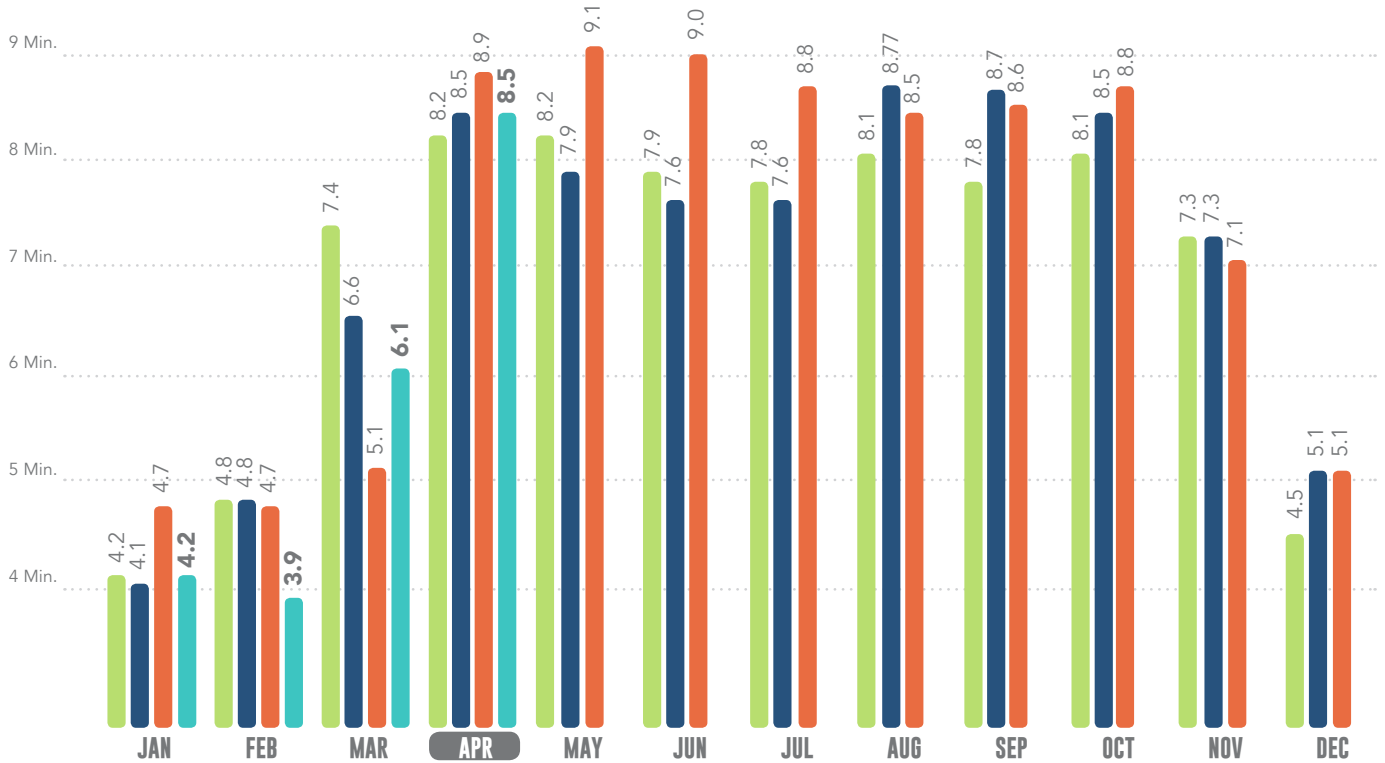


2016 2017 2018 2019

	2016	2017	2018	2019
JAN	9	12	14	11.28
FEB	24	23	28	6.17
MAR	16	12	32	25.66
APR	18	22	38	40.26
MAY	18	12	46	
JUN	26	13	26	
JUL	25	22	37	
AUG	31	26	19	
SEP	35	39	26	
OCT	24	32	25	
NOV	36	37	25	
DEC	15	17	14	

## AVERAGE PROCESSING TIMES

2016 2017 2018 2019



Answered - 3,267

Abandoned - 289

Offered - 3,556

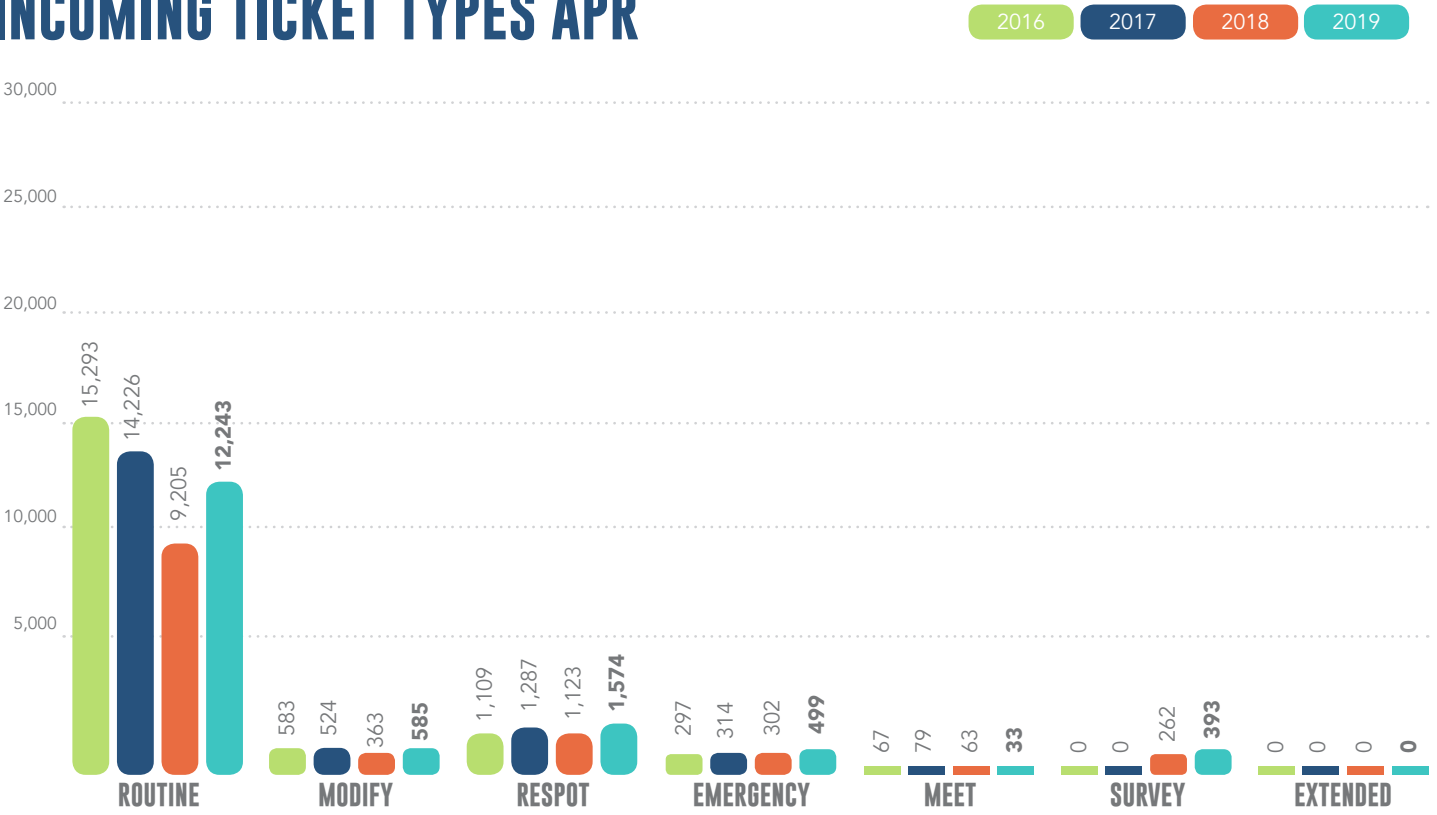


Answered - 4,214

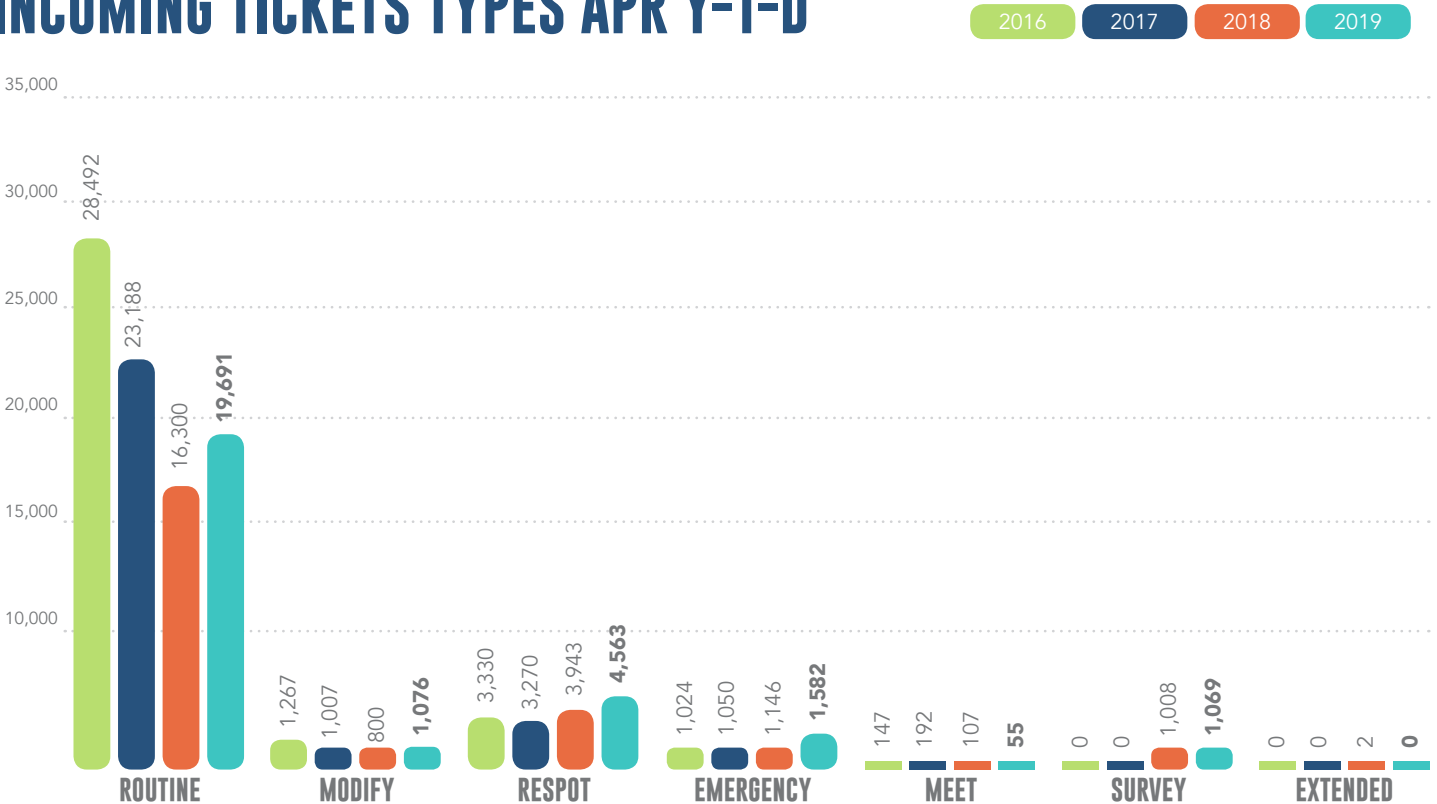
Abandoned - 259

Offered - 4,473

## INCOMING TICKET TYPES APR



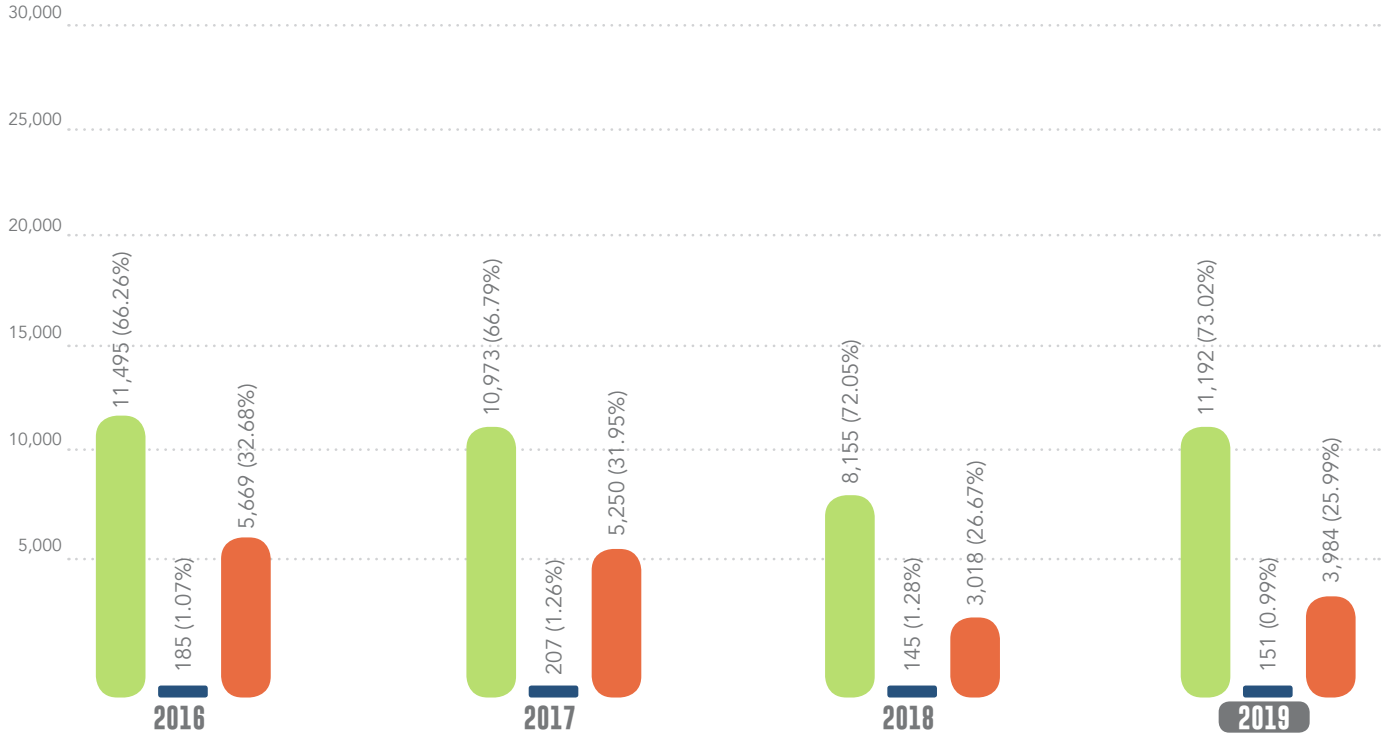
## INCOMING TICKETS TYPES APR Y-T-D





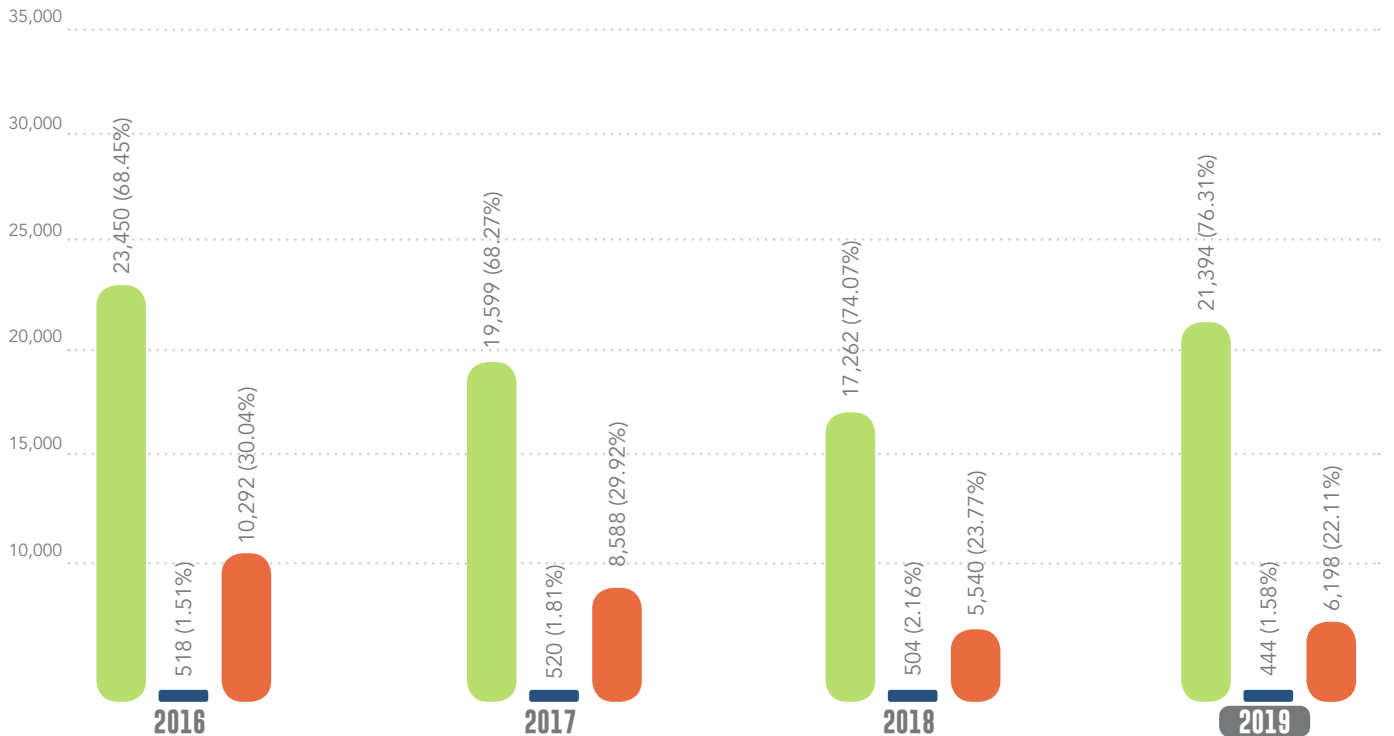
## RECEIPT METHODS APR

ITIC IVR OPERATOR



## RECEIPT METHODS APR Y-T-D

ITIC IVR OPERATOR

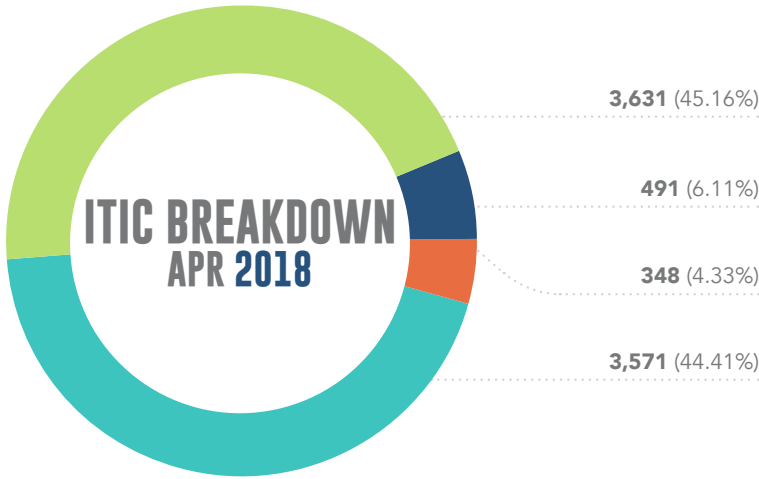


WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

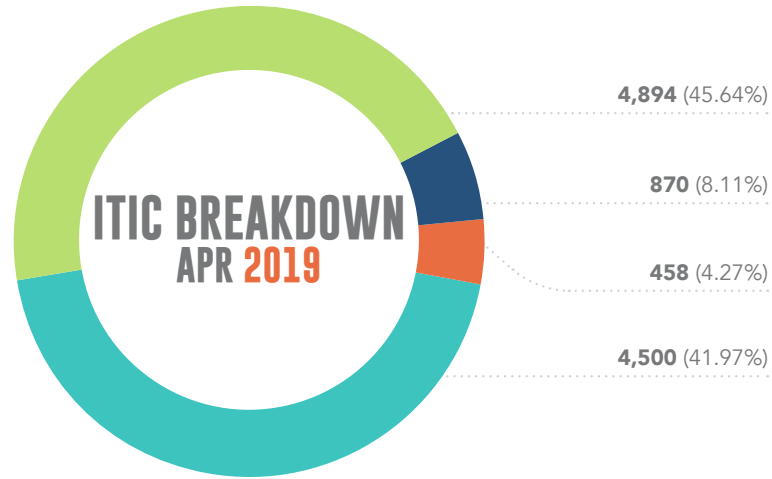
WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



## ITIC BREAKDOWN APR 2018

OVERALL ITIC % - 72.05%



## ITIC BREAKDOWN APR 2019

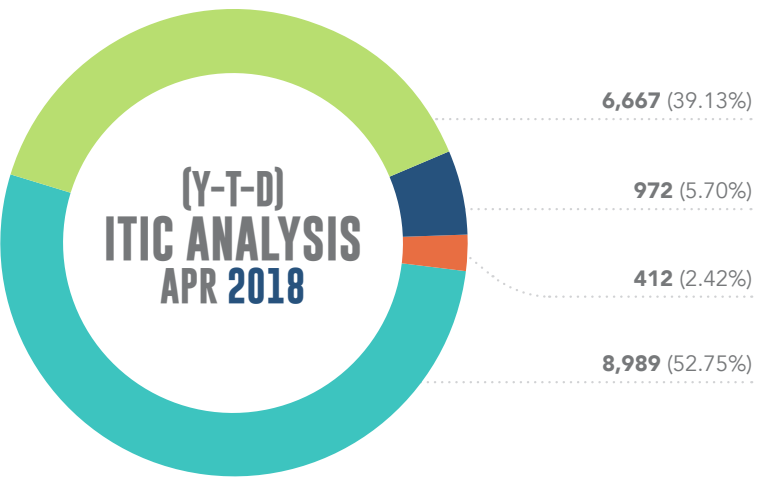
OVERALL ITIC % - 73.02%

WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

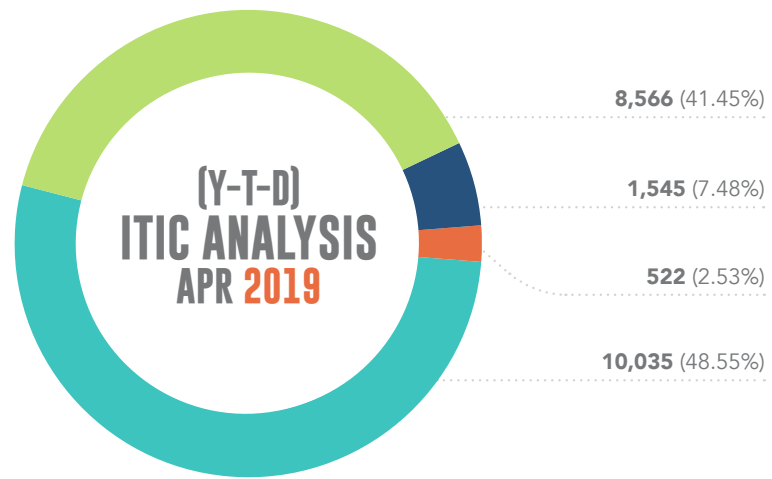
WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



## (Y-T-D) ITIC ANALYSIS APR 2018

OVERALL ITIC Y-T-D % - 74.07%



## (Y-T-D) ITIC ANALYSIS APR 2019

OVERALL ITIC % - 76.31%

## POSITIVE RESPONSE COMPLIANCE

2019 COMPLIANT

2019 NON-COMPLIANT

