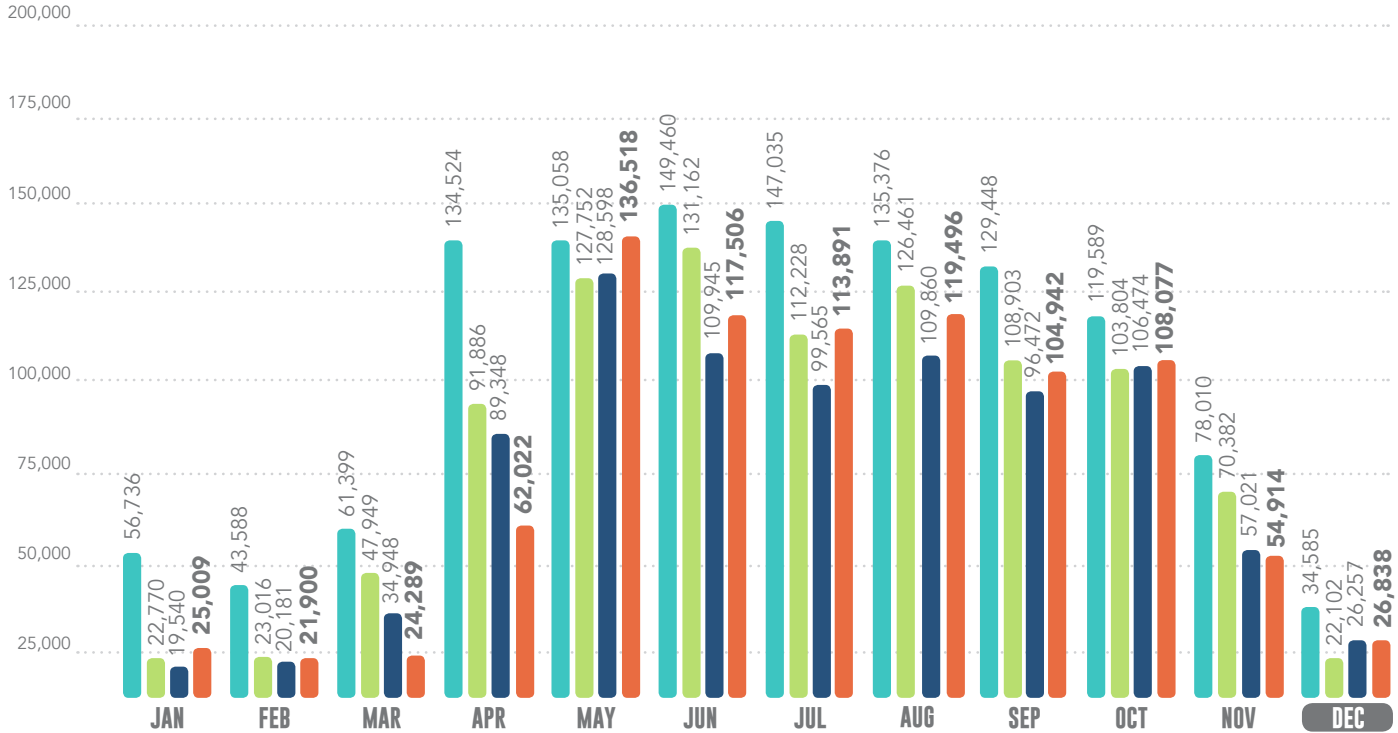


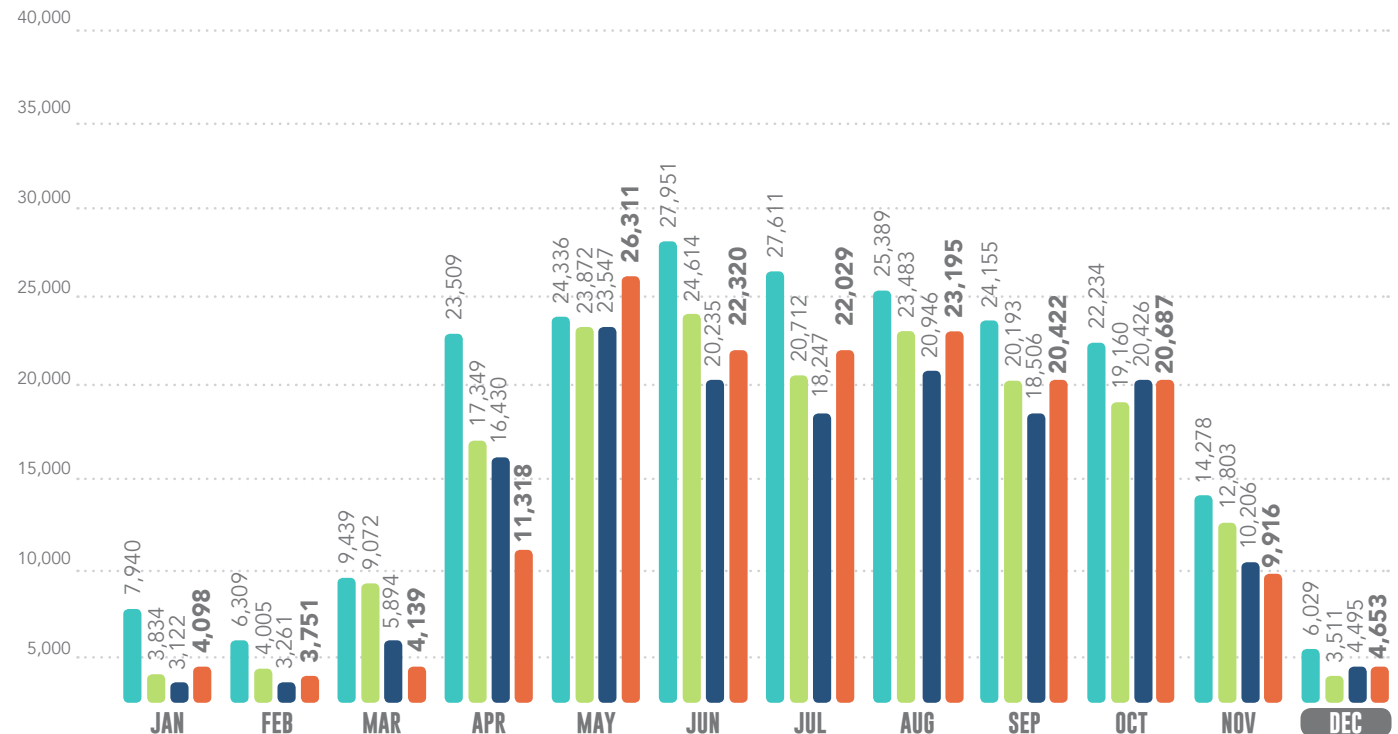
CHARGEABLE OUTBOUND TICKETS

2015 2016 2017 2018



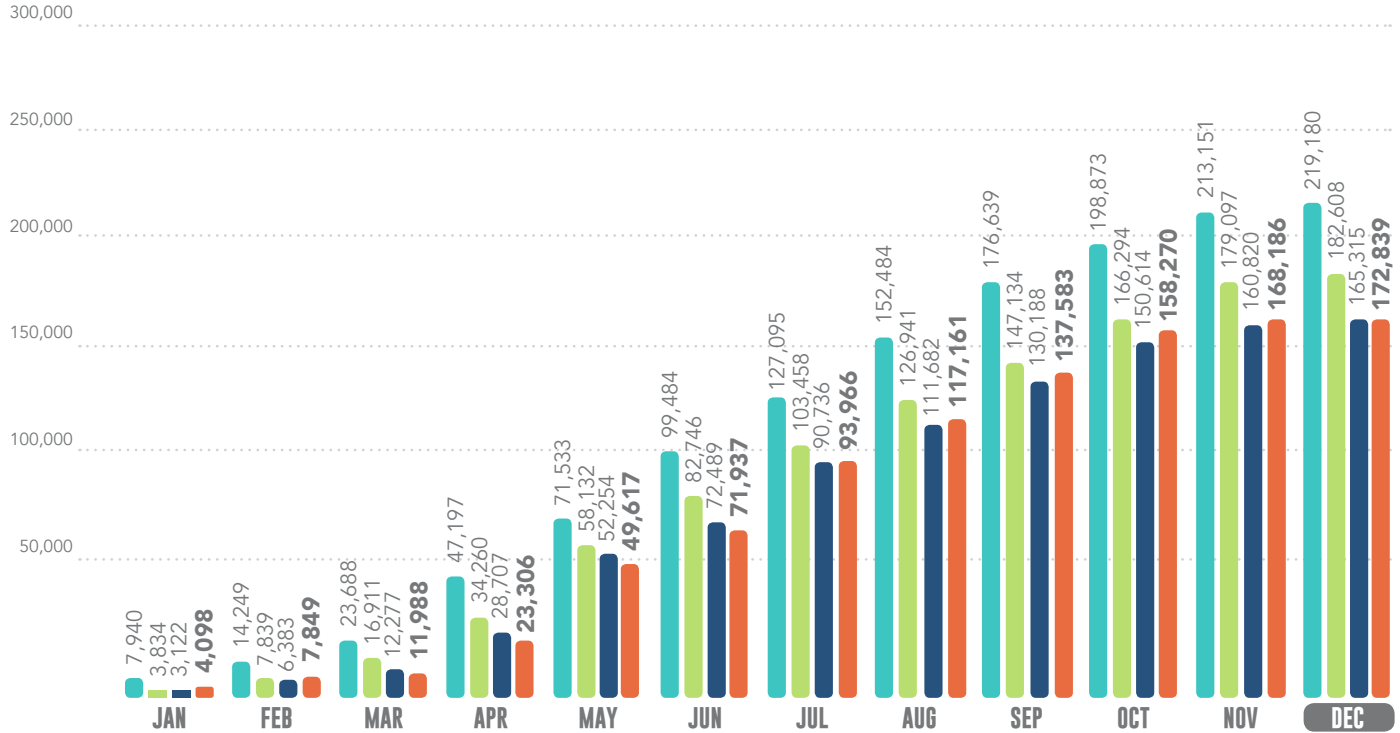
INCOMING TICKETS

2015 2016 2017 2018



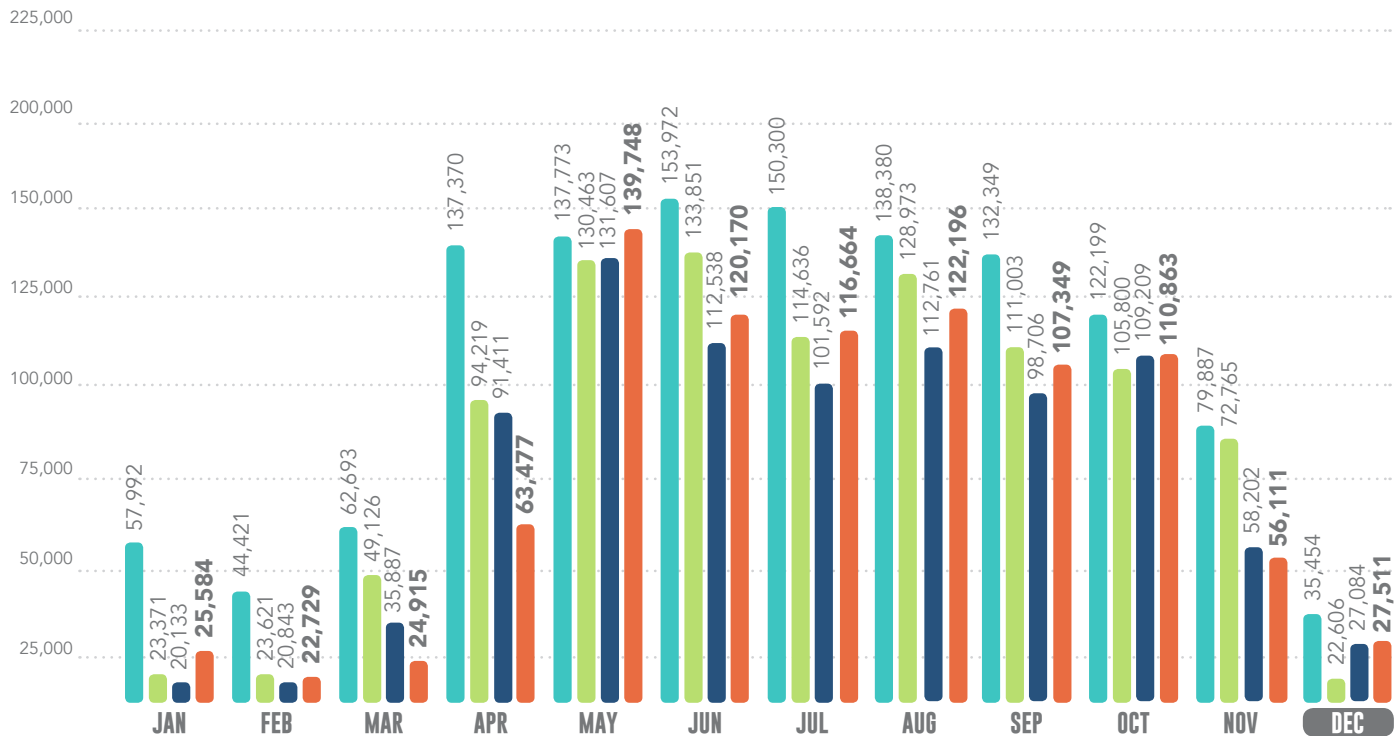
INCOMING TICKETS Y-T-D

2015 2016 2017 2018



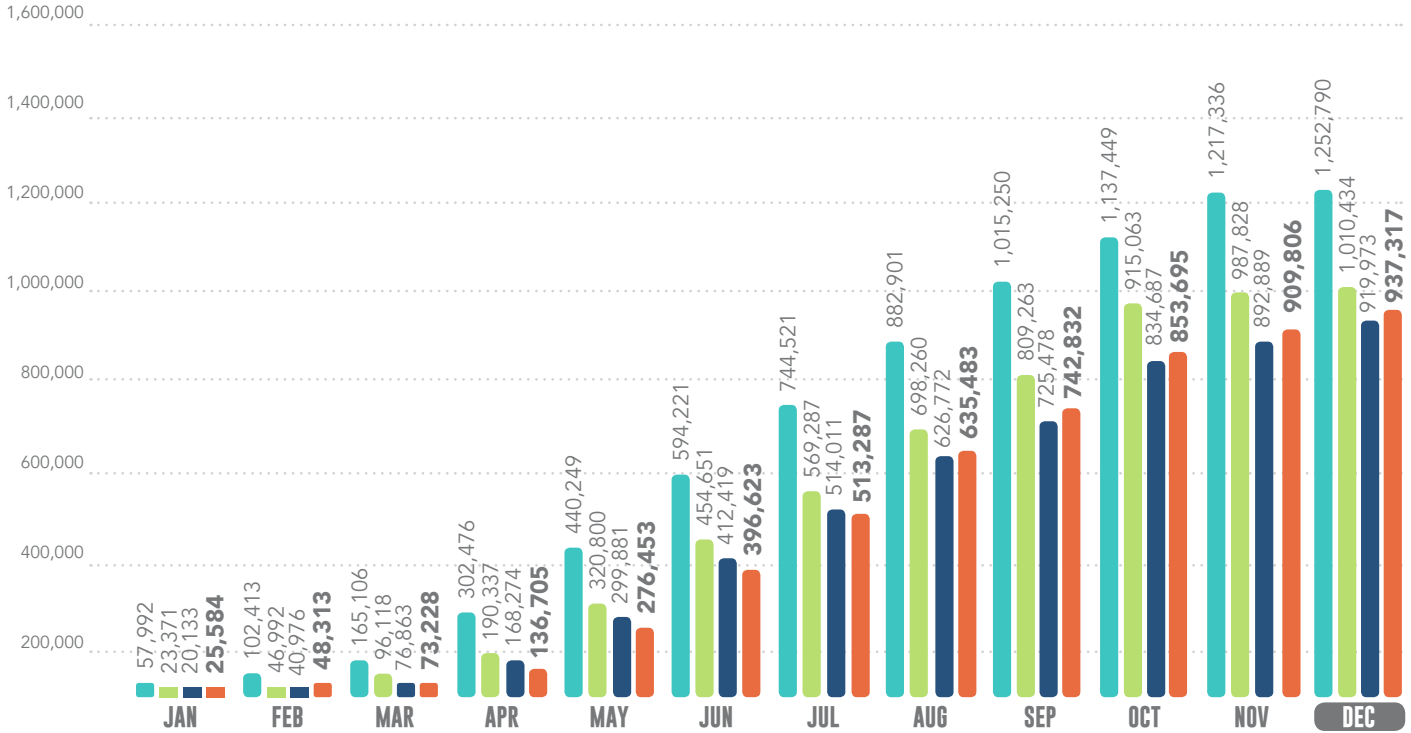
OUTGOING MESSAGES

2015 2016 2017 2018



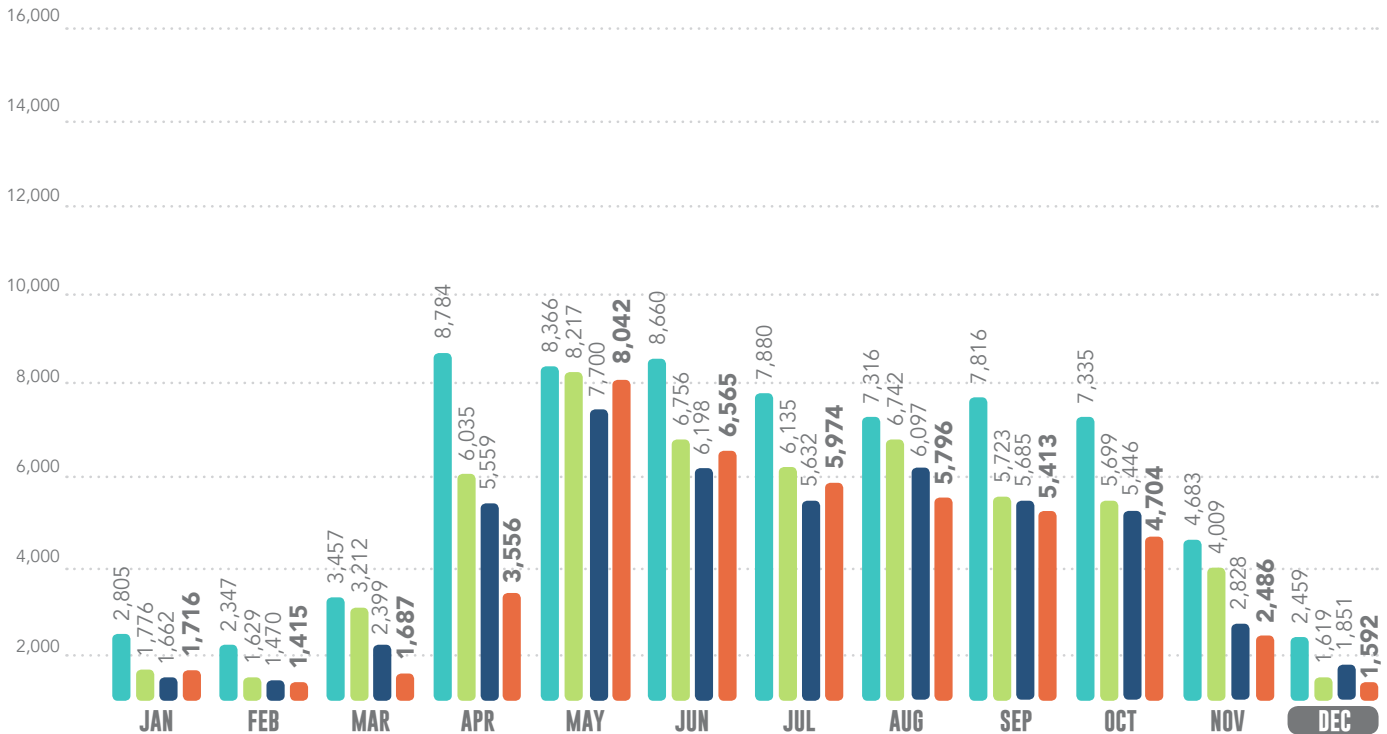
OUTGOING TICKETS Y-T-D

2015 2016 2017 2018



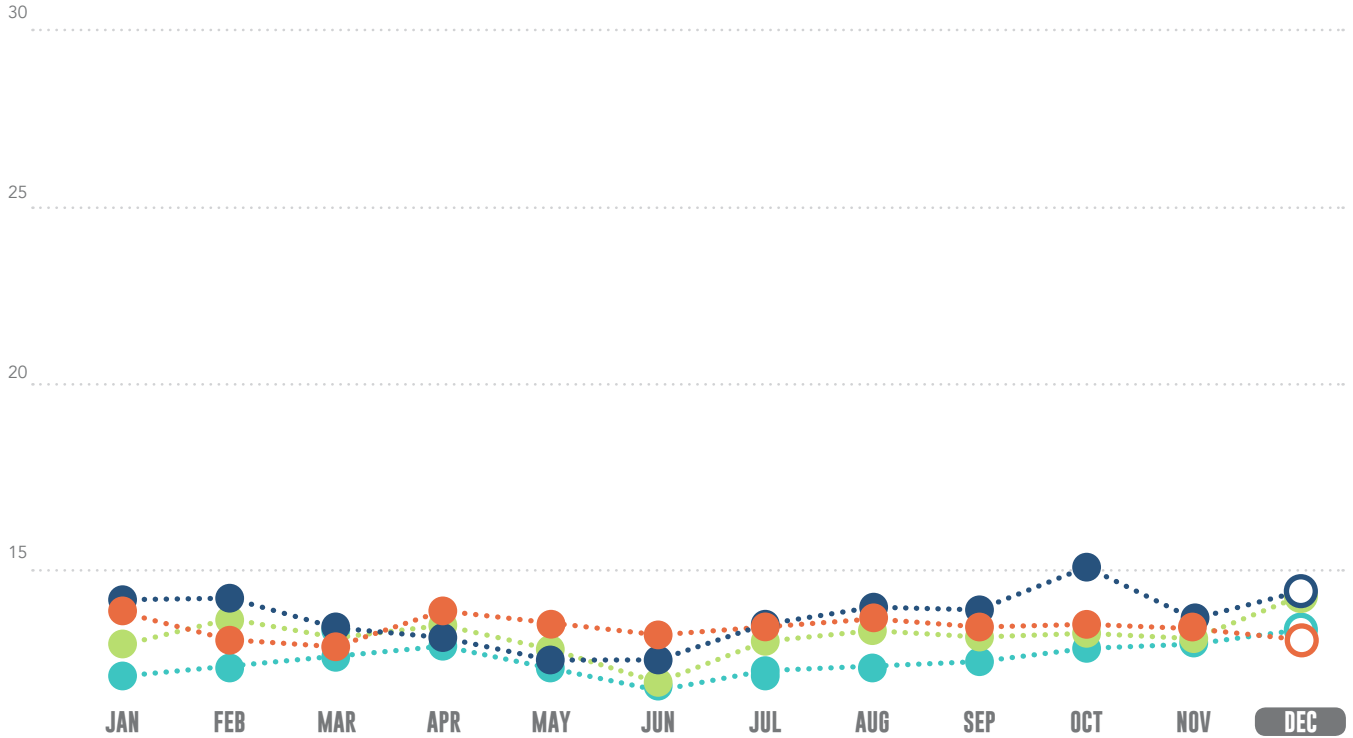
INCOMING CALLS

2015 2016 2017 2018



OPERATOR CALL VOLUMES

2015 2016 2017 2018

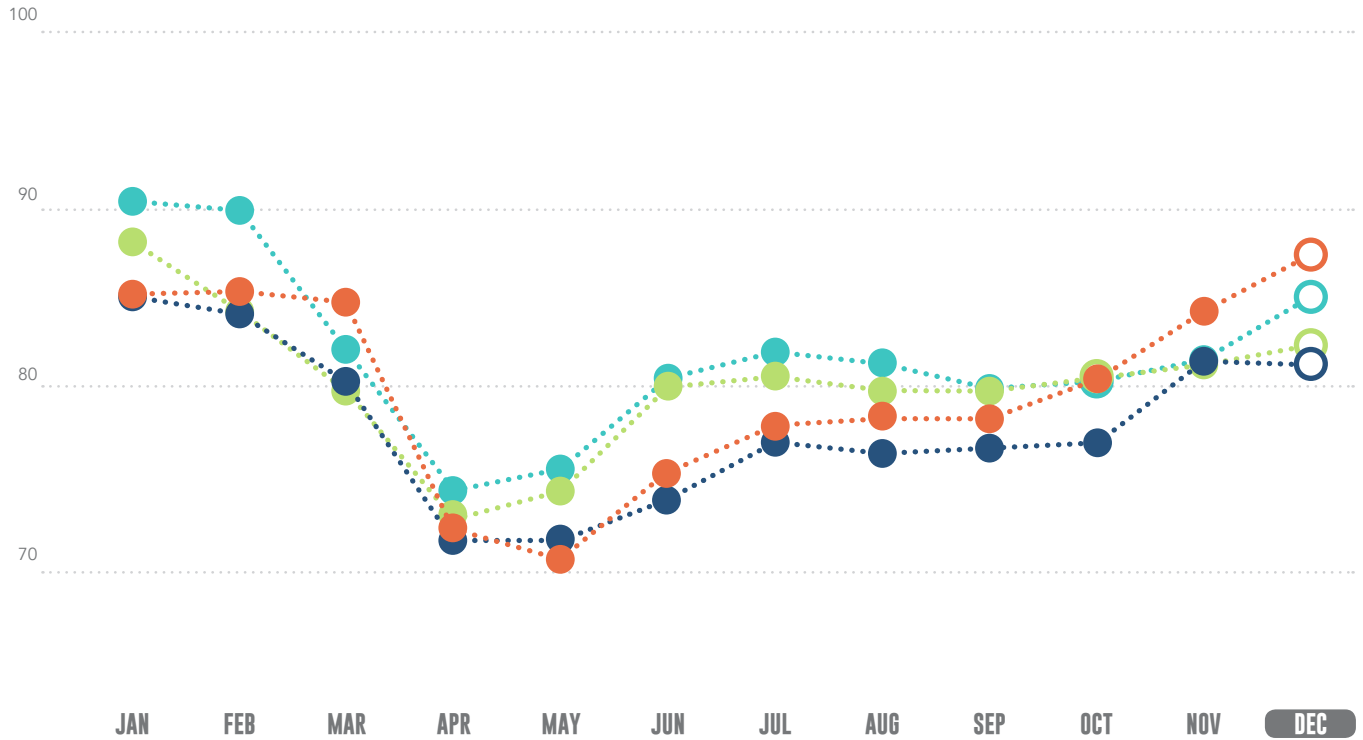


2015 2016 2017 2018

	2015	2016	2017	2018
JAN	7.00	9.60	14.09	12.45
FEB	7.69	12.68	14.04	11.36
MAR	8.50	10.60	11.35	11.07
APR	9.65	12.02	11.50	13.05
MAY	7.87	9.56	11.32	11.65
JUN	7.11	8.42	11.63	10.39
JUL	7.52	10.38	12.17	12.13
AUG	7.81	11.28	13.84	12.61
SEP	8.18	10.53	13.26	11.89
OCT	9.64	10.99	15.18	11.95
NOV	10.05	10.47	12.54	11.33
DEC	11.16	14.53	14.57	10.60

EXCAVATOR CALL VOLUMES

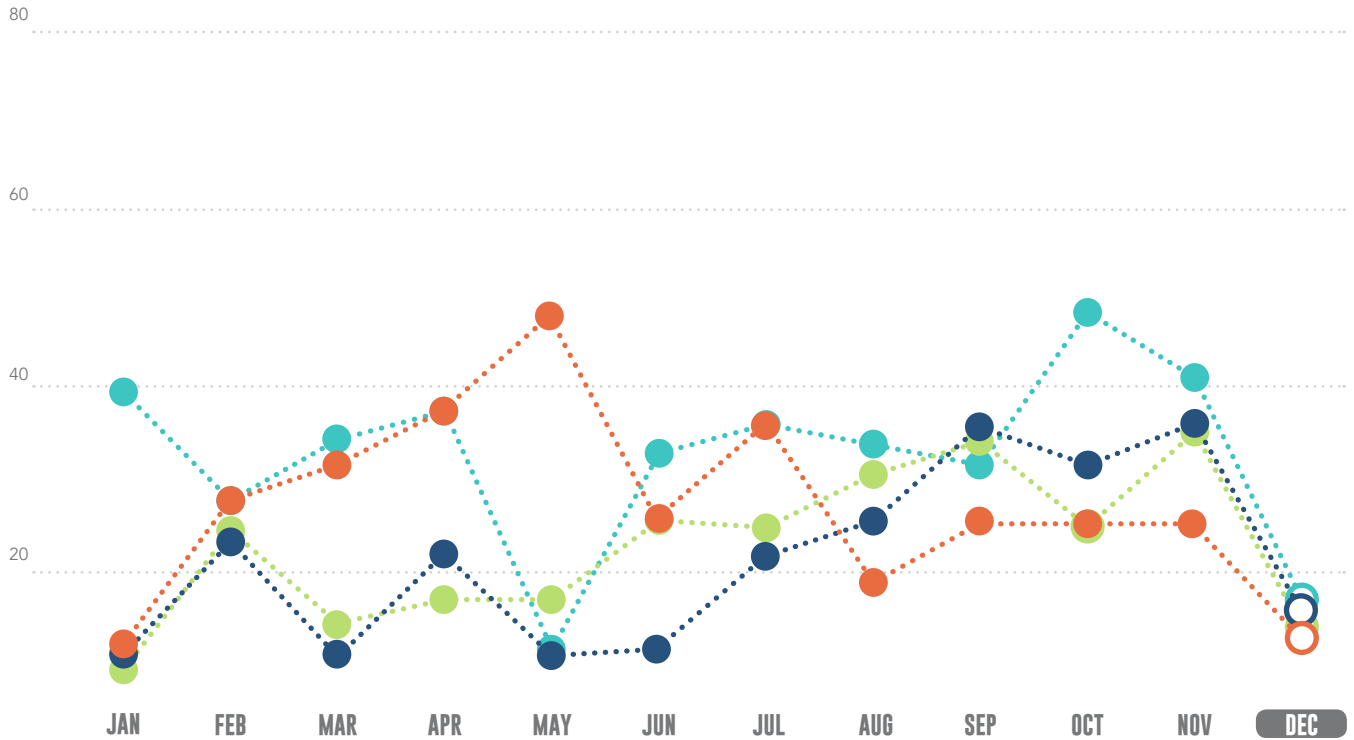
2015 2016 2017 2018



	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	85.77
APR	74.40	73.14	72.41	72.89
MAY	75.95	74.64	72.22	71.30
JUN	80.66	80.07	74.51	76.21
JUL	82.80	80.60	76.32	77.05
AUG	82.56	79.64	74.57	78.53
SEP	80.32	79.67	75.14	78.13
OCT	80.28	80.77	75.40	81.31
NOV	82.35	81.99	81.89	84.80
DEC	85.07	83.31	81.76	87.30

AVERAGE HOLD TIME

2015 2016 2017 2018

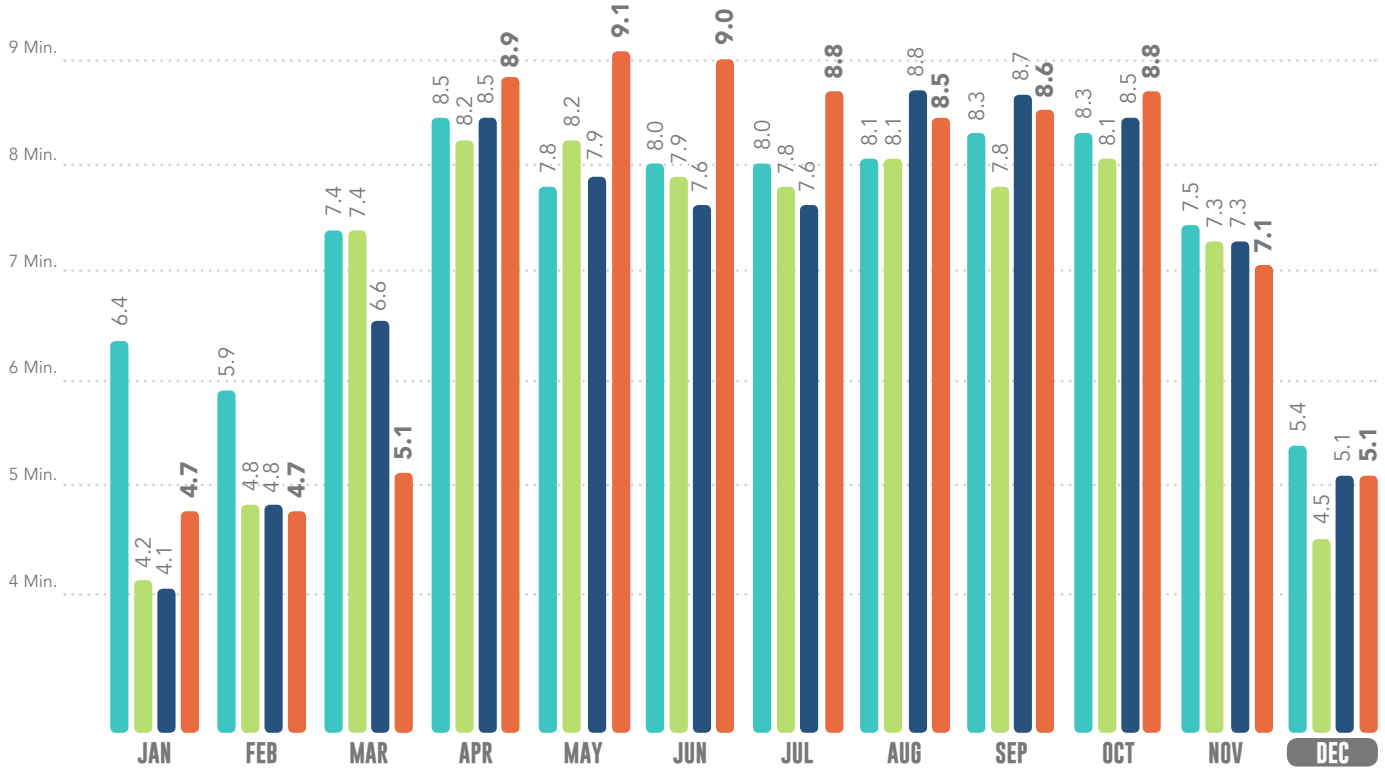


2015 2016 2017 2018

	2015	2016	2017	2018
JAN	39	9	12	14
FEB	28	24	23	28
MAR	35	16	12	32
APR	38	18	22	38
MAY	13	18	12	46
JUN	33	26	13	26
JUL	37	25	22	37
AUG	36	31	26	19
SEP	32	35	39	26
OCT	47	24	32	25
NOV	41	36	37	25
DEC	18	15	17	14

AVERAGE PROCESSING TIMES

2015 2016 2017 2018



Answered - 1,456

Abandoned - 215

Offered - 1,671



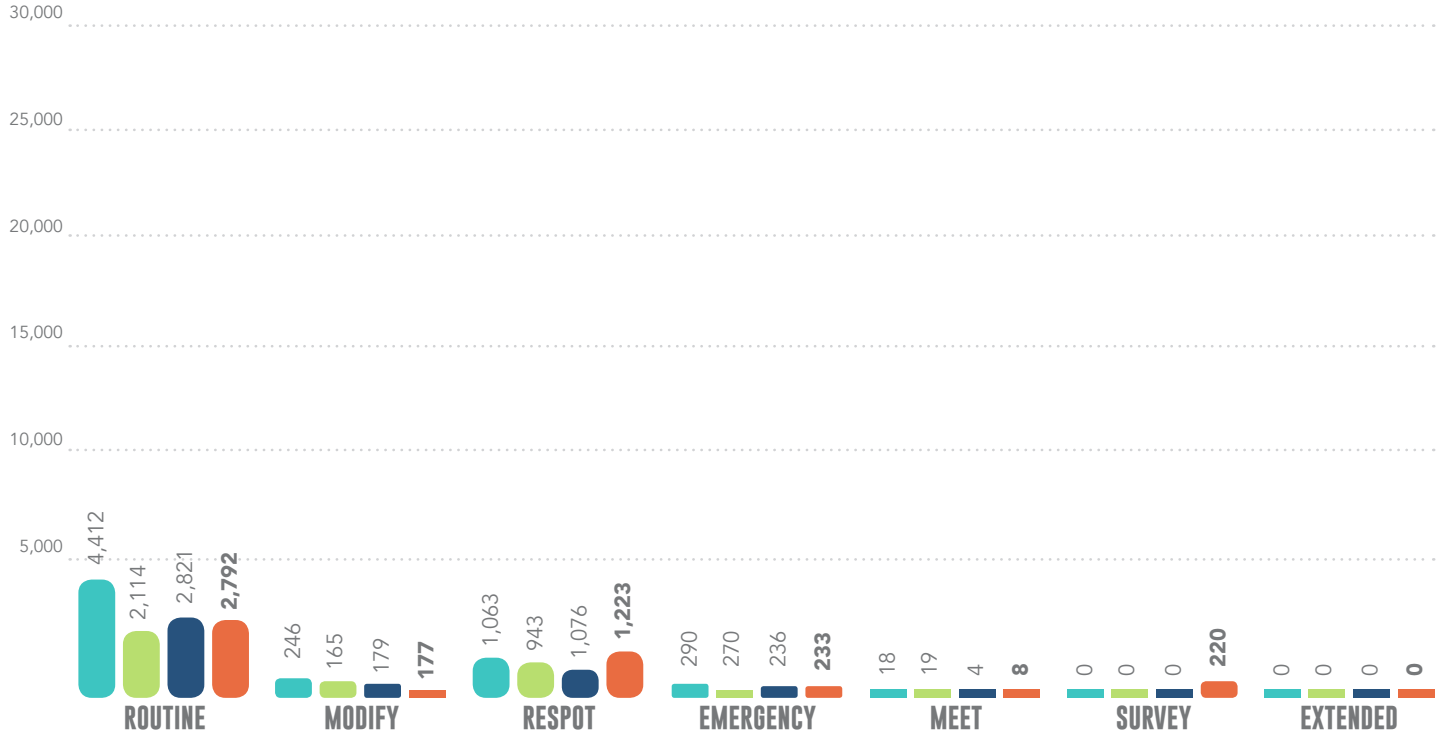
Answered - 1,383

Abandoned - 209

Offered - 1,592

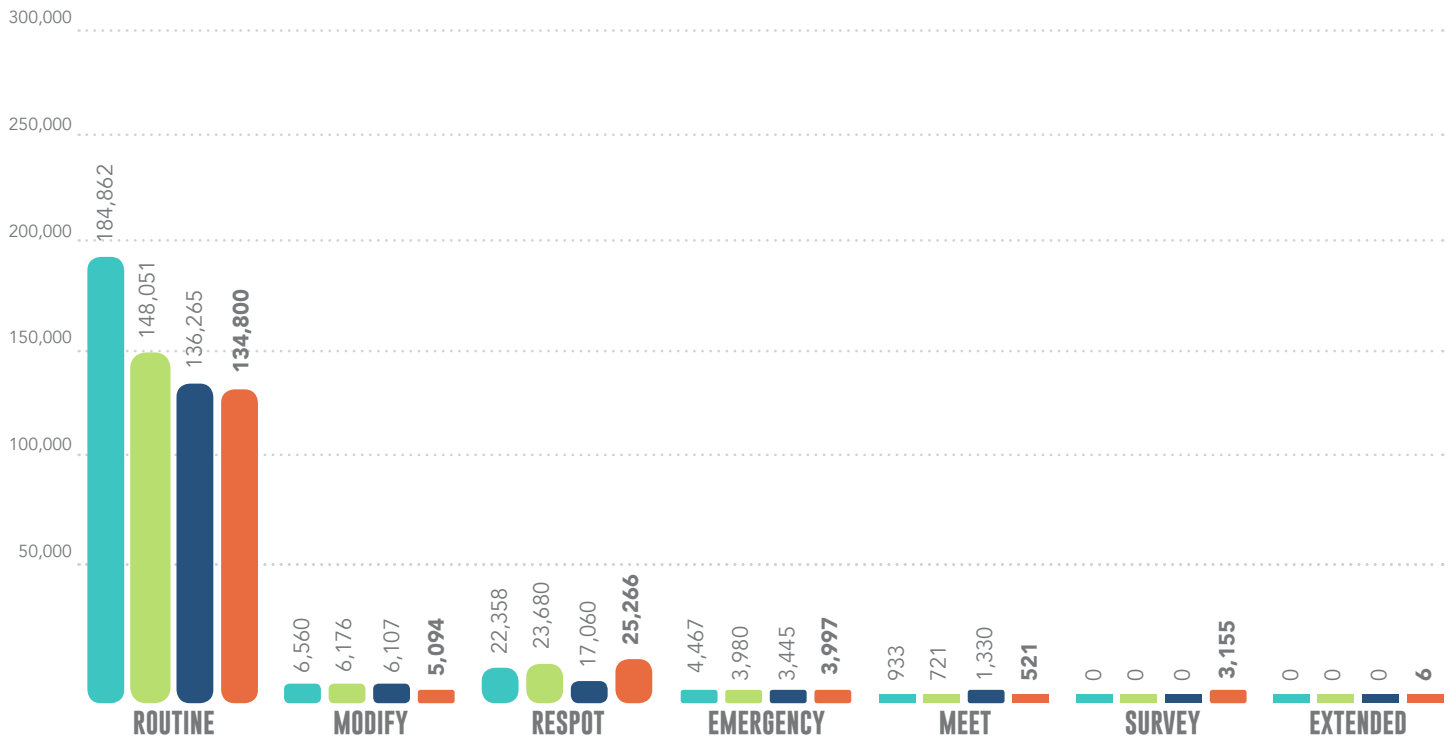
INCOMING TICKET TYPES DEC

2015 2016 2017 2018



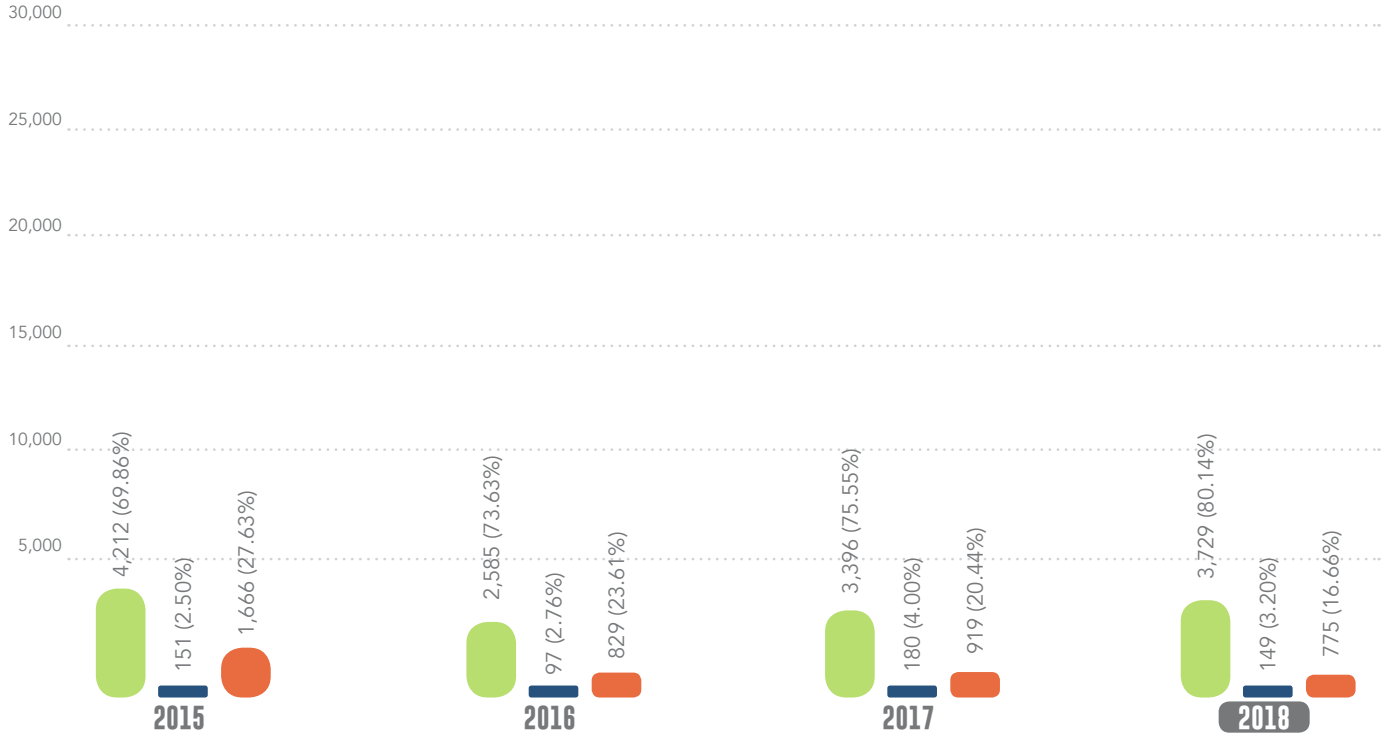
INCOMING TICKETS TYPES DEC Y-T-D

2015 2016 2017 2018



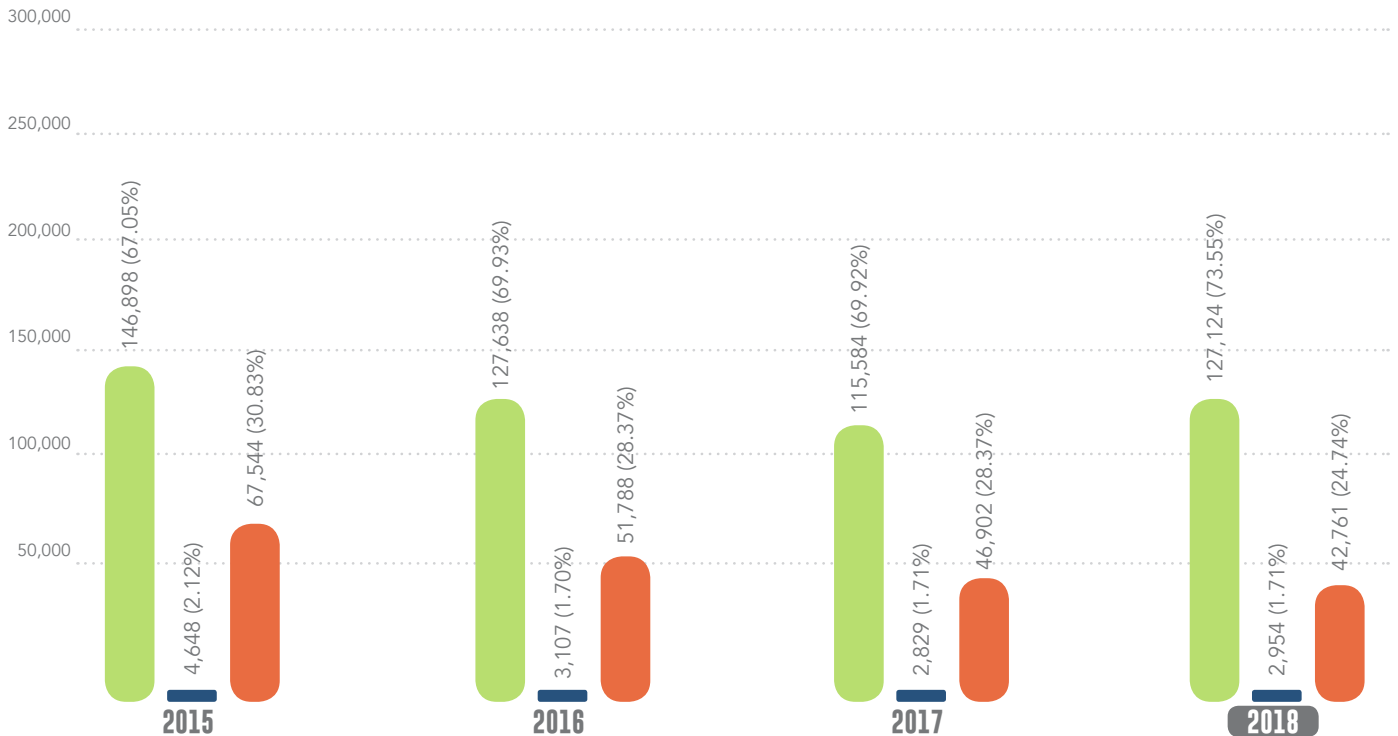
RECEIPT METHODS DEC

ITIC IVR OPERATOR



RECEIPT METHODS DEC Y-T-D

ITIC IVR OPERATOR

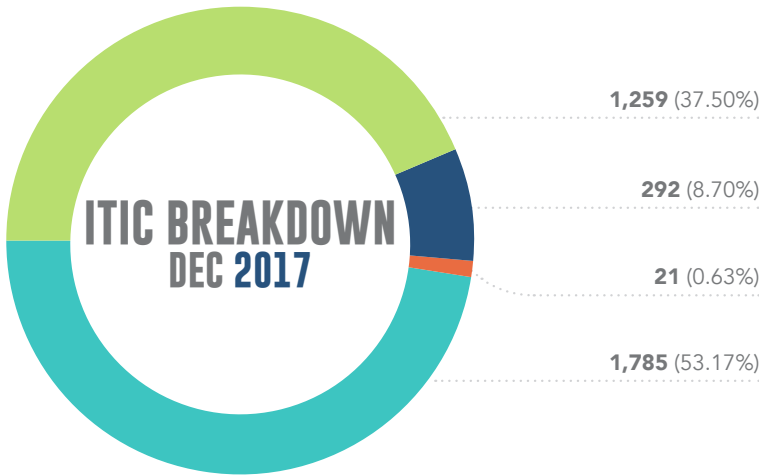


WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

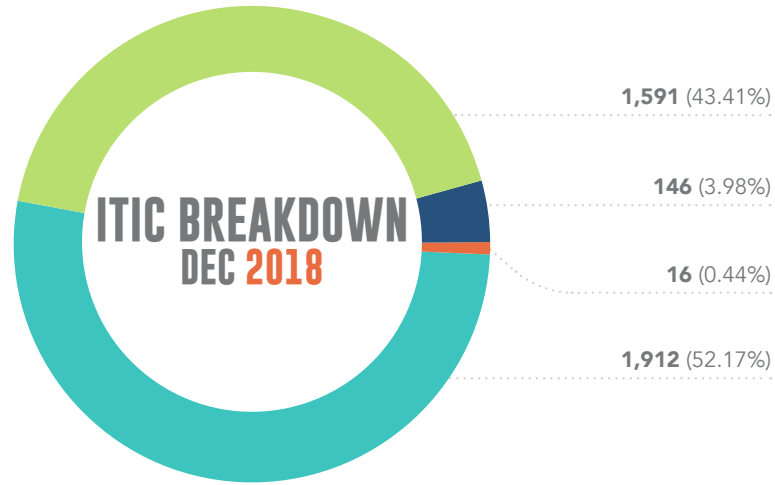
WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



**ITIC BREAKDOWN
DEC 2017**

OVERALL ITIC % - 75.55%



**ITIC BREAKDOWN
DEC 2018**

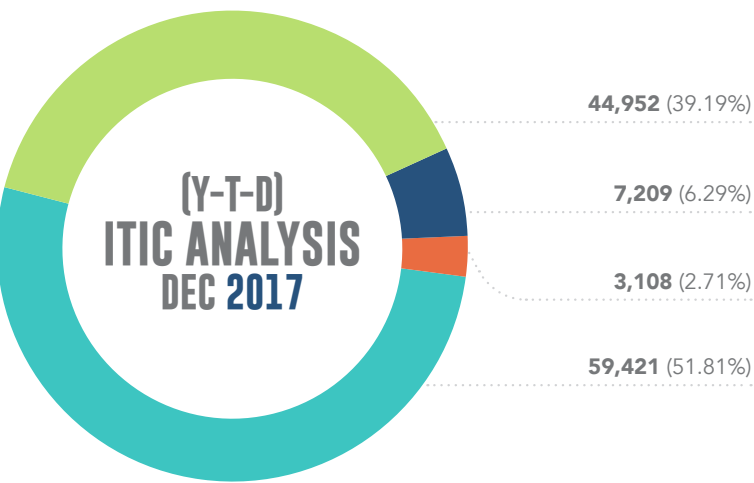
OVERALL ITIC % - 80.14%

WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

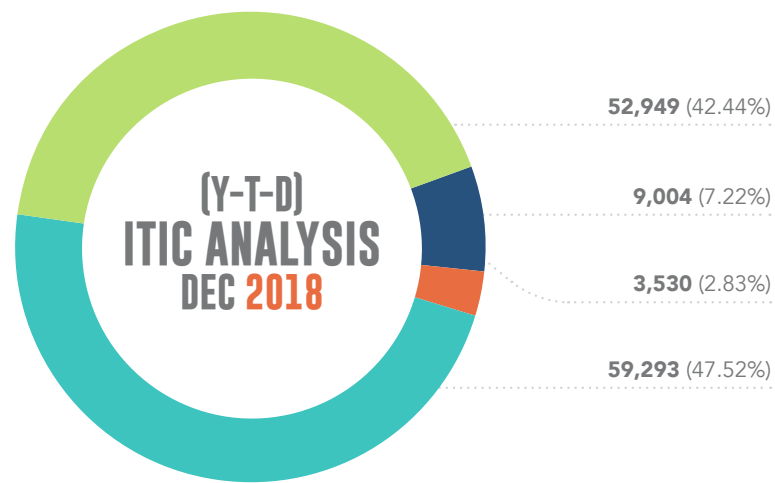
WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



**(Y-T-D)
ITIC ANALYSIS
DEC 2017**

OVERALL ITIC Y-T-D % - 69.92%



**(Y-T-D)
ITIC ANALYSIS
DEC 2018**

OVERALL ITIC % - 73.55%

POSITIVE RESPONSE COMPLIANCE

2018 COMPLIANT

2018 NON-COMPLIANT

