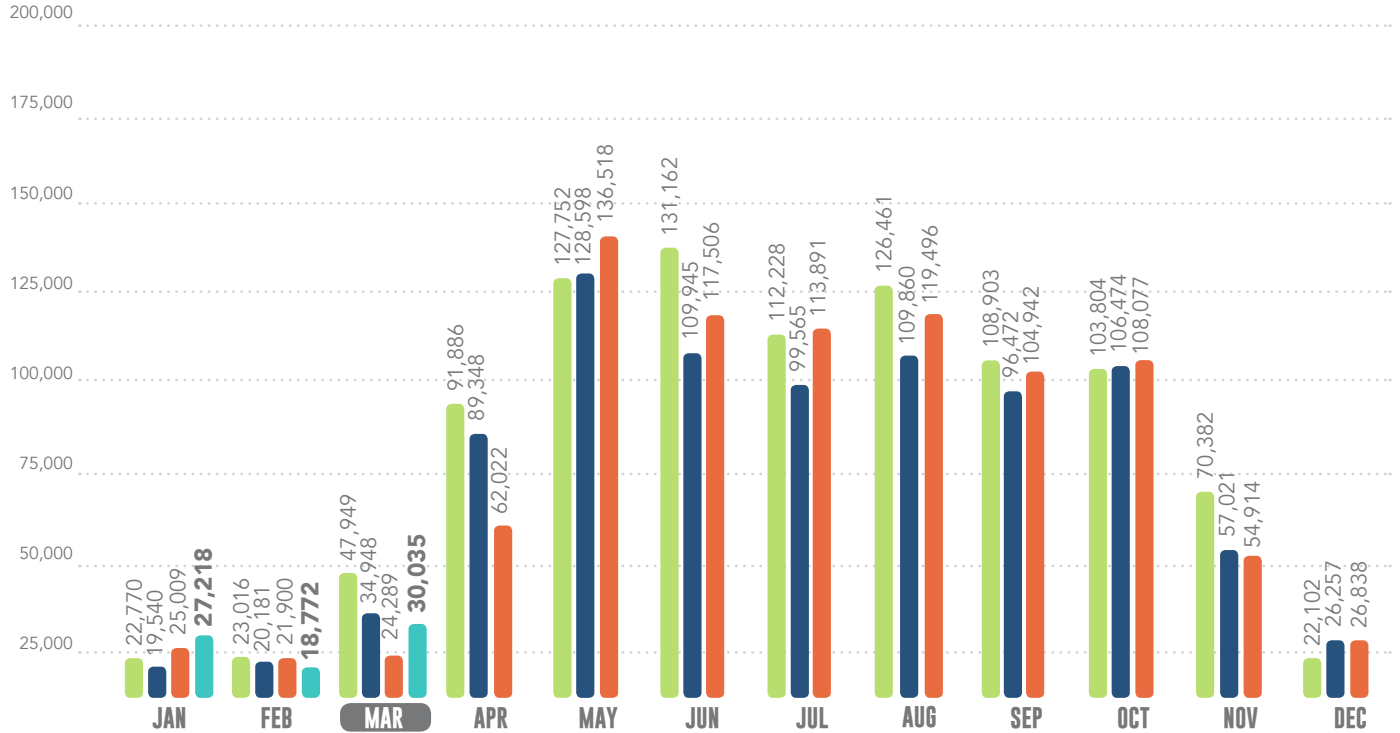


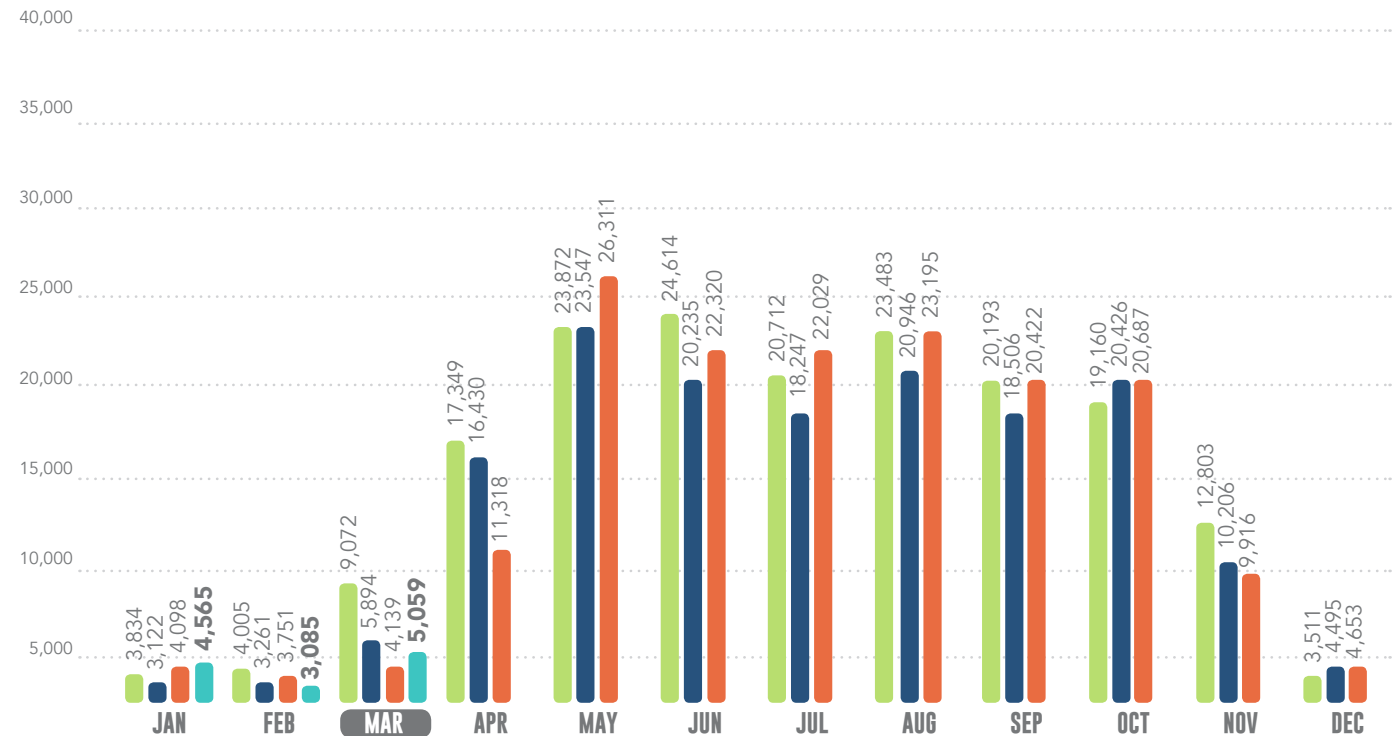
## CHARGEABLE OUTBOUND TICKETS

2016 2017 2018 2019



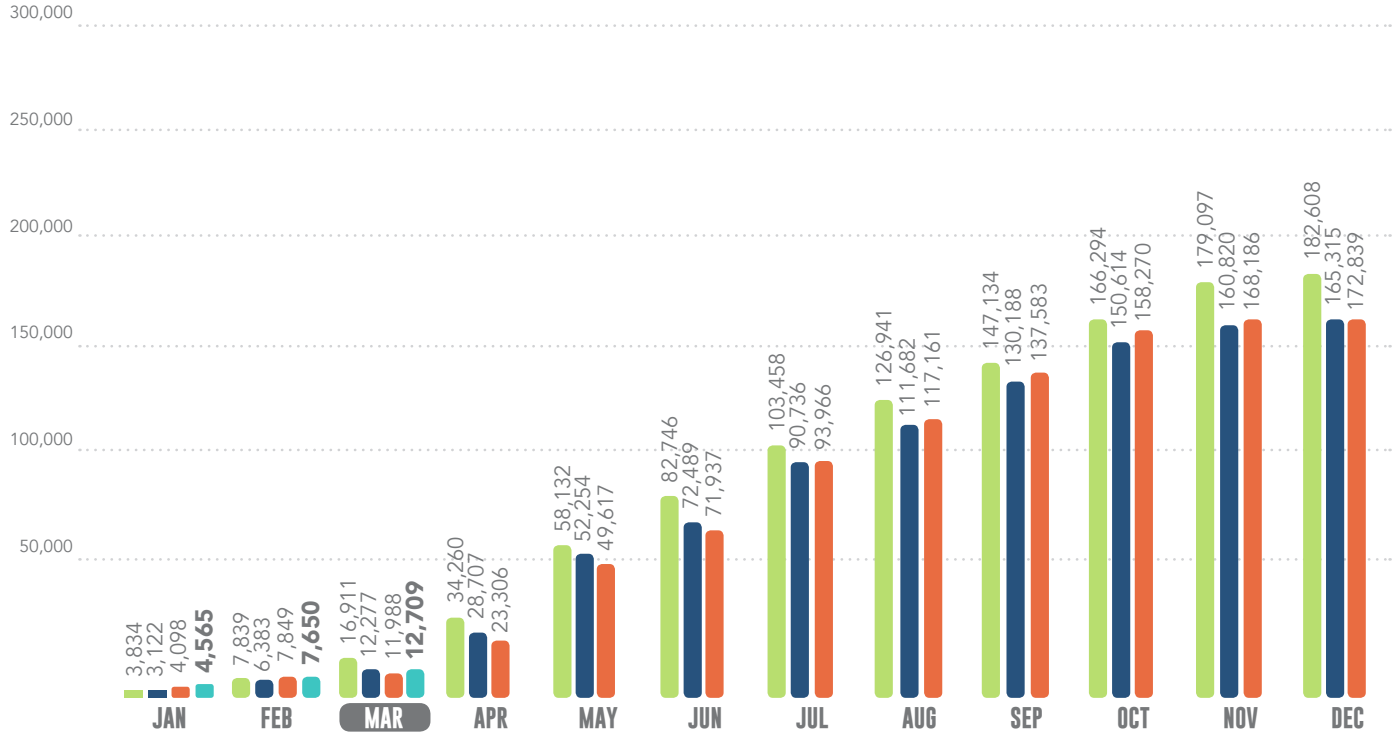
## INCOMING TICKETS

2016 2017 2018 2019



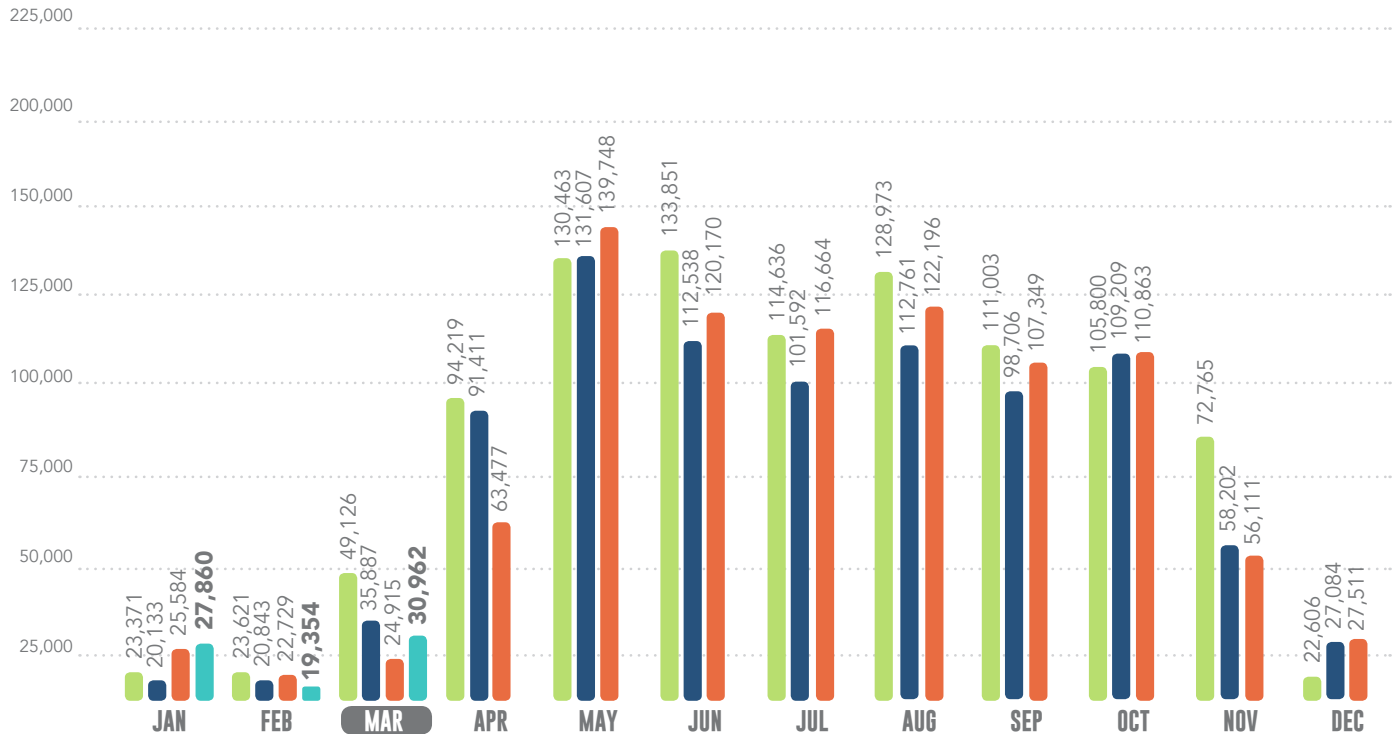
## INCOMING TICKETS Y-T-D

2016 2017 2018 2019

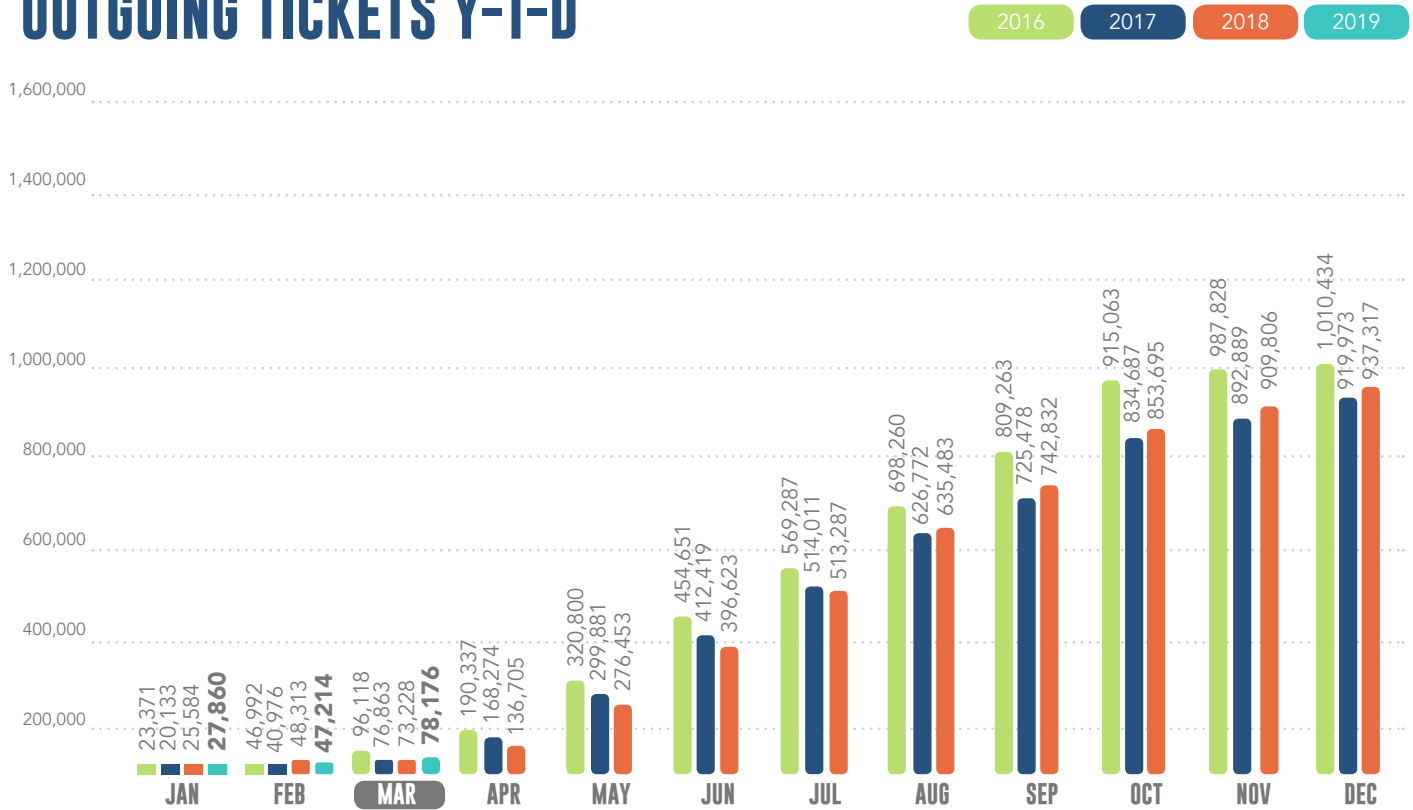


## OUTGOING MESSAGES

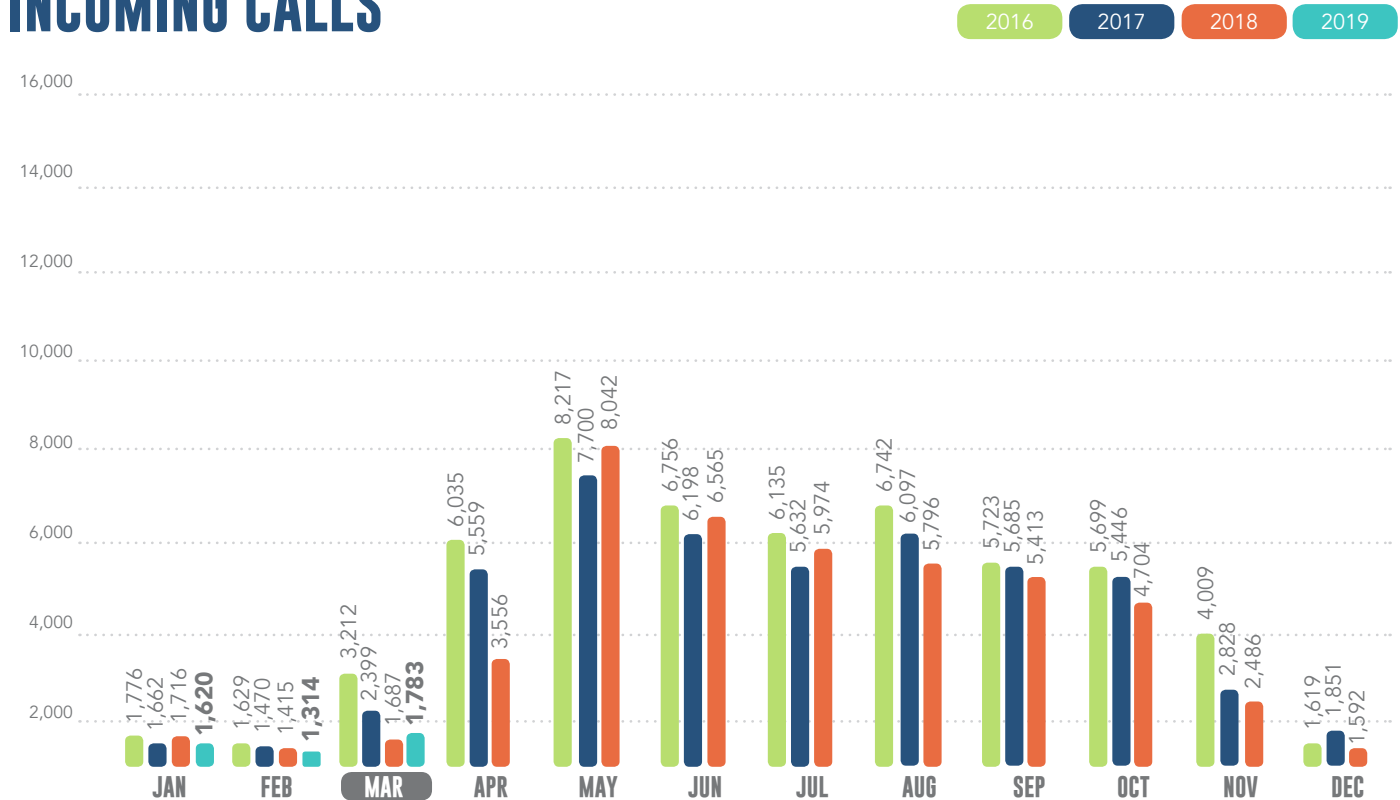
2016 2017 2018 2019



## OUTGOING TICKETS Y-T-D

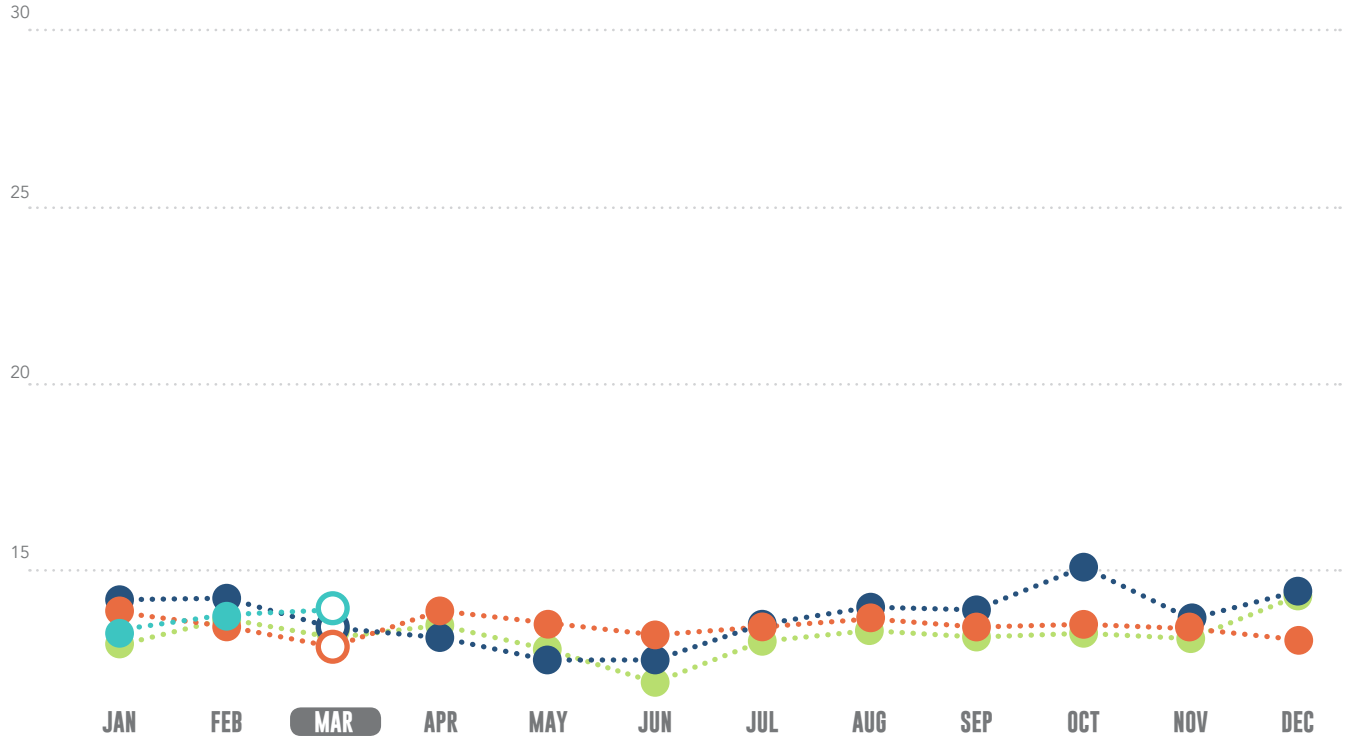


## INCOMING CALLS



## OPERATOR CALL VOLUMES

2016 2017 2018 2019

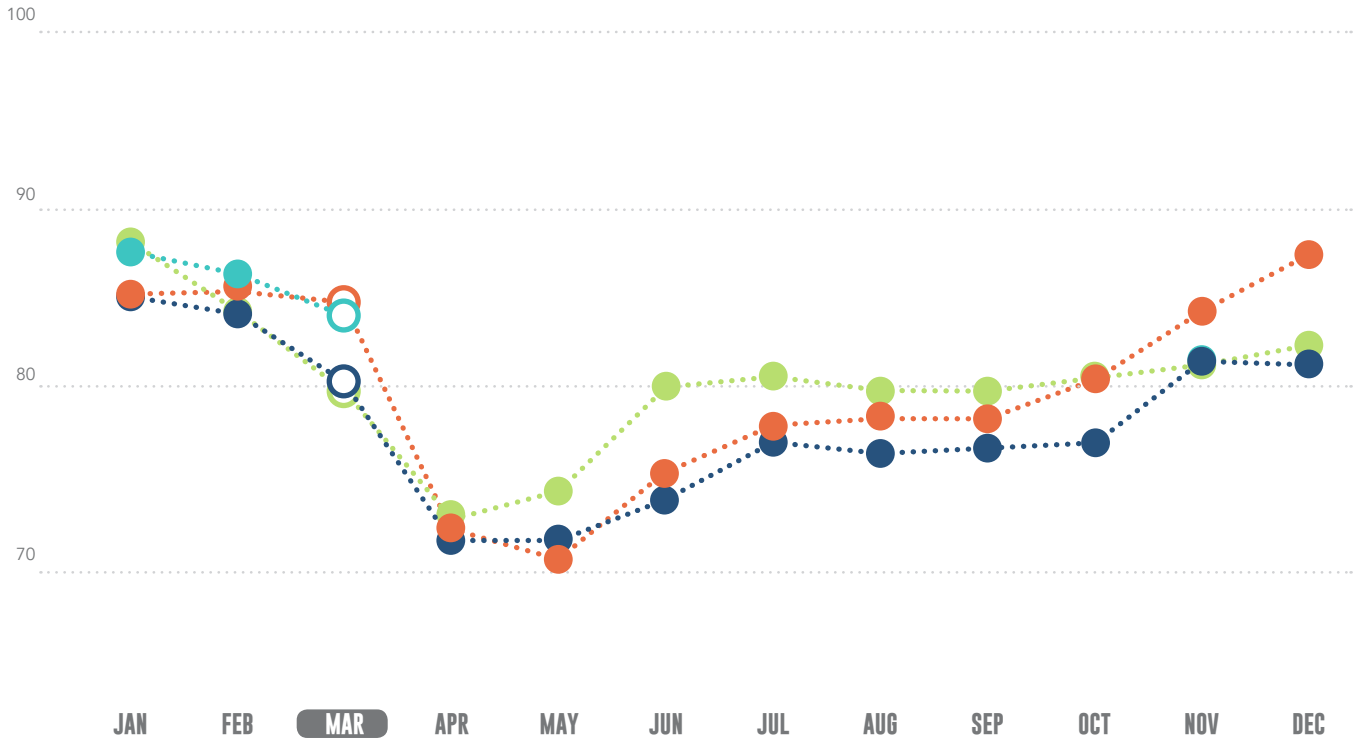


2016 2017 2018 2019

	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	
<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

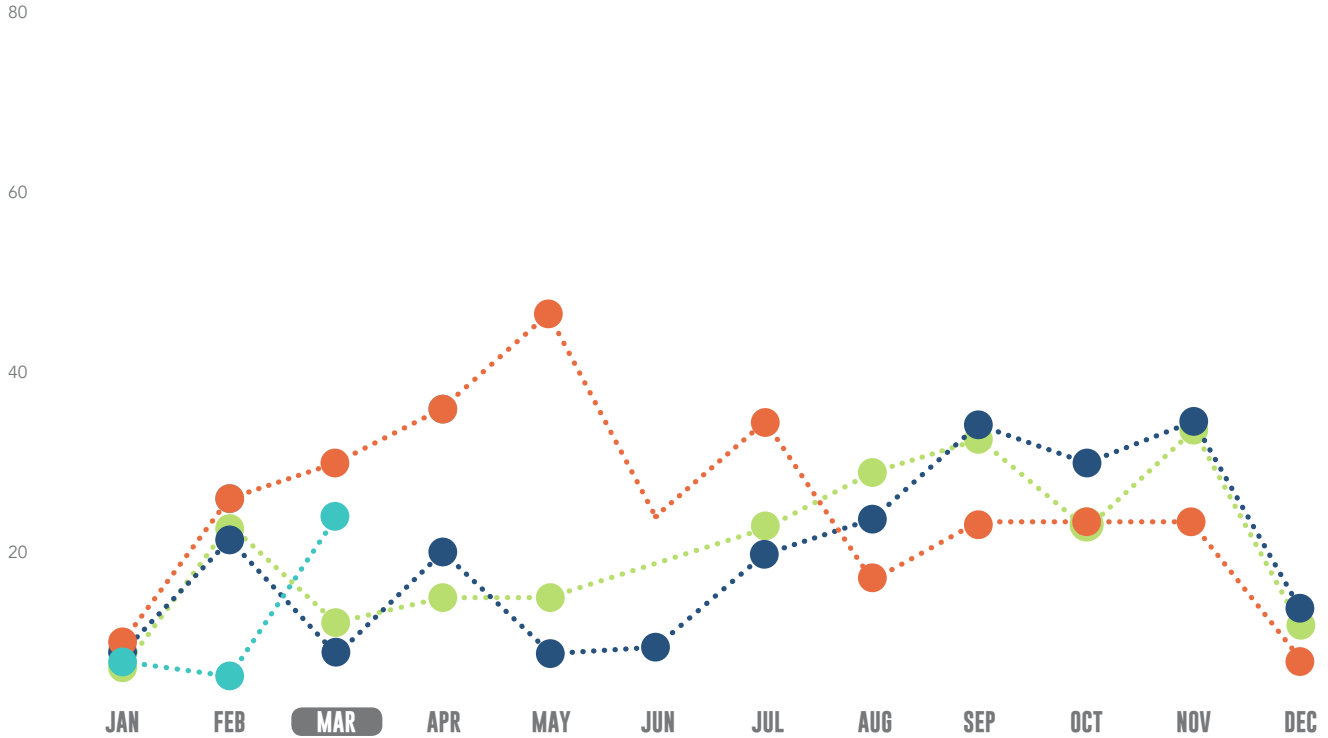
2016 2017 2018 2019



	2016	2017	2018	2019
<b>JAN</b>	88.68	84.79	84.97	87.73
<b>FEB</b>	84.37	84.02	86.03	86.39
<b>MAR</b>	79.06	80.86	85.77	84.50
<b>APR</b>	73.14	72.41	72.89	
<b>MAY</b>	74.64	72.22	71.30	
<b>JUN</b>	80.07	74.51	76.21	
<b>JUL</b>	80.60	76.32	77.05	
<b>AUG</b>	79.64	74.57	78.53	
<b>SEP</b>	79.67	75.14	78.13	
<b>OCT</b>	80.77	75.40	81.31	
<b>NOV</b>	81.99	81.89	84.80	
<b>DEC</b>	83.31	81.76	87.30	

## AVERAGE HOLD TIME

2016 2017 2018 2019

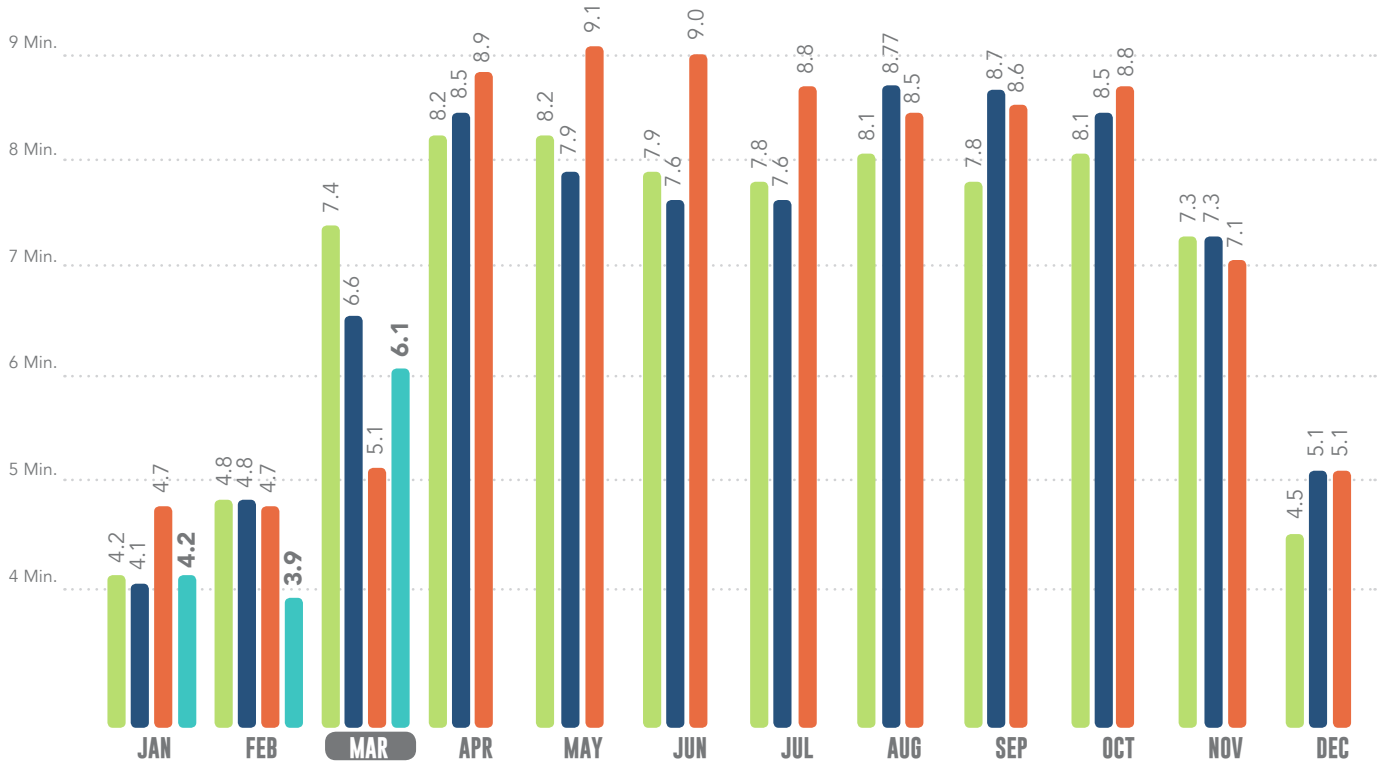


2016 2017 2018 2019

	2016	2017	2018	2019
<b>JAN</b>	9	12	14	11.28
<b>FEB</b>	24	23	28	6.17
<b>MAR</b>	16	12	32	25.66
<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 - 1,329

Abandoned - 239

Offered - 1,568

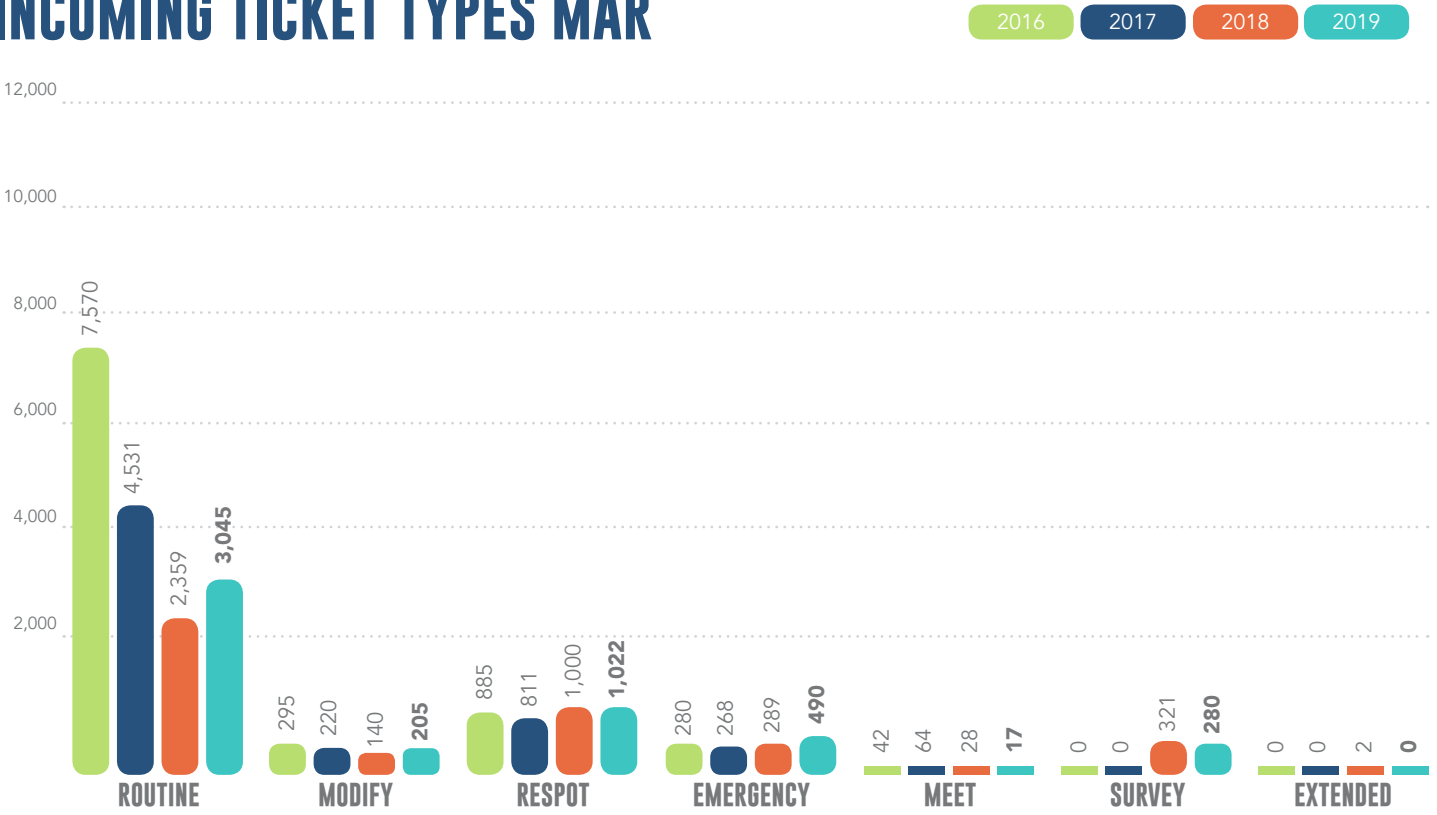


Answered - 1,475

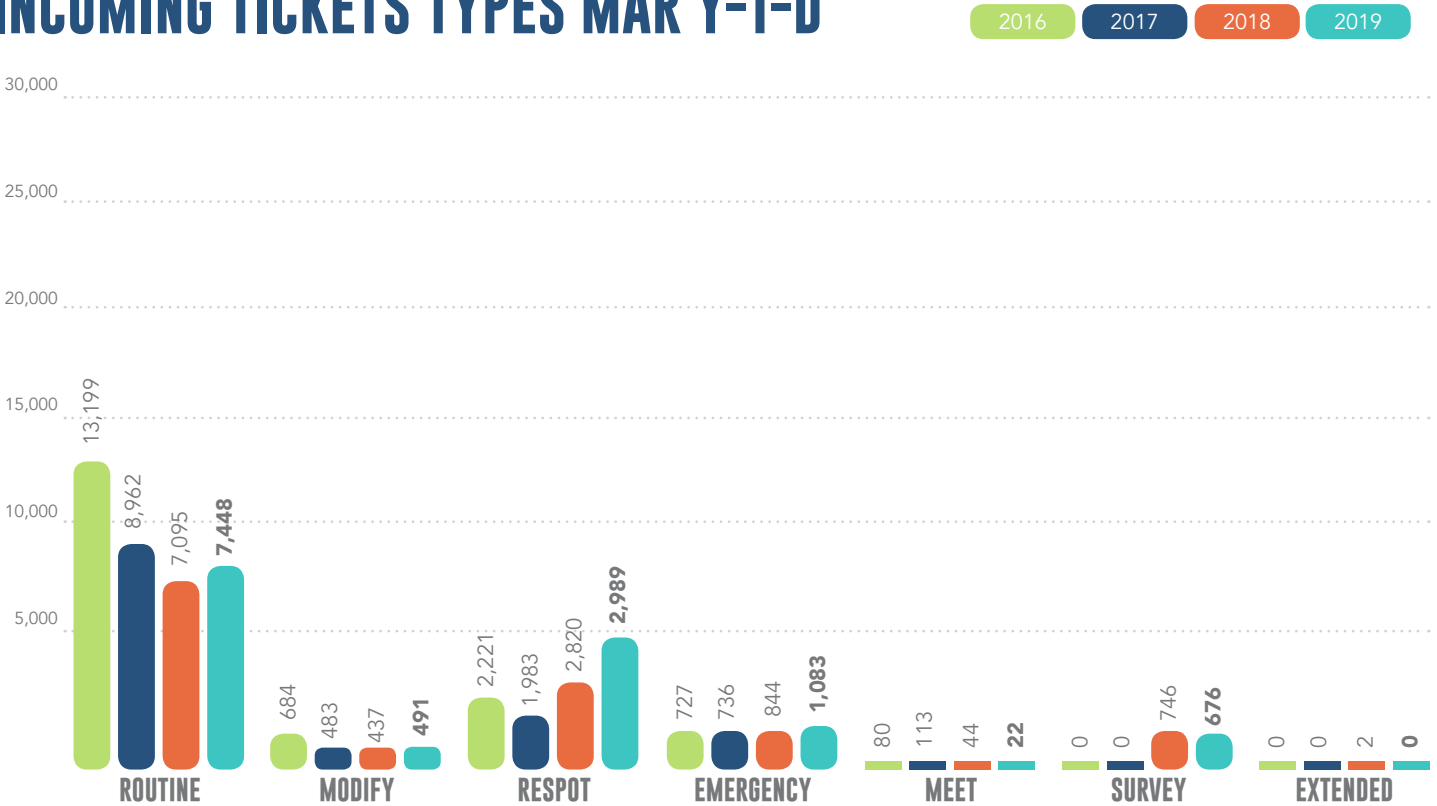
Abandoned - 232

Offered - 1,707

## INCOMING TICKET TYPES MAR



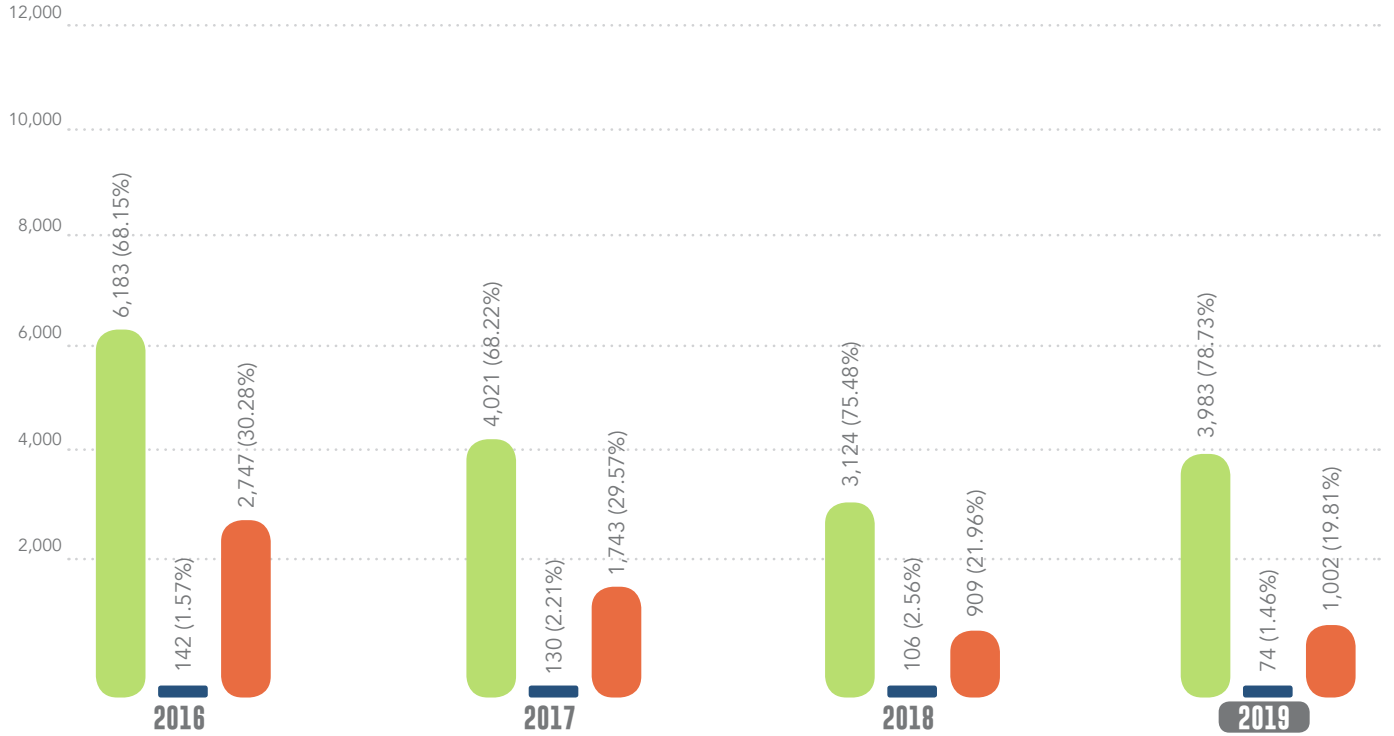
## INCOMING TICKETS TYPES MAR Y-T-D





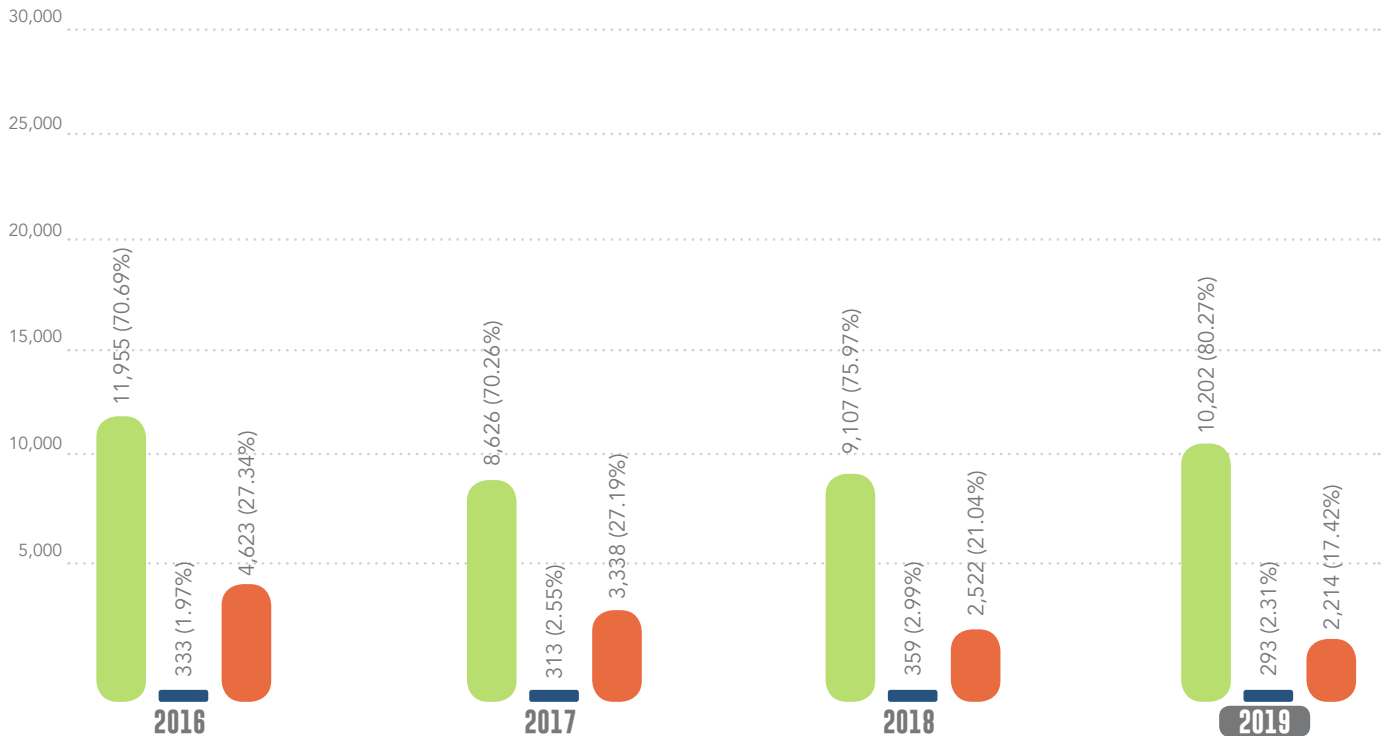
## RECEIPT METHODS MAR

ITIC IVR OPERATOR



## RECEIPT METHODS MAR Y-T-D

ITIC IVR OPERATOR

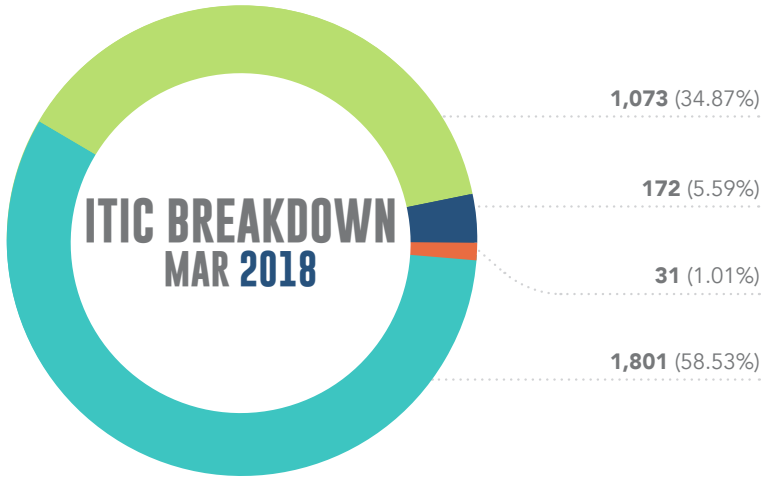


WEBUSER 5 (ON THEIR OWN)

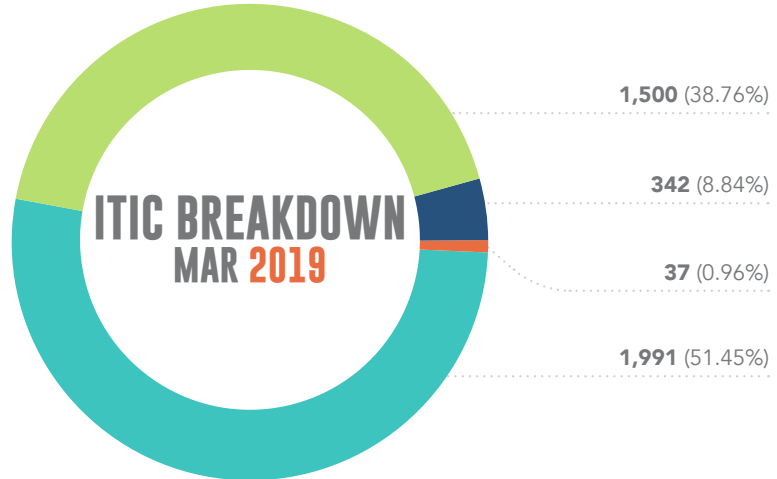
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC % - 75.48%



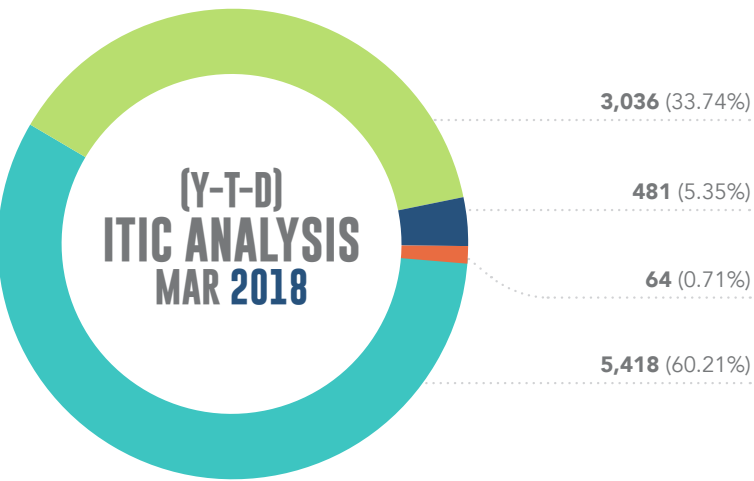
OVERALL ITIC % - 78.73%

WEBUSER 5 (ON THEIR OWN)

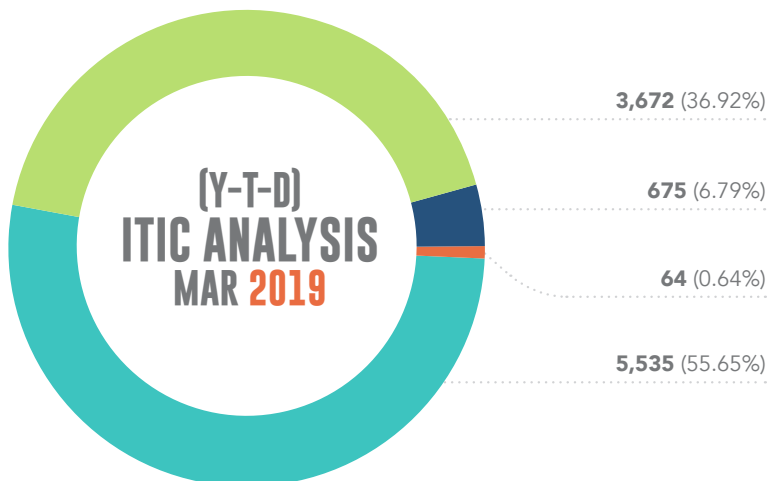
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC Y-T-D % - 75.97%



OVERALL ITIC % - 80.27%

## POSITIVE RESPONSE COMPLIANCE

2019 COMPLIANT

2019 NON-COMPLIANT

