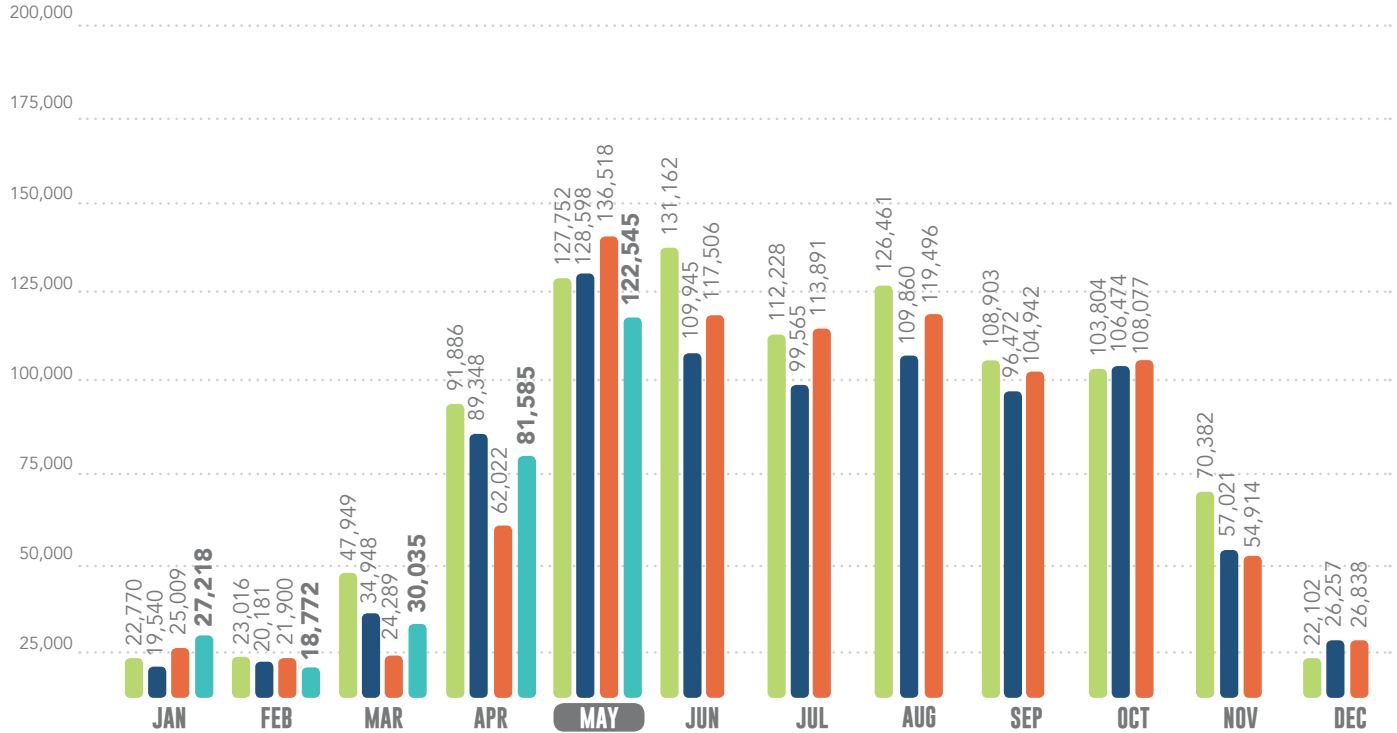


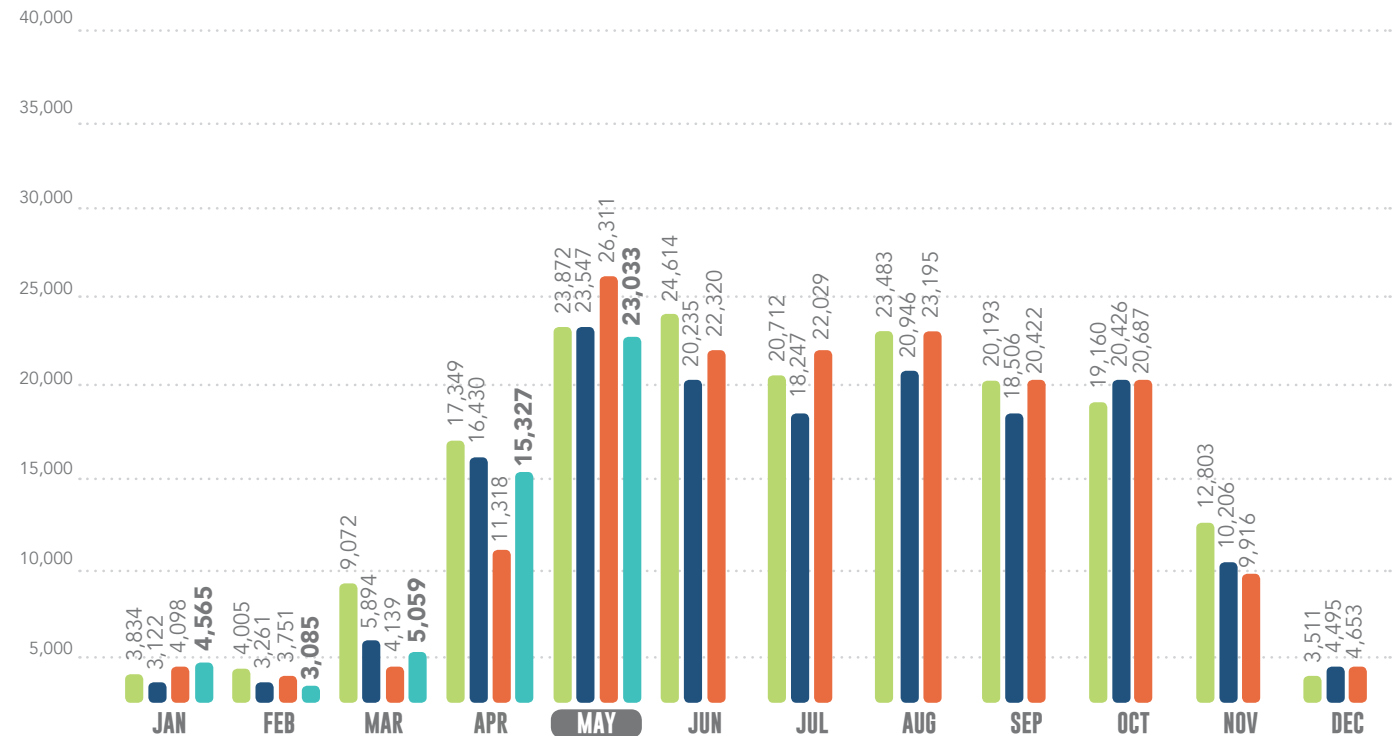
CHARGEABLE OUTBOUND TICKETS

2016 2017 2018 2019



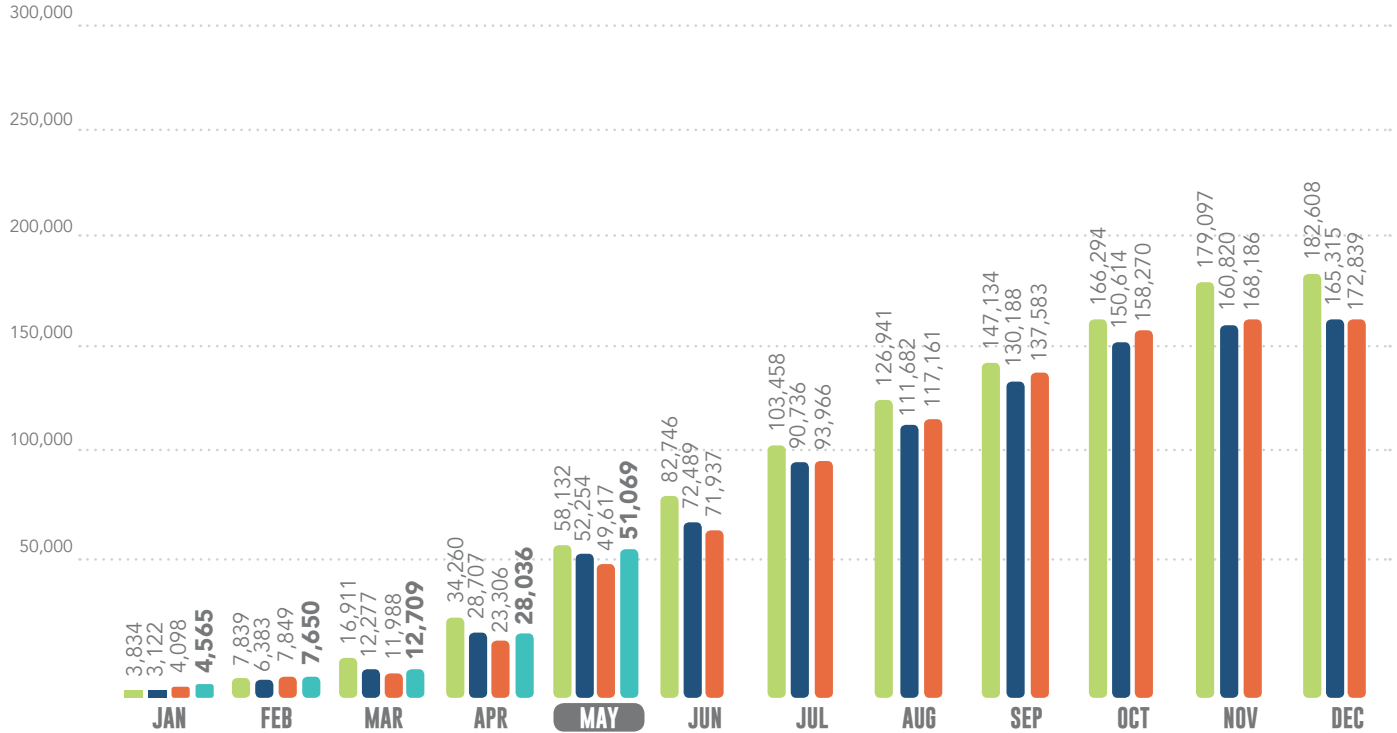
INCOMING TICKETS

2016 2017 2018 2019



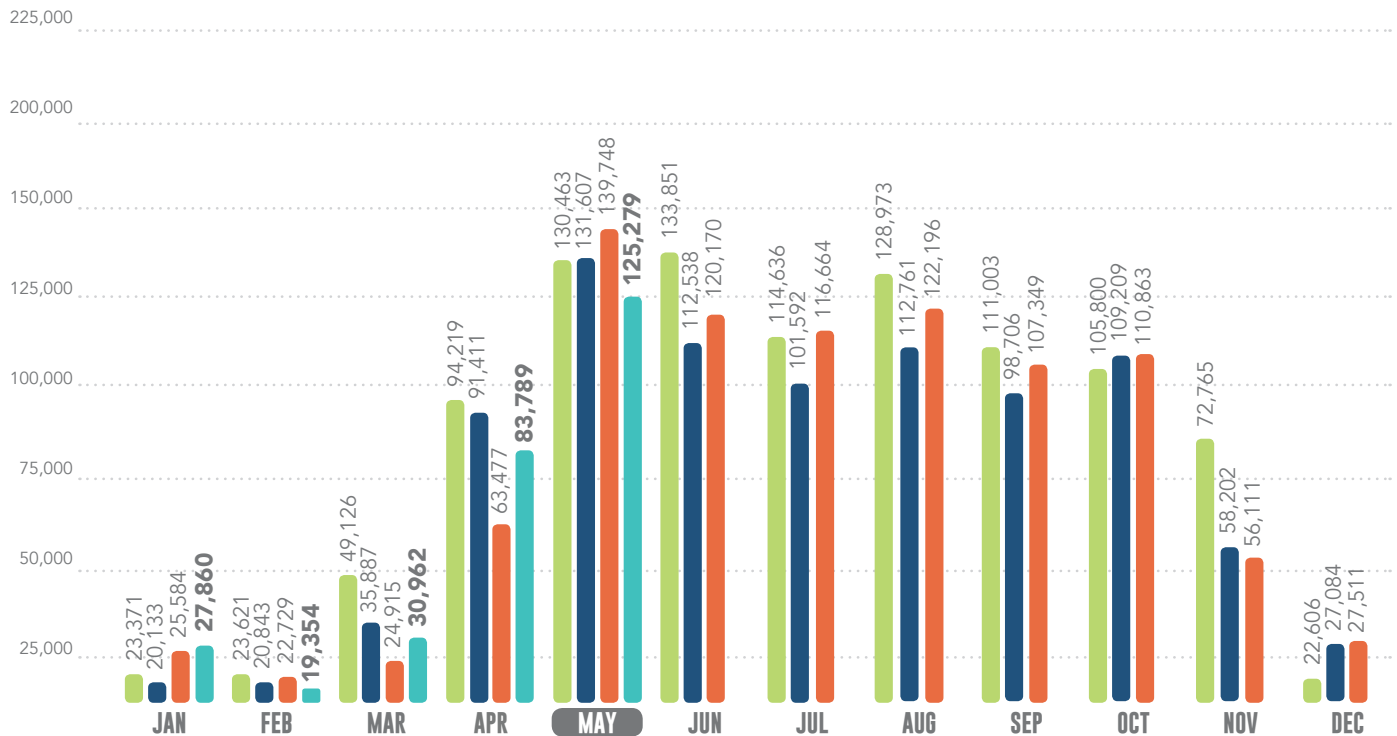
INCOMING TICKETS Y-T-D

2016 2017 2018 2019

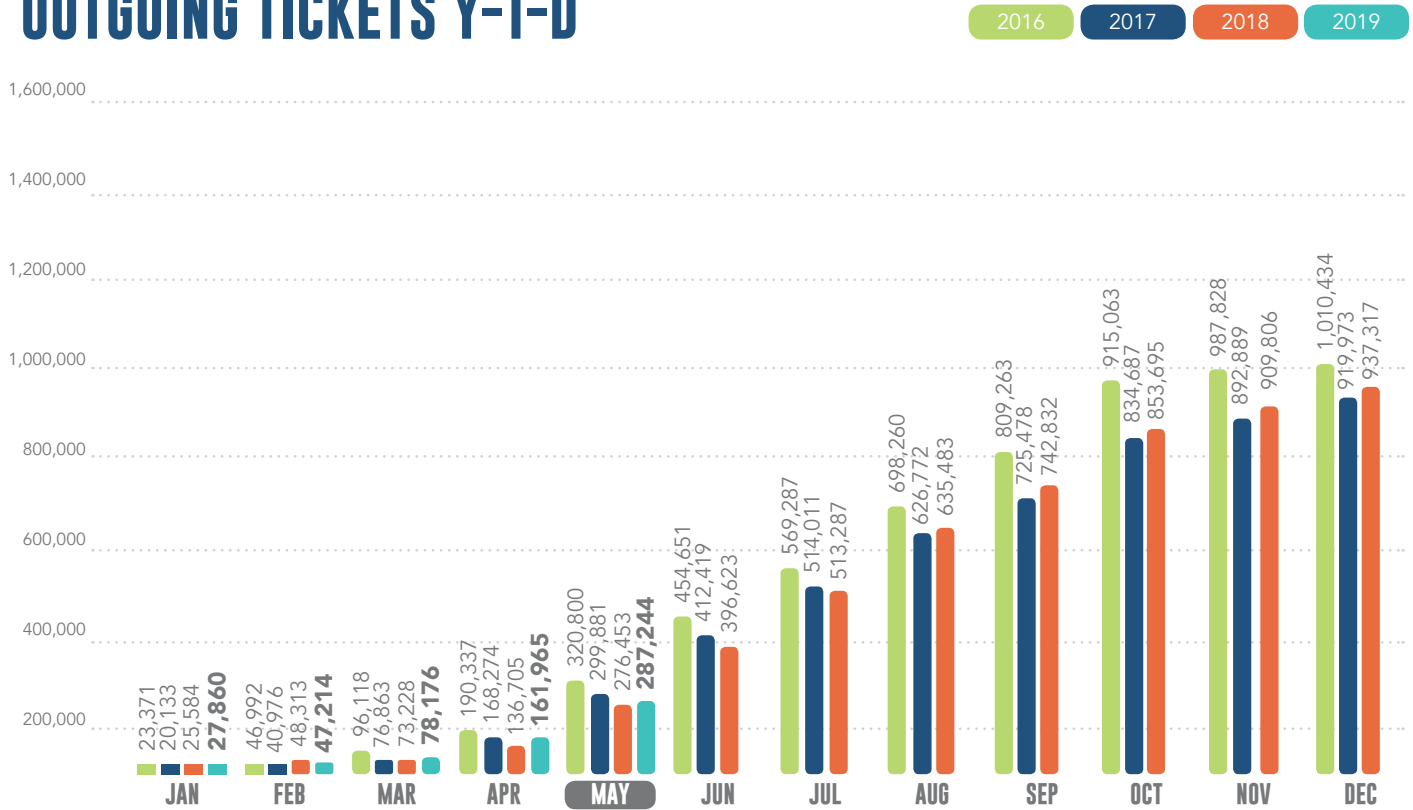


OUTGOING MESSAGES

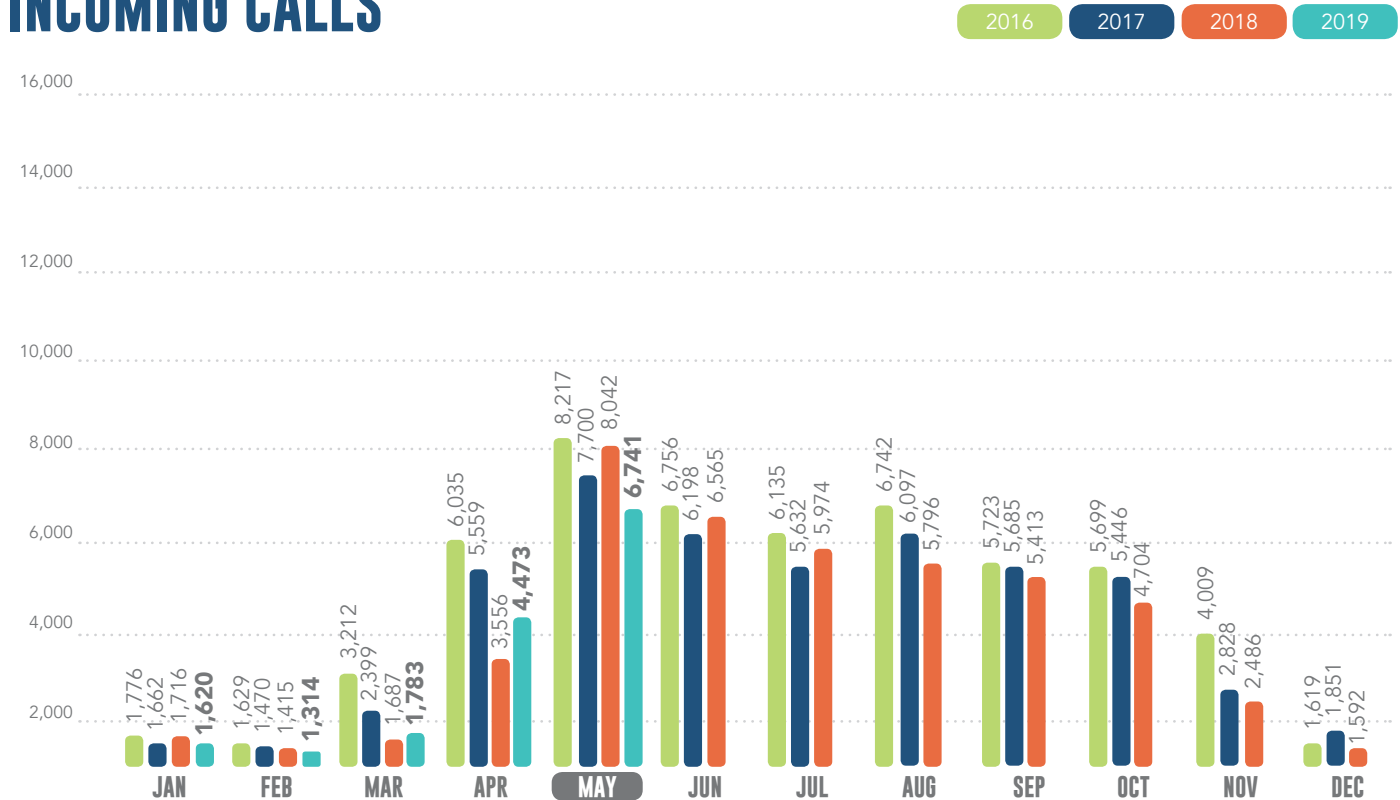
2016 2017 2018 2019



OUTGOING TICKETS Y-T-D

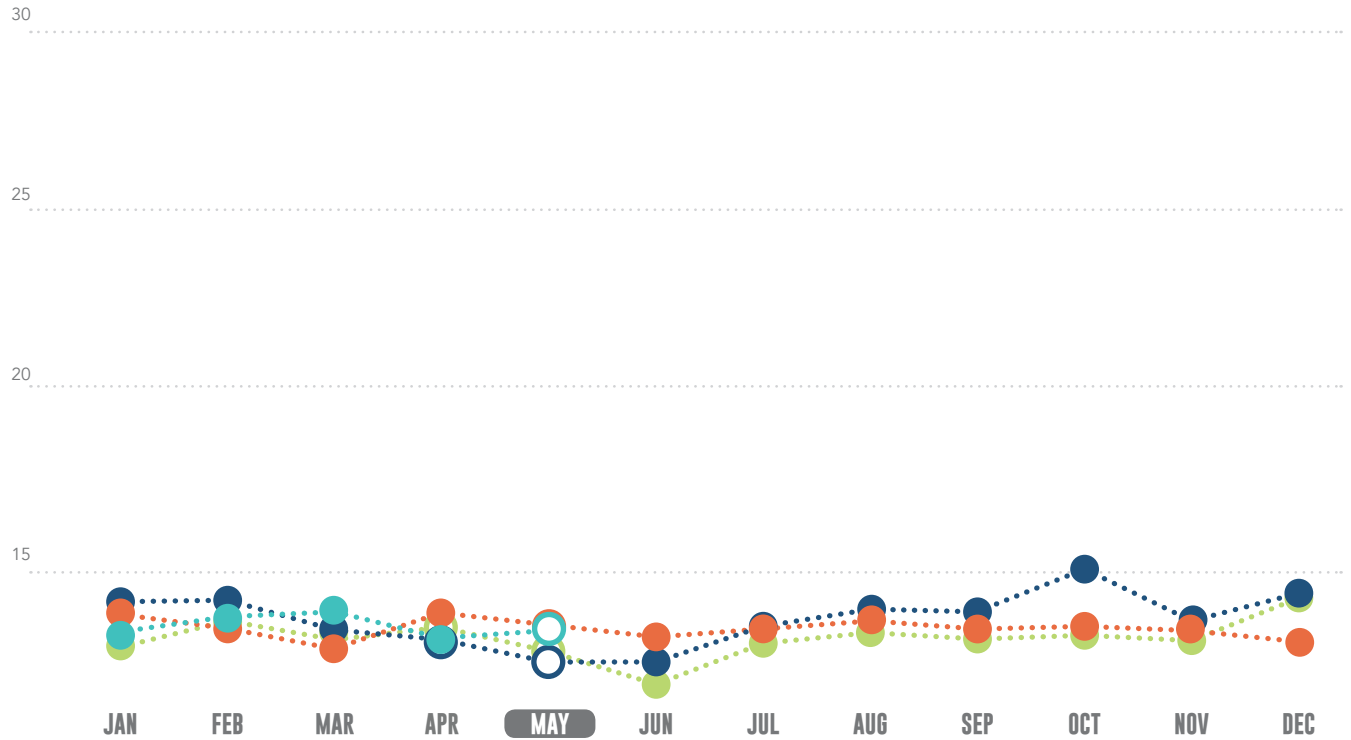


INCOMING CALLS



OPERATOR CALL VOLUMES

2016 2017 2018 2019

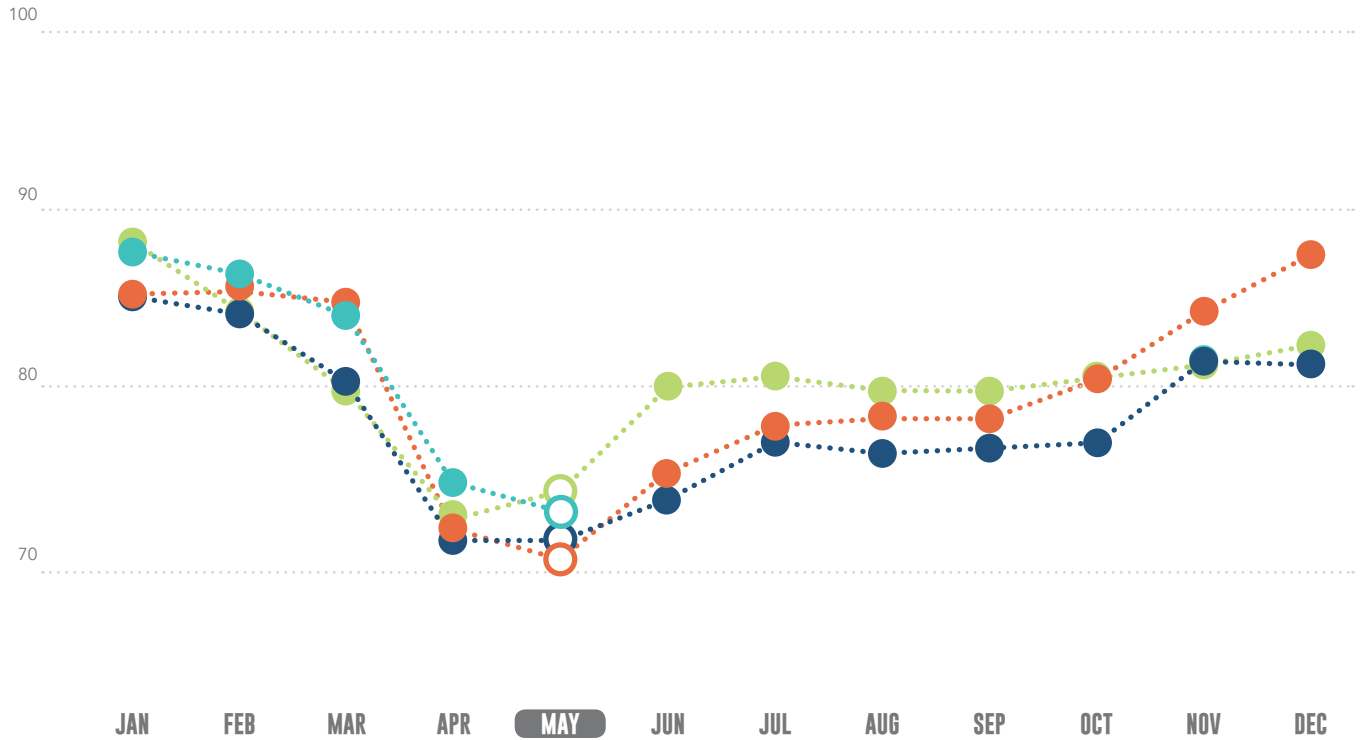


2016 2017 2018 2019

	2016	2017	2018	2019
JAN	9.60	14.09	12.45	10.89
FEB	12.68	14.04	11.36	12.22
MAR	10.60	11.35	11.07	12.77
APR	12.02	11.50	13.05	11.50
MAY	9.56	11.32	11.65	11.79
JUN	8.42	11.63	10.39	
JUL	10.38	12.17	12.13	
AUG	11.28	13.84	12.61	
SEP	10.53	13.26	11.89	
OCT	10.99	15.18	11.95	
NOV	10.47	12.54	11.33	
DEC	14.53	14.57	10.60	

EXCAVATOR CALL VOLUMES

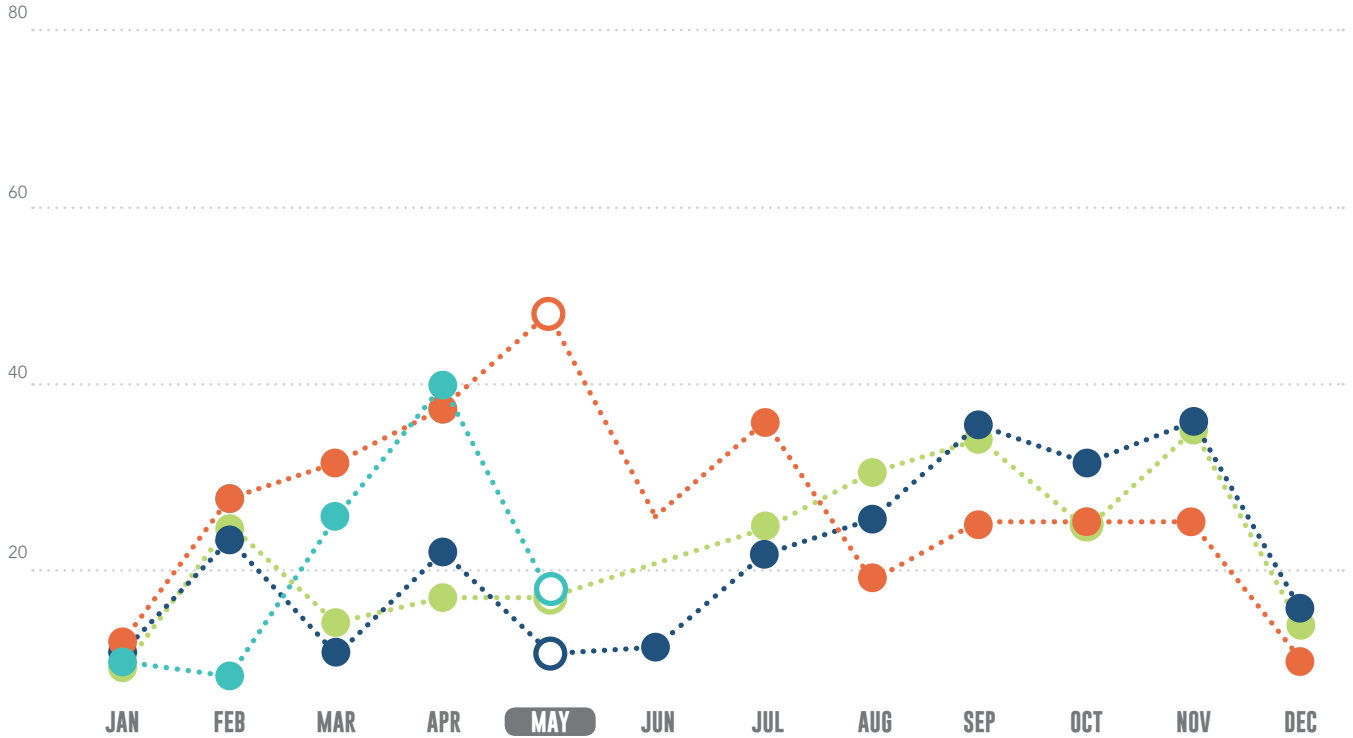
2016 2017 2018 2019



	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	72.98
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

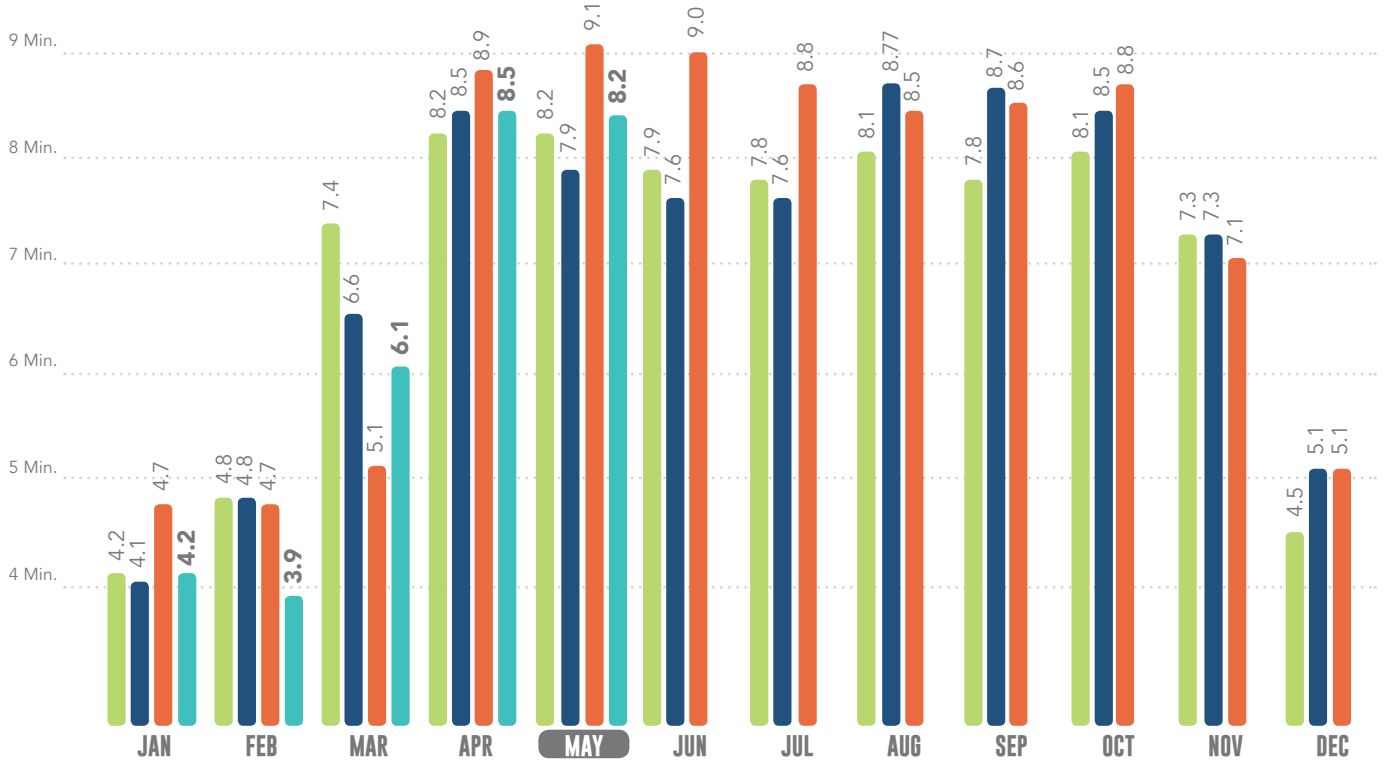


2016 2017 2018 2019

	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	18.79
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 - 7,578

Abandoned - 464

Offered - 8,042

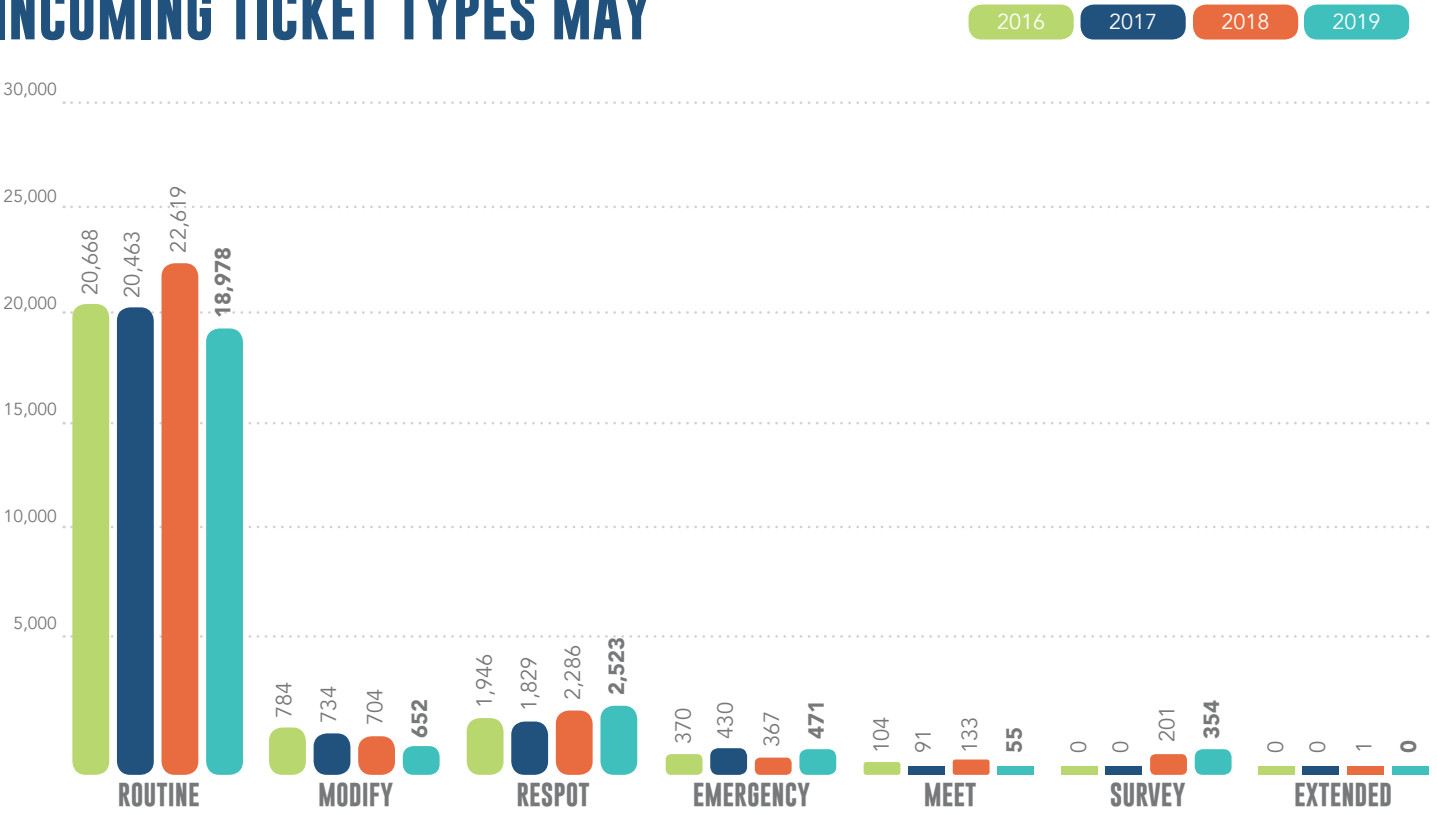


Answered - 6,255

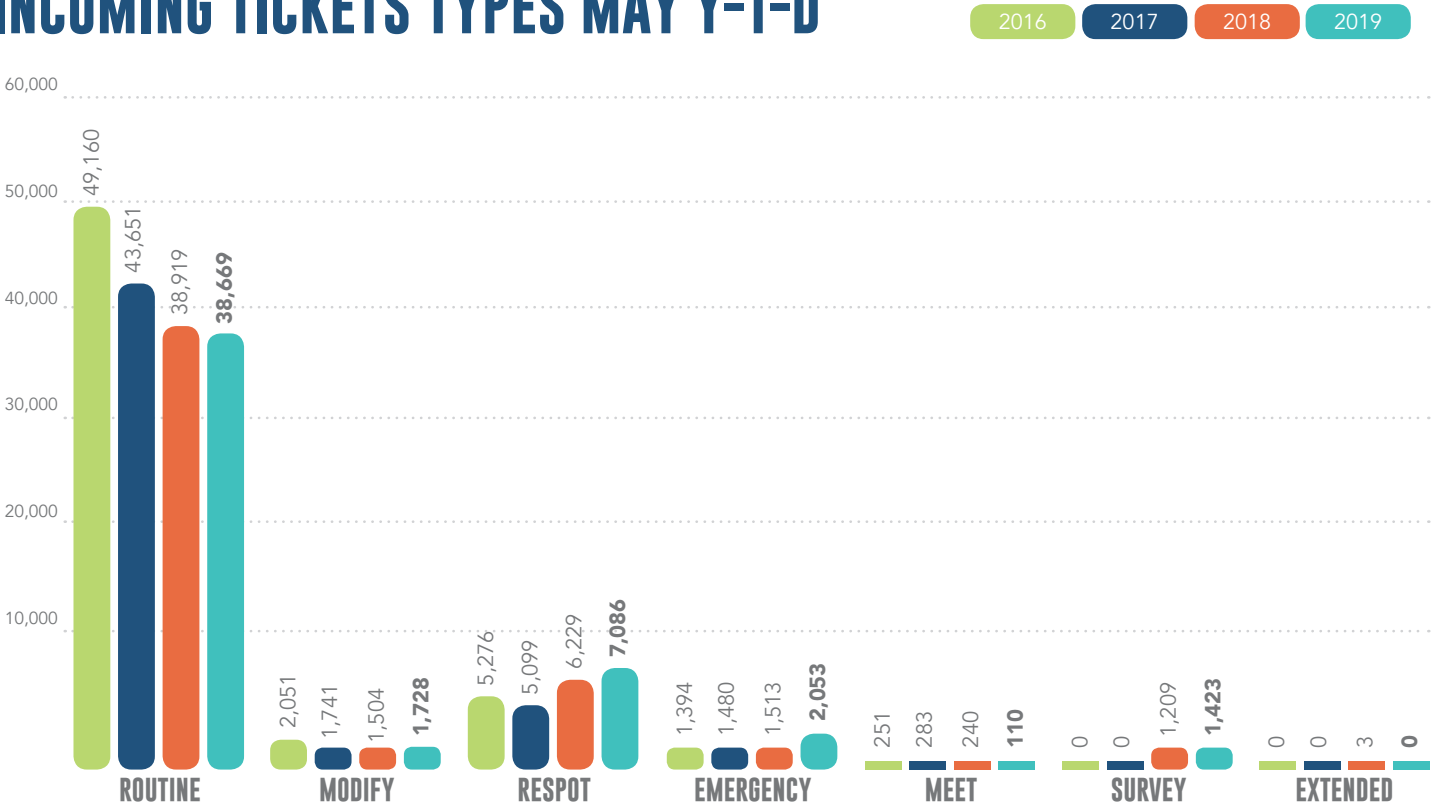
Abandoned - 295

Offered - 6,550

INCOMING TICKET TYPES MAY

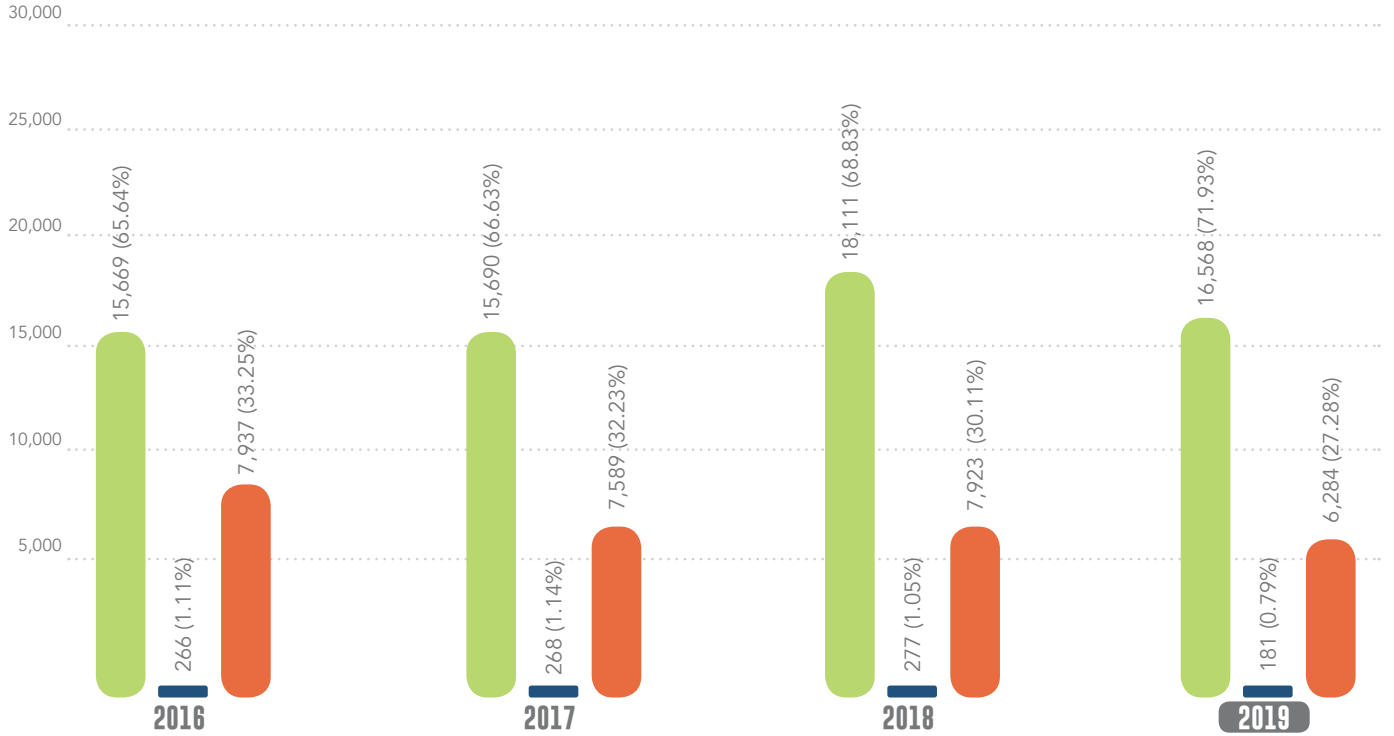


INCOMING TICKETS TYPES MAY Y-T-D



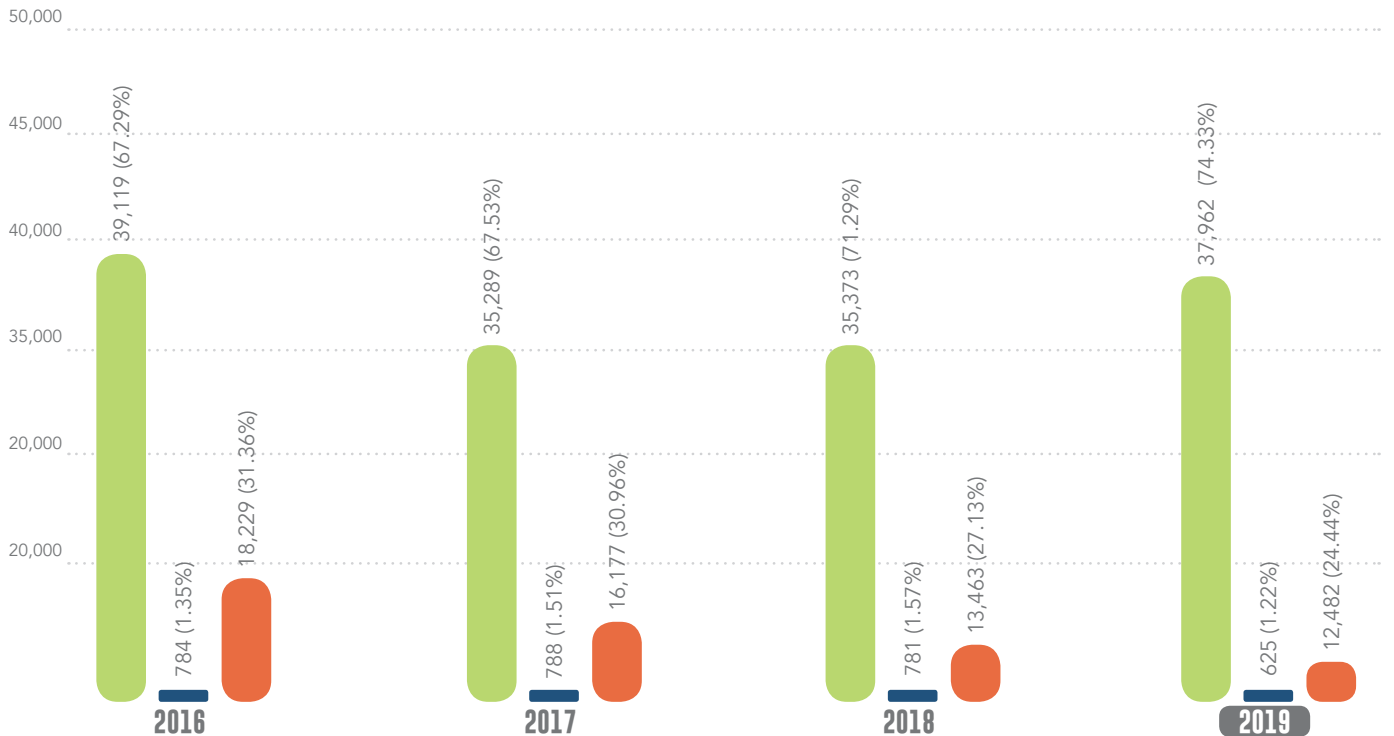
RECEIPT METHODS MAY

ITIC IVR OPERATOR



RECEIPT METHODS MAY Y-T-D

ITIC IVR OPERATOR

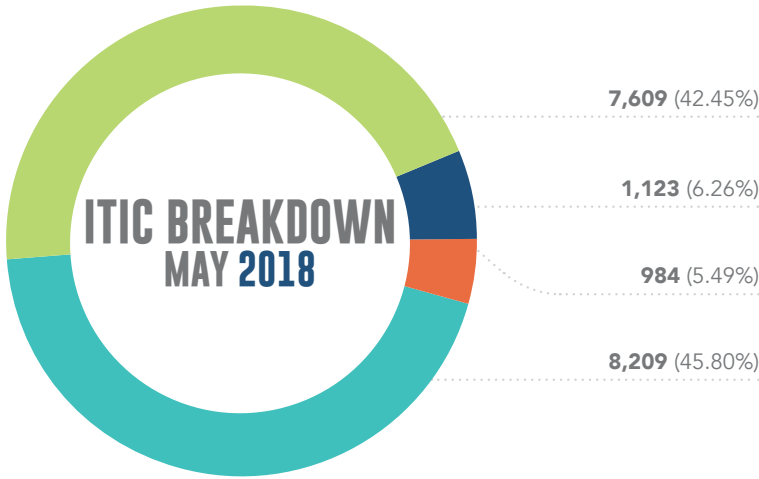


WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

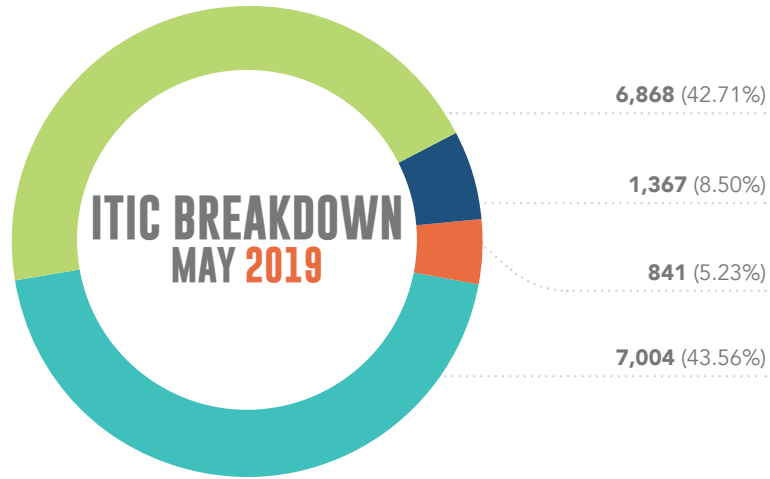
WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



ITIC BREAKDOWN MAY 2018

OVERALL ITIC % - 68.83%



ITIC BREAKDOWN MAY 2019

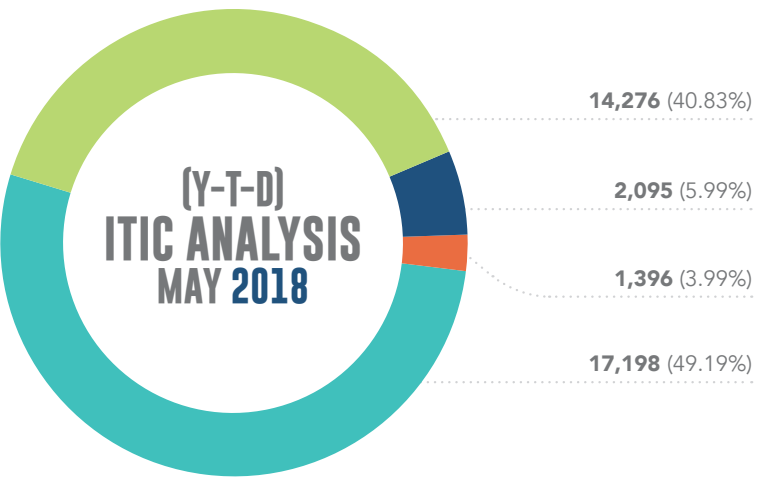
OVERALL ITIC % - 71.93%

WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

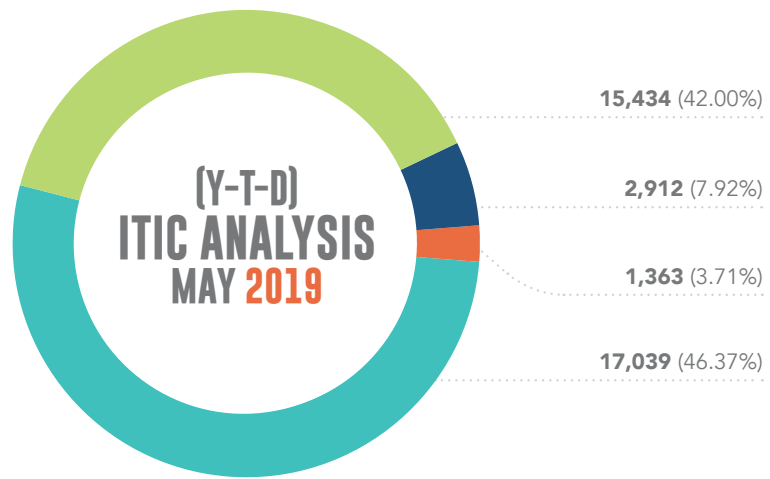
WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



(Y-T-D) ITIC ANALYSIS MAY 2018

OVERALL ITIC Y-T-D % - 71.29%



(Y-T-D) ITIC ANALYSIS MAY 2019

OVERALL ITIC % - 74.33%

POSITIVE RESPONSE COMPLIANCE

