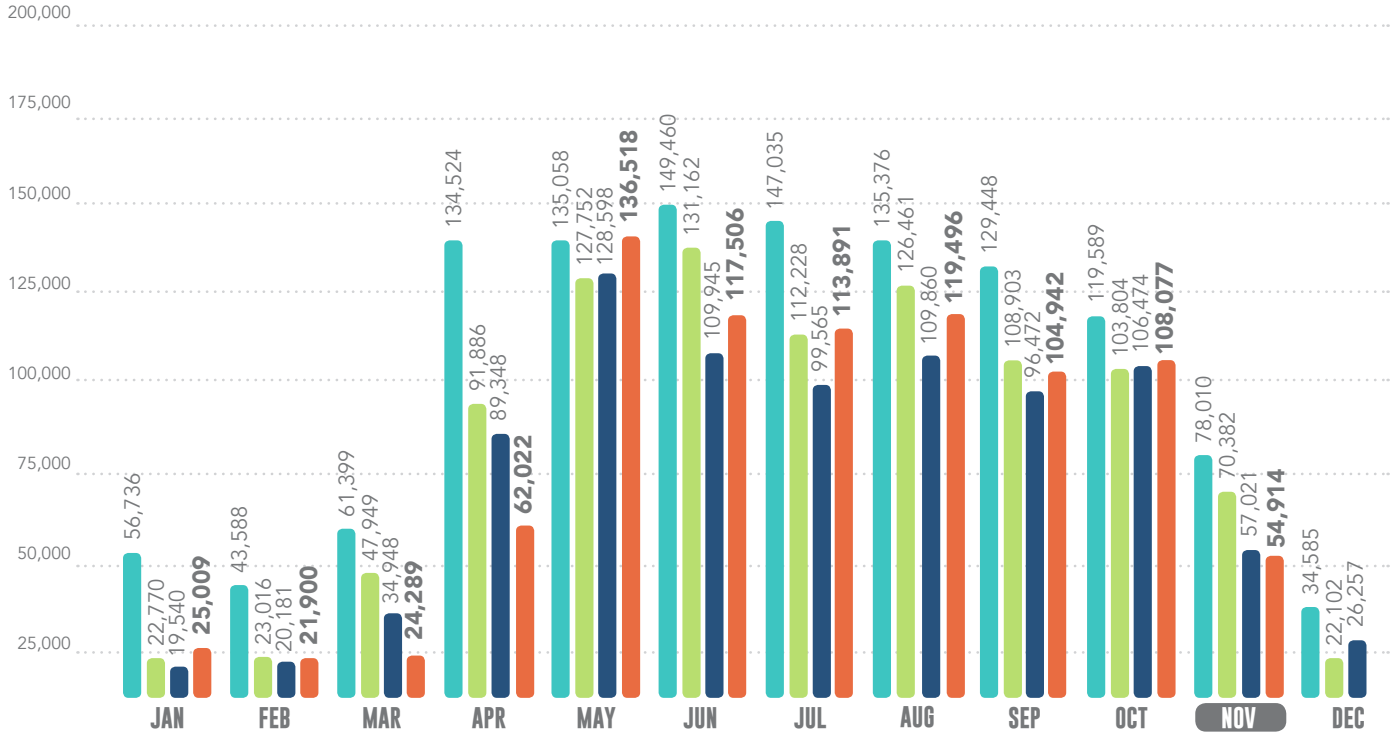


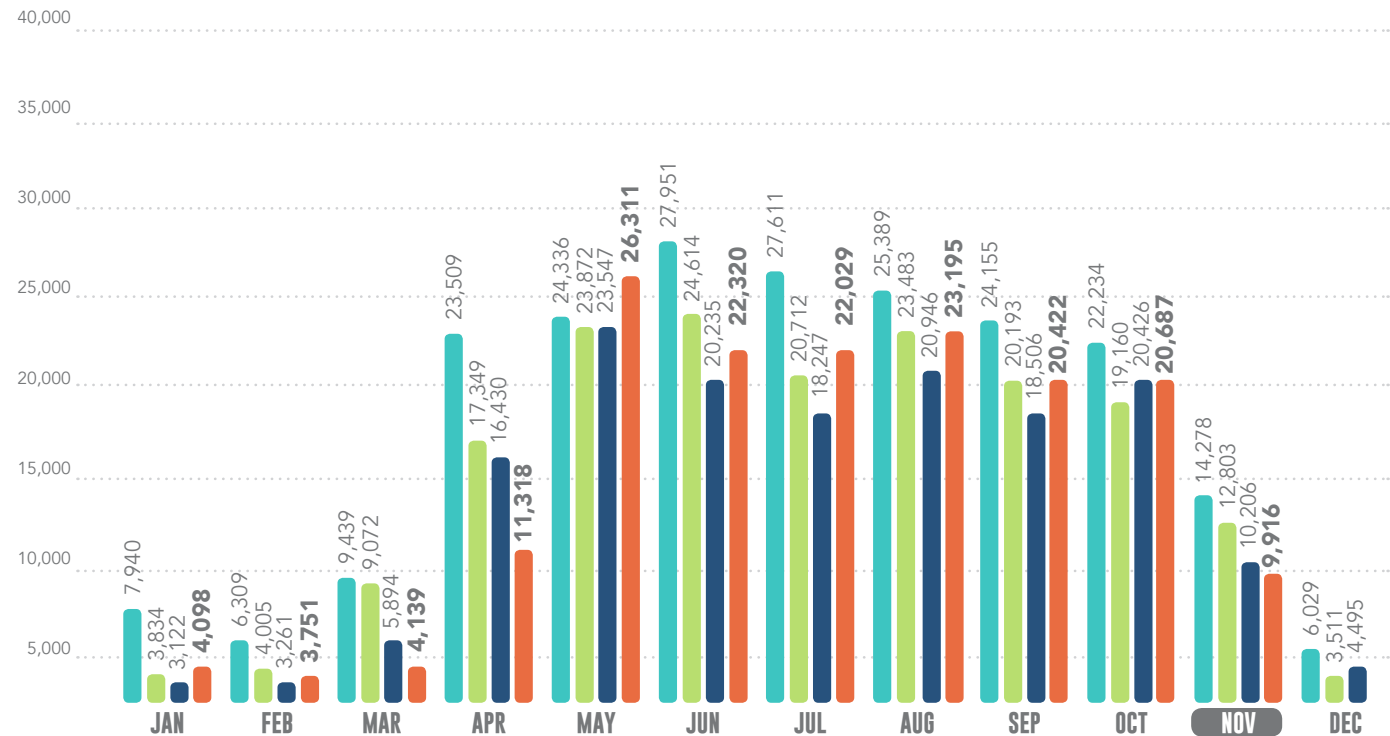
## CHARGEABLE OUTBOUND TICKETS

2015 2016 2017 2018



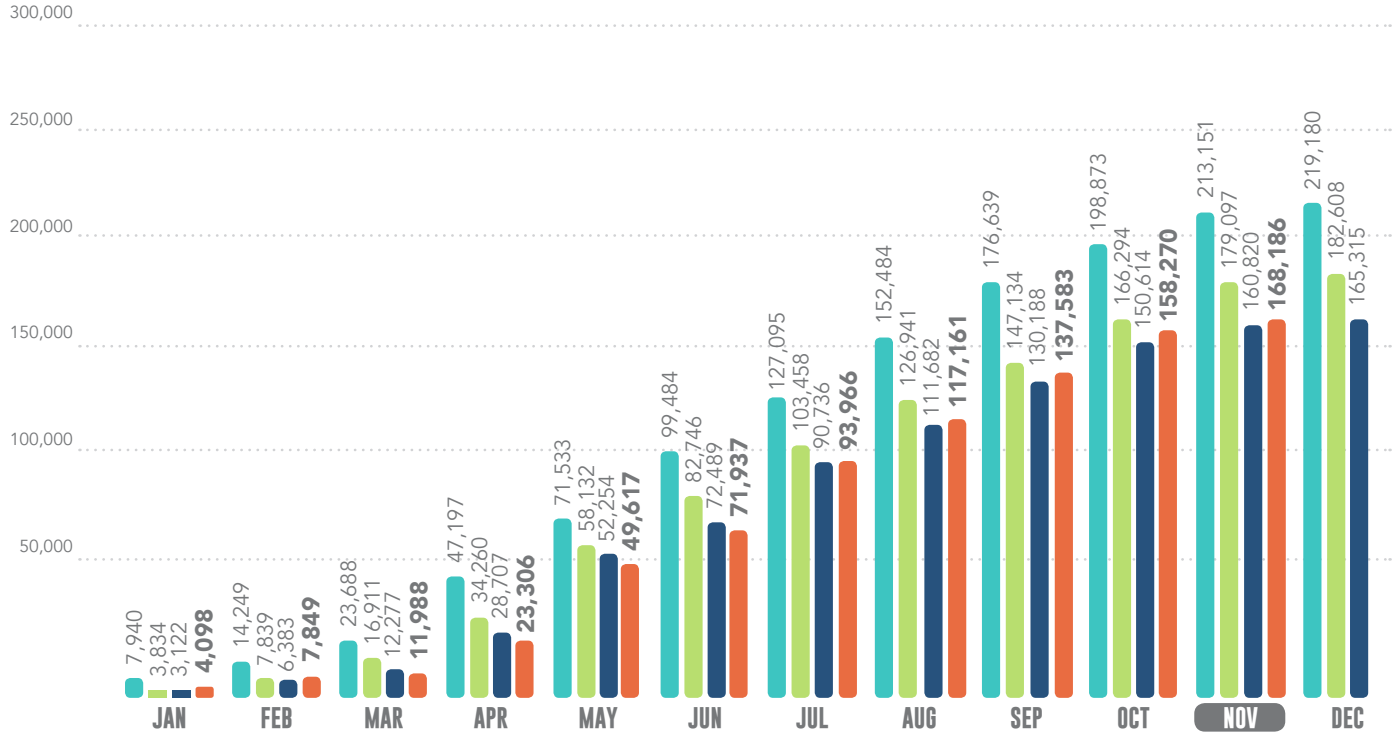
## INCOMING TICKETS

2015 2016 2017 2018



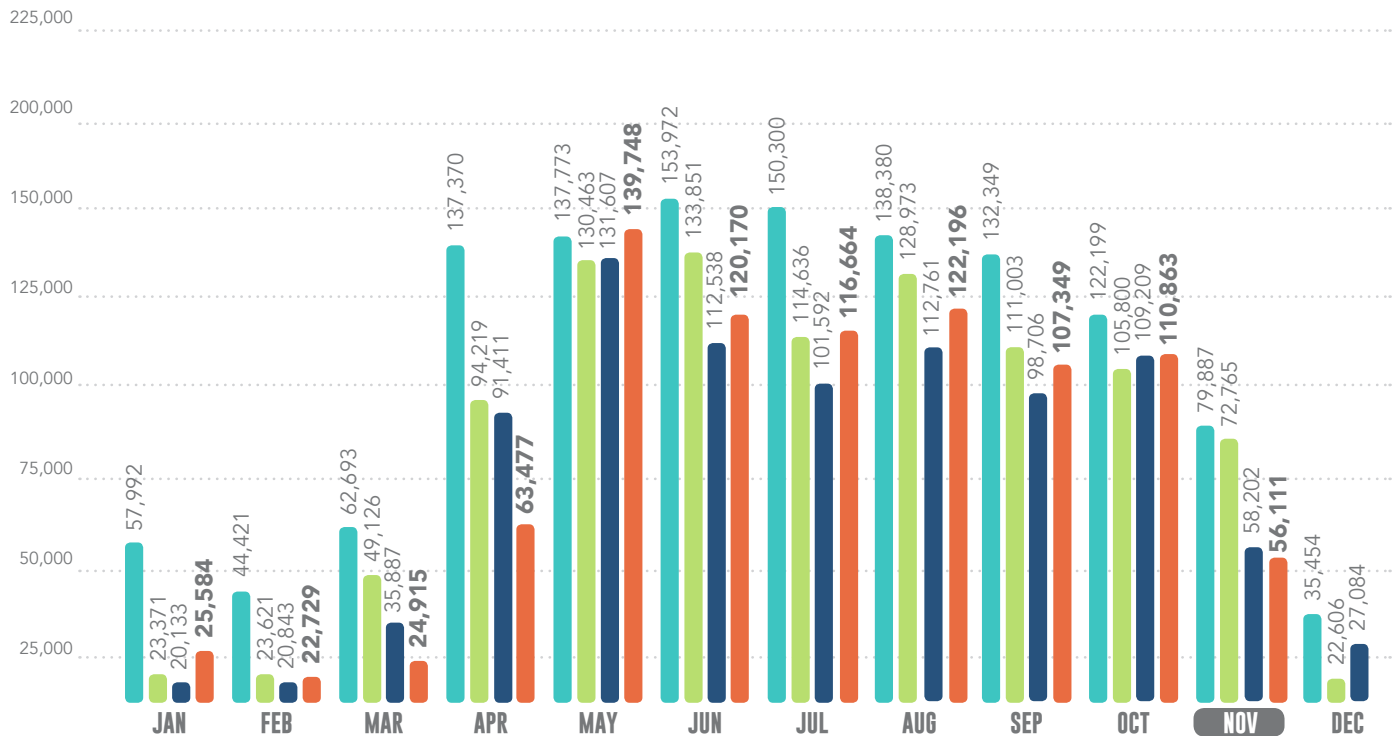
## INCOMING TICKETS Y-T-D

2015 2016 2017 2018



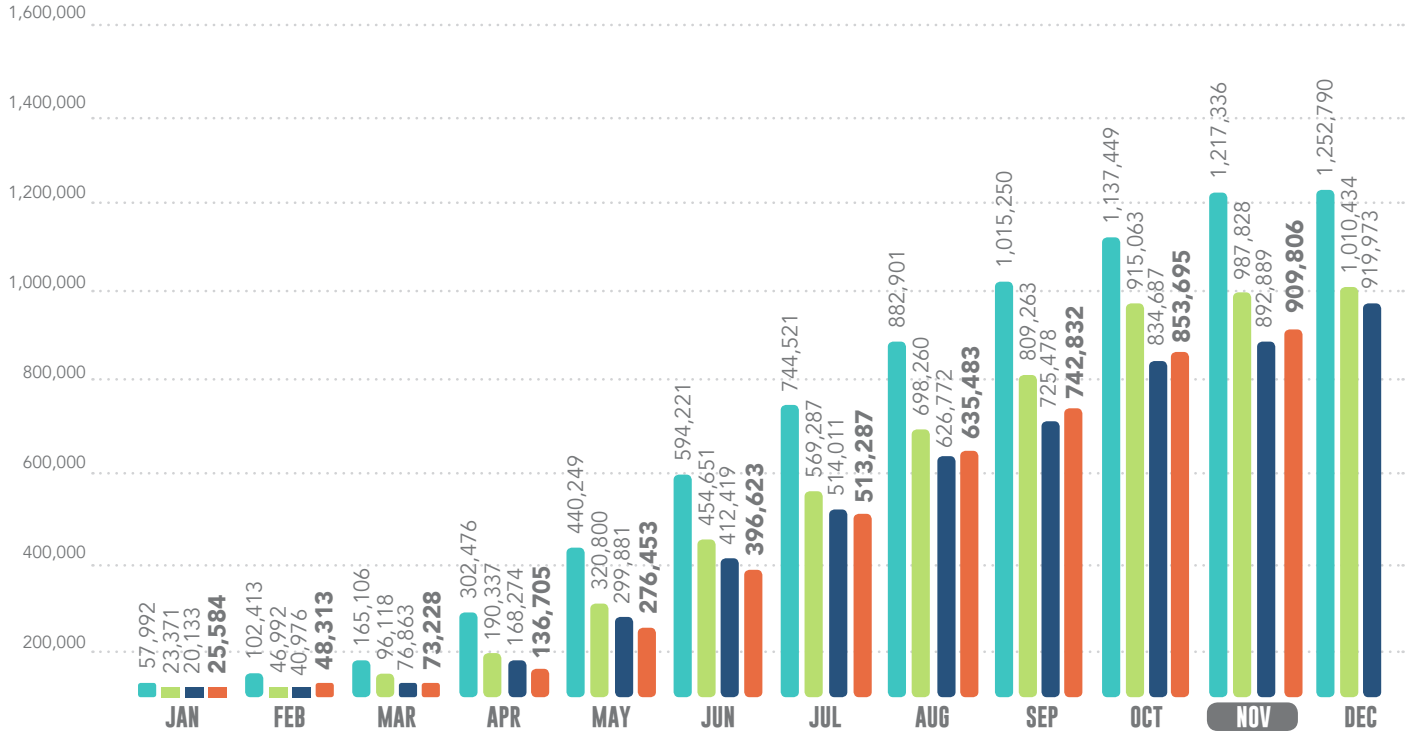
## OUTGOING MESSAGES

2015 2016 2017 2018



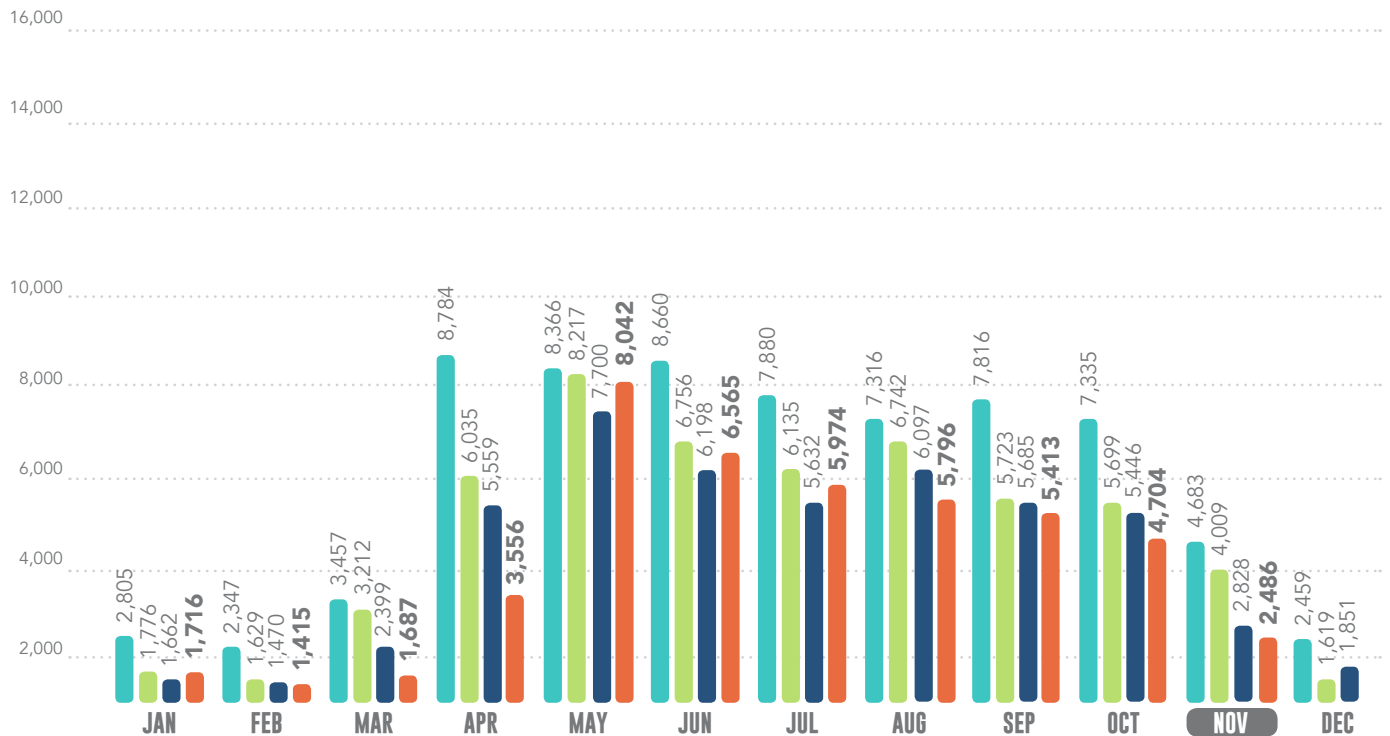
## OUTGOING TICKETS Y-T-D

2015 2016 2017 2018



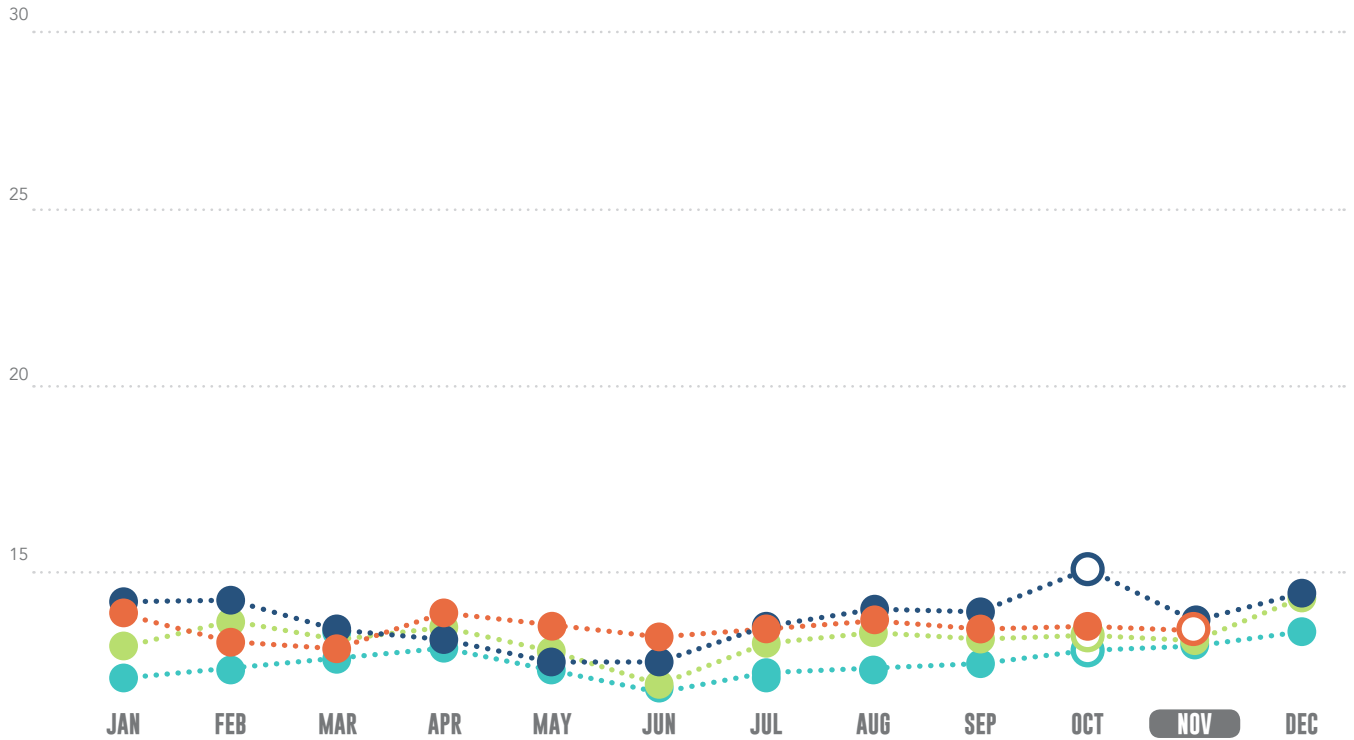
## INCOMING CALLS

2015 2016 2017 2018



## OPERATOR CALL VOLUMES

2015 2016 2017 2018

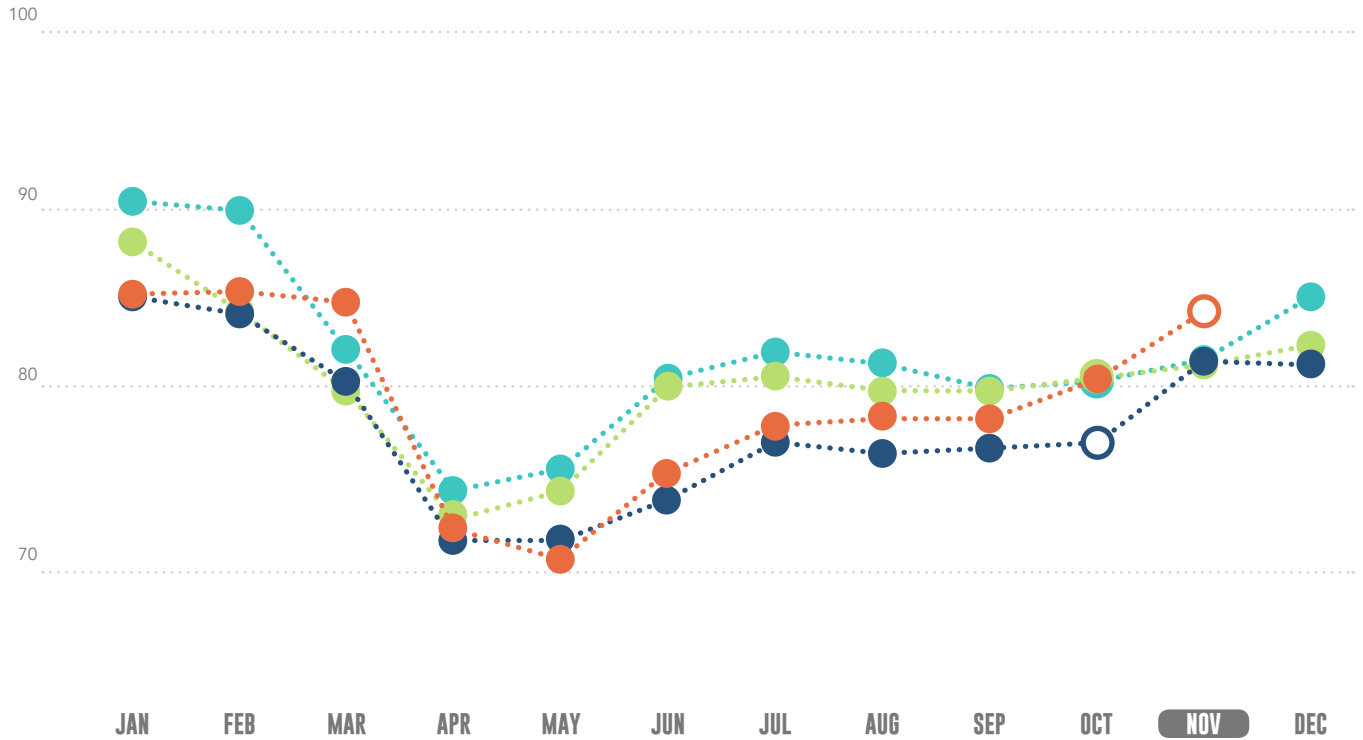


2015 2016 2017 2018

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

## EXCAVATOR CALL VOLUMES

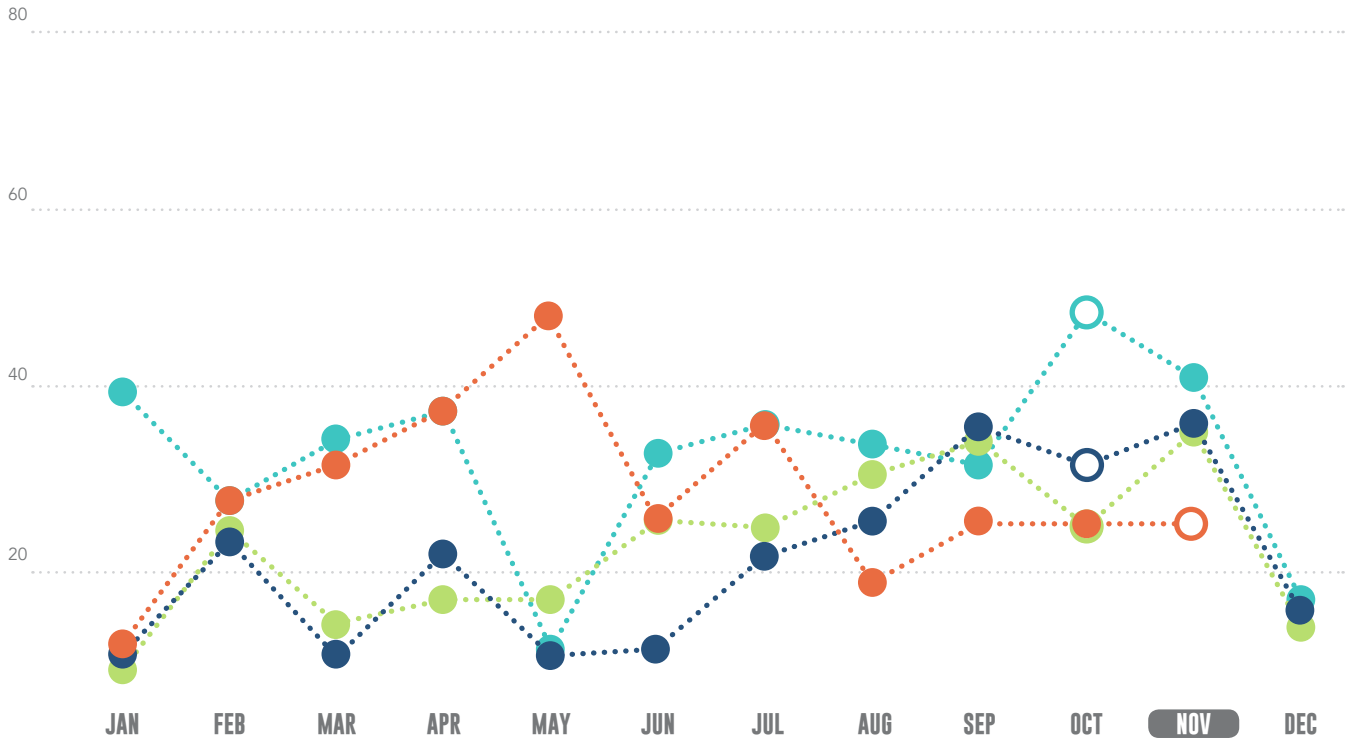
2015 2016 2017 2018



	2015	2016	2017	2018
<b>JAN</b>	90.93	88.68	84.79	84.97
<b>FEB</b>	89.84	84.37	84.02	86.03
<b>MAR</b>	82.99	79.06	80.86	85.77
<b>APR</b>	74.40	73.14	72.41	72.89
<b>MAY</b>	75.95	74.64	72.22	71.30
<b>JUN</b>	80.66	80.07	74.51	76.21
<b>JUL</b>	82.80	80.60	76.32	77.05
<b>AUG</b>	82.56	79.64	74.57	78.53
<b>SEP</b>	80.32	79.67	75.14	78.13
<b>OCT</b>	80.28	80.77	75.40	81.31
<b>NOV</b>	82.35	81.99	81.89	84.80
<b>DEC</b>	85.07	83.31	81.76	

## AVERAGE HOLD TIME

2015 2016 2017 2018

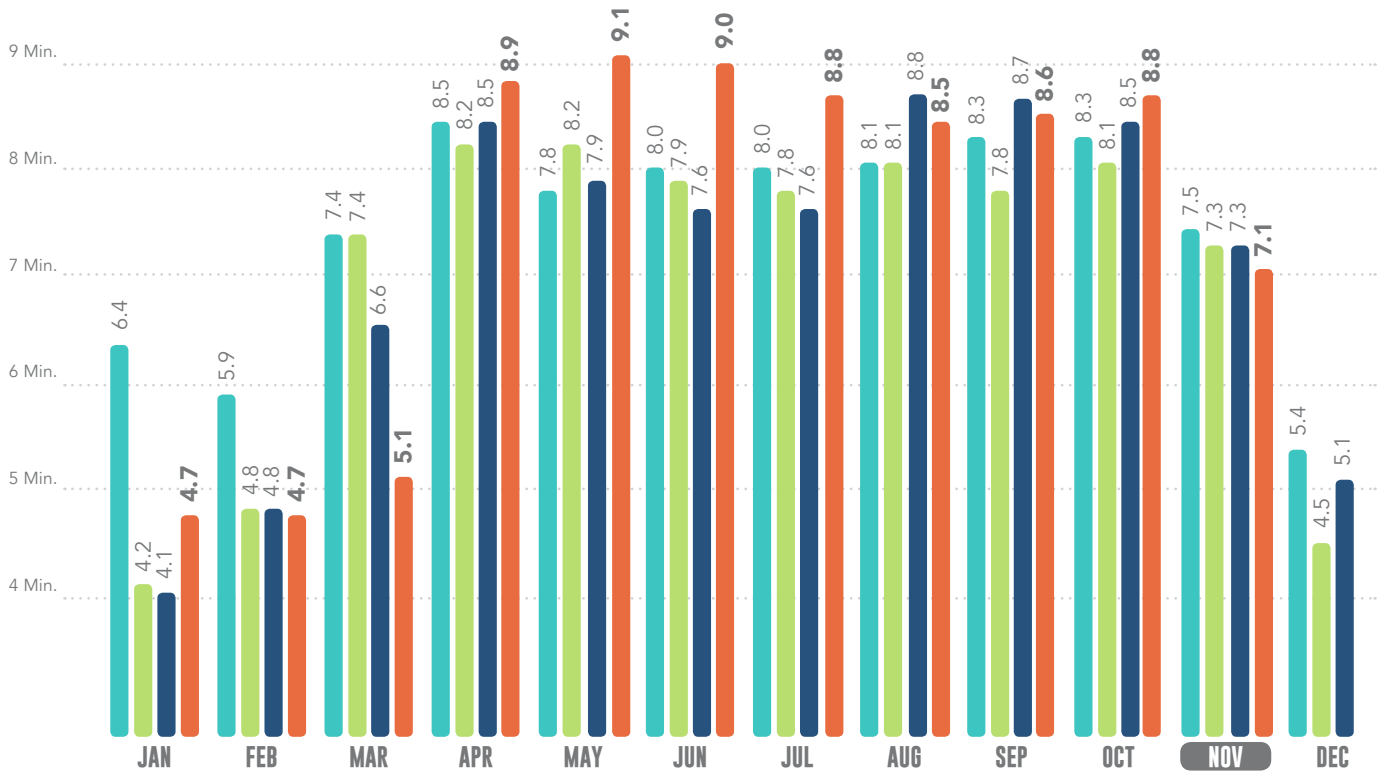


2015 2016 2017 2018

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

## AVERAGE PROCESSING TIMES

2015 2016 2017 2018



Answered - 2,604

Abandoned - 224

Offered - 2,828



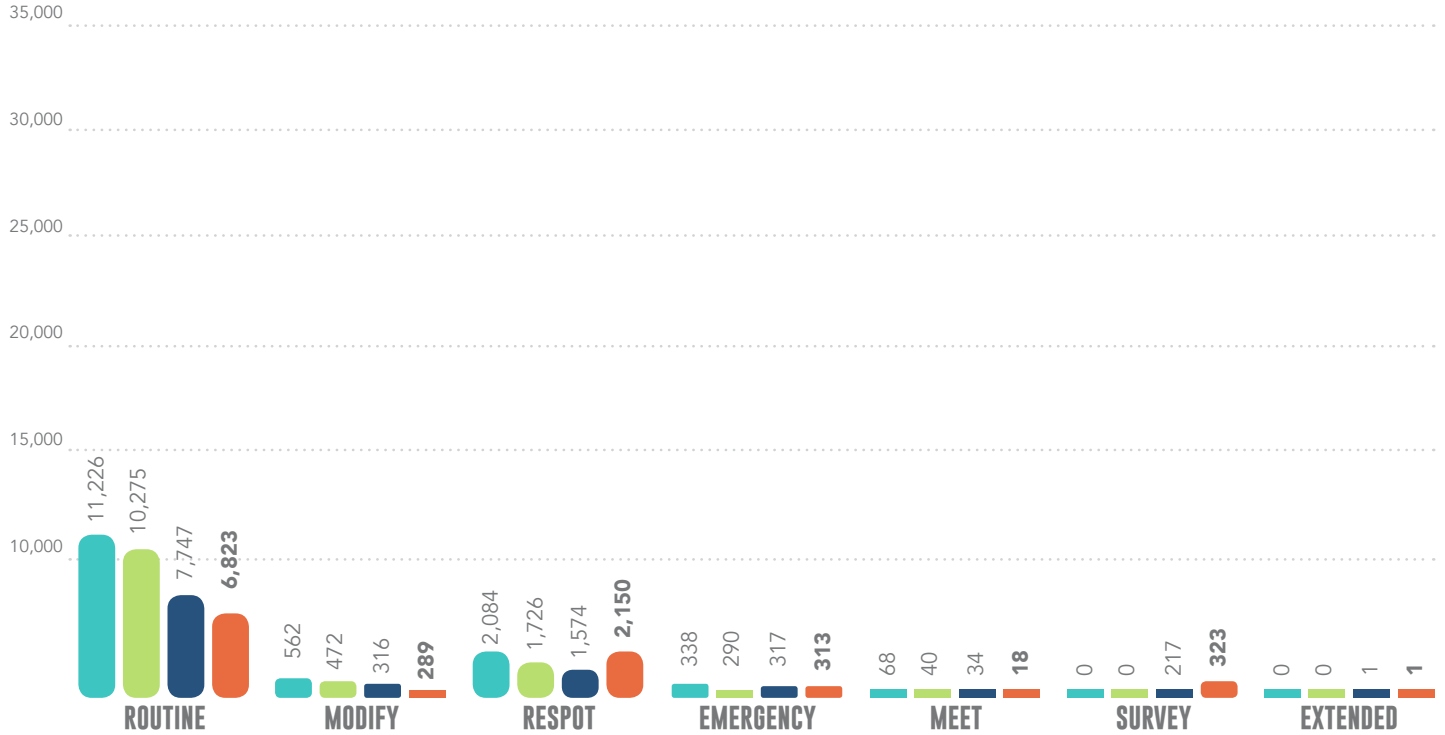
Answered - 2,267

Abandoned - 219

Offered - 2,486

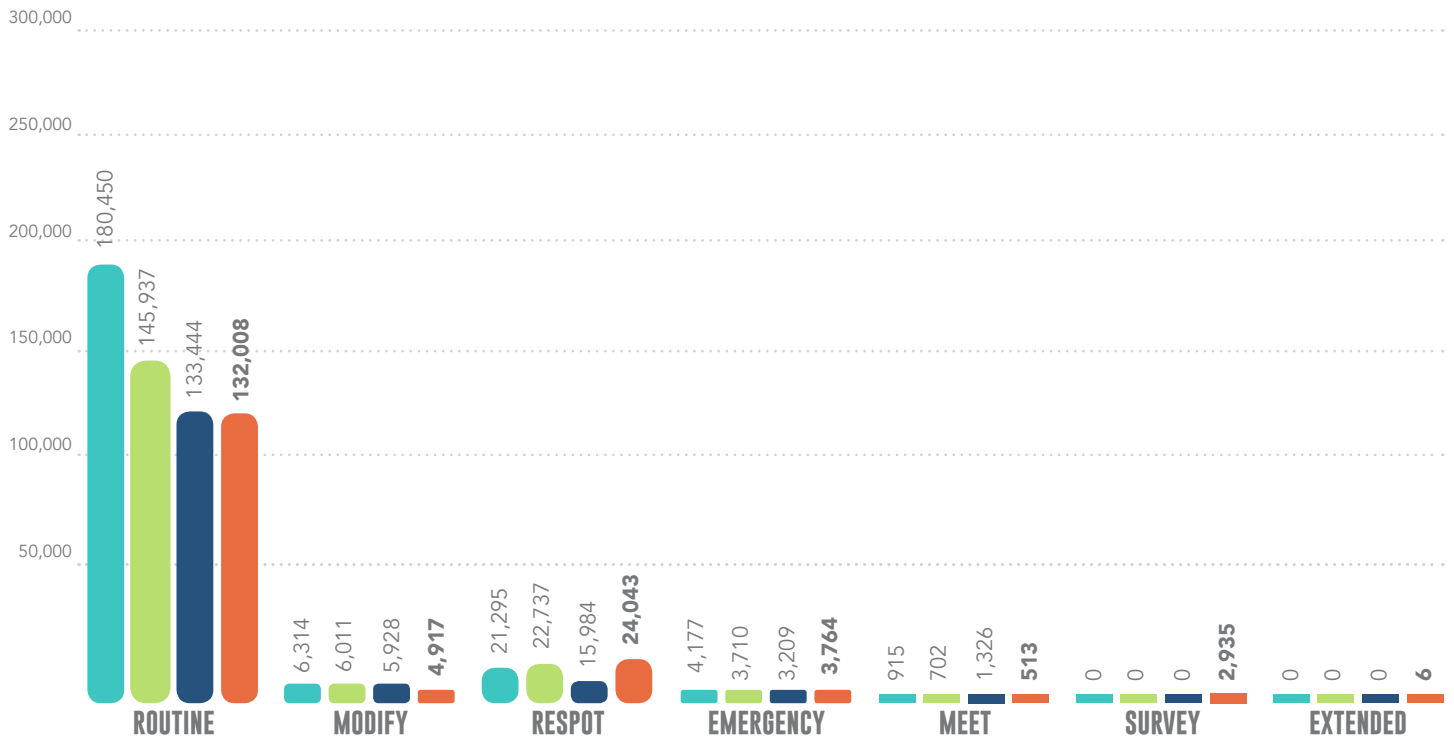
## INCOMING TICKET TYPES NOV

2015 2016 2017 2018



## INCOMING TICKETS TYPES NOV Y-T-D

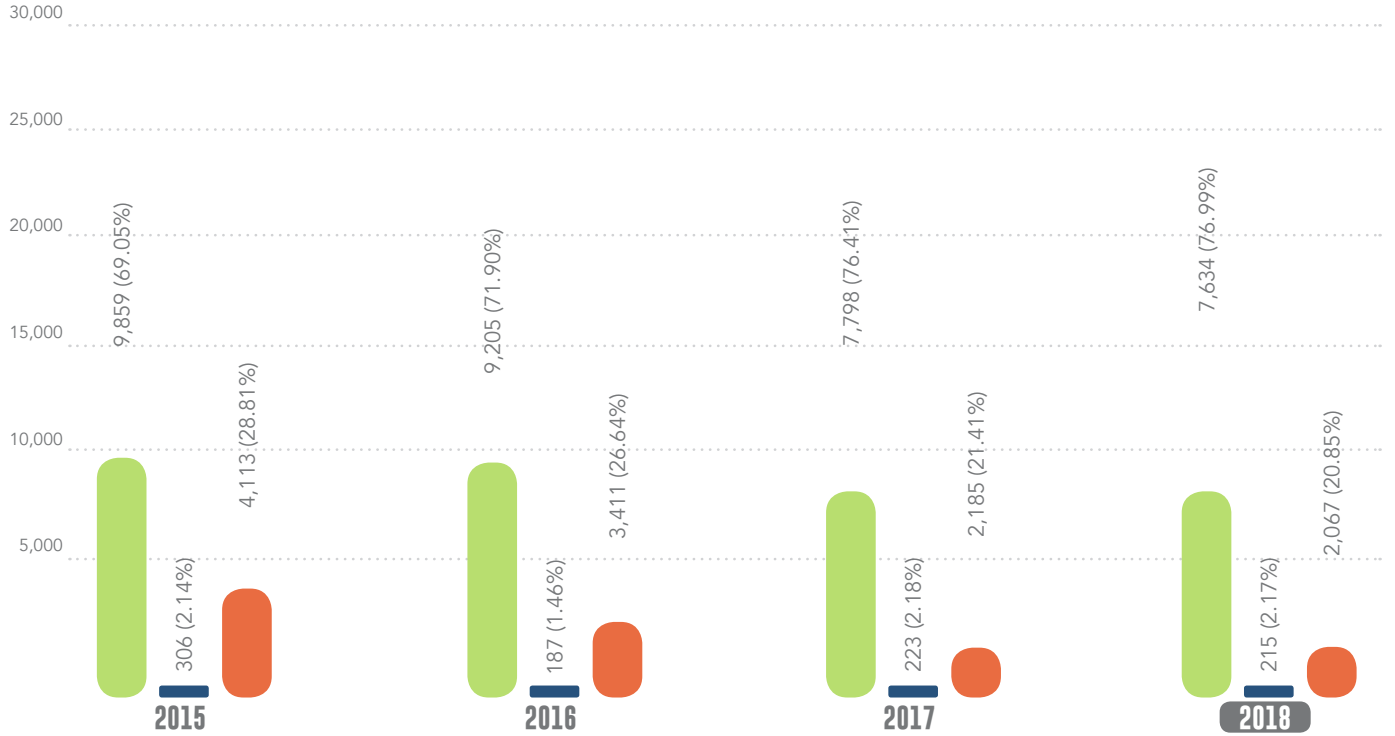
2015 2016 2017 2018





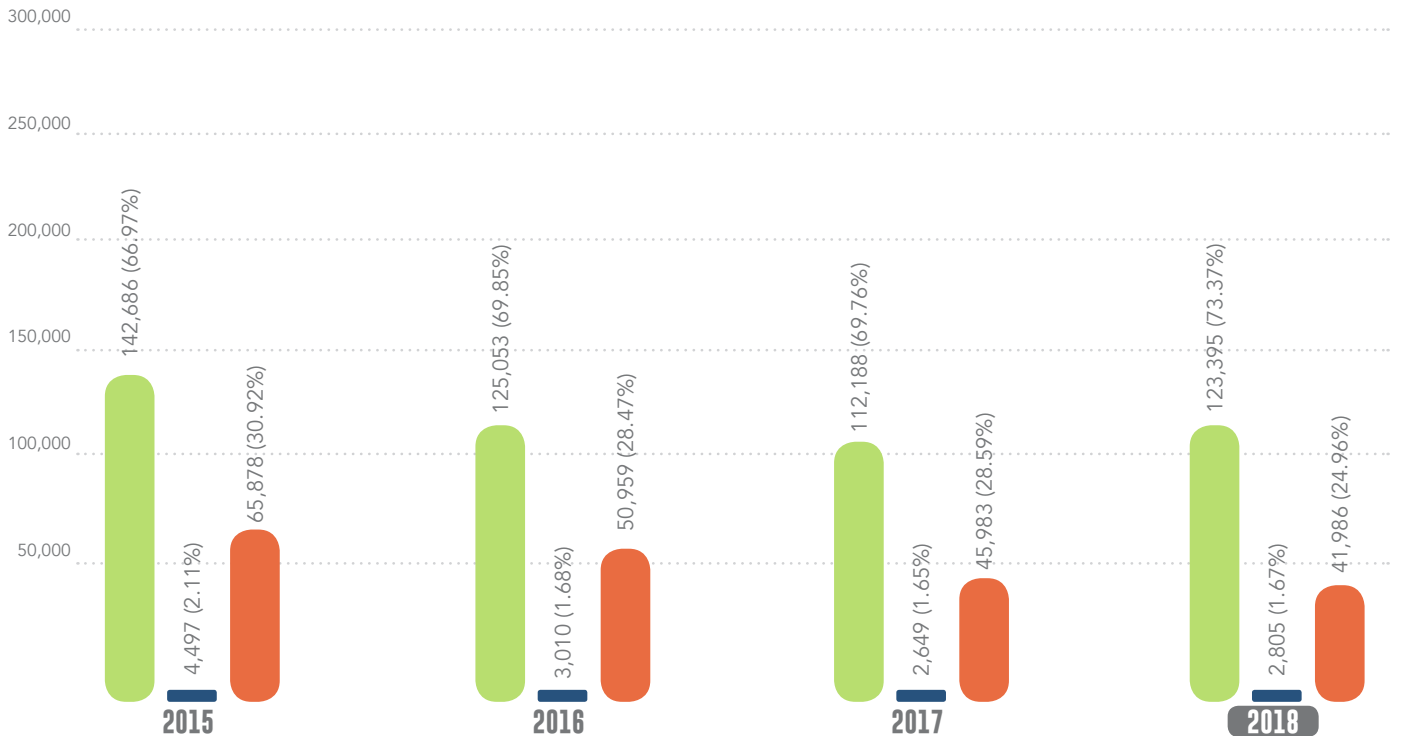
## RECEIPT METHODS NOV

ITIC IVR OPERATOR



## RECEIPT METHODS NOV Y-T-D

ITIC IVR OPERATOR

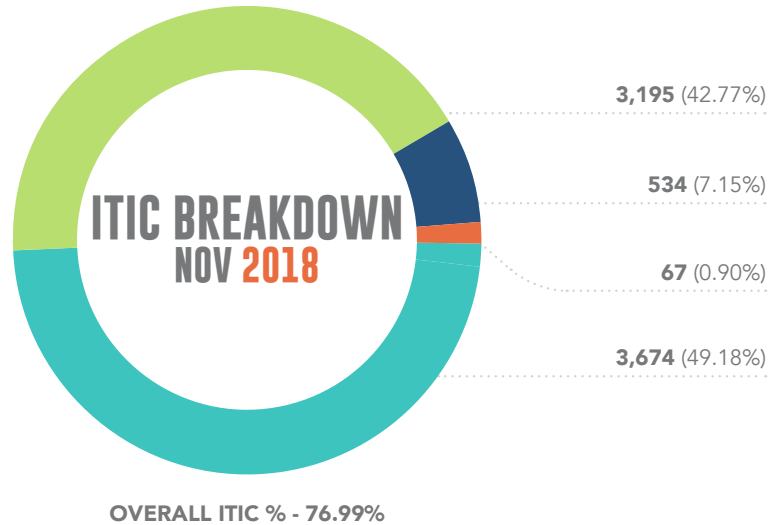
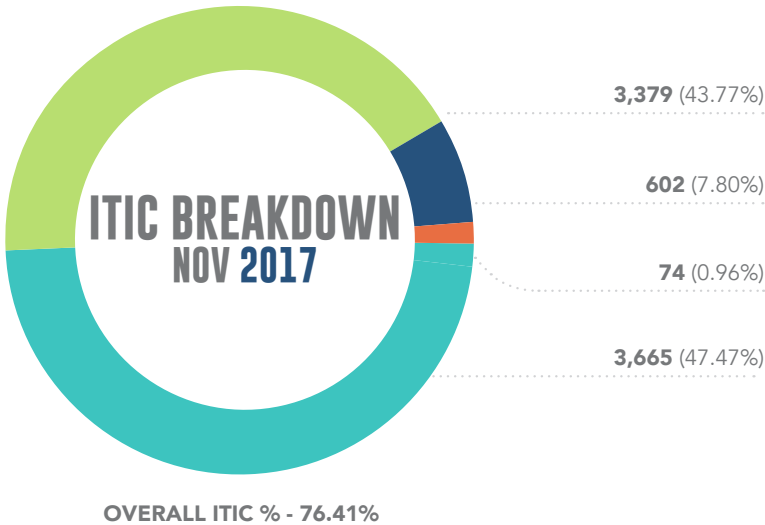


WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)

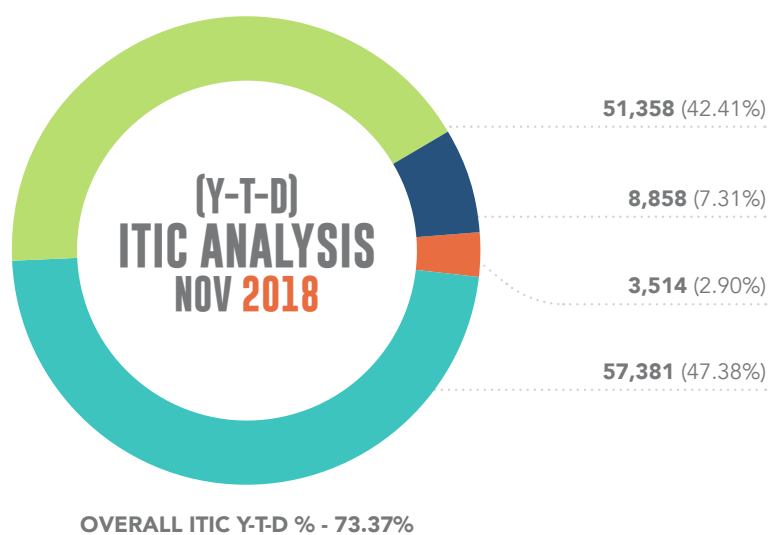
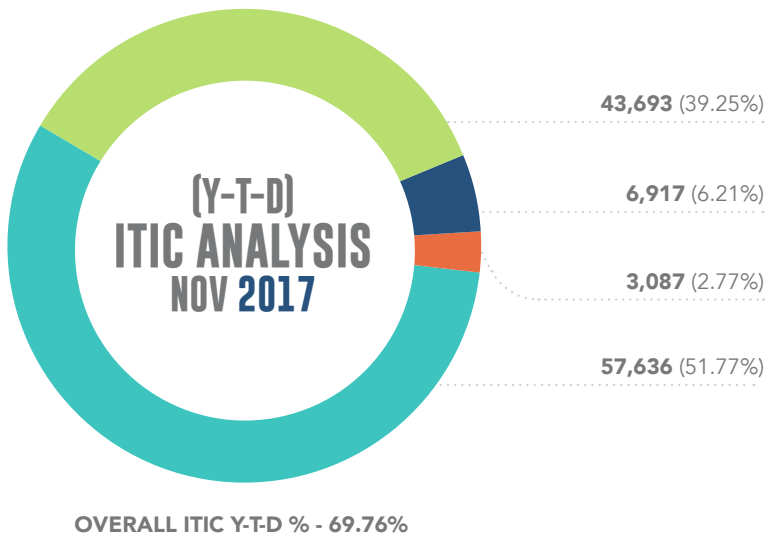


WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



## POSITIVE RESPONSE COMPLIANCE

2018 COMPLIANT

2018 NON-COMPLIANT

