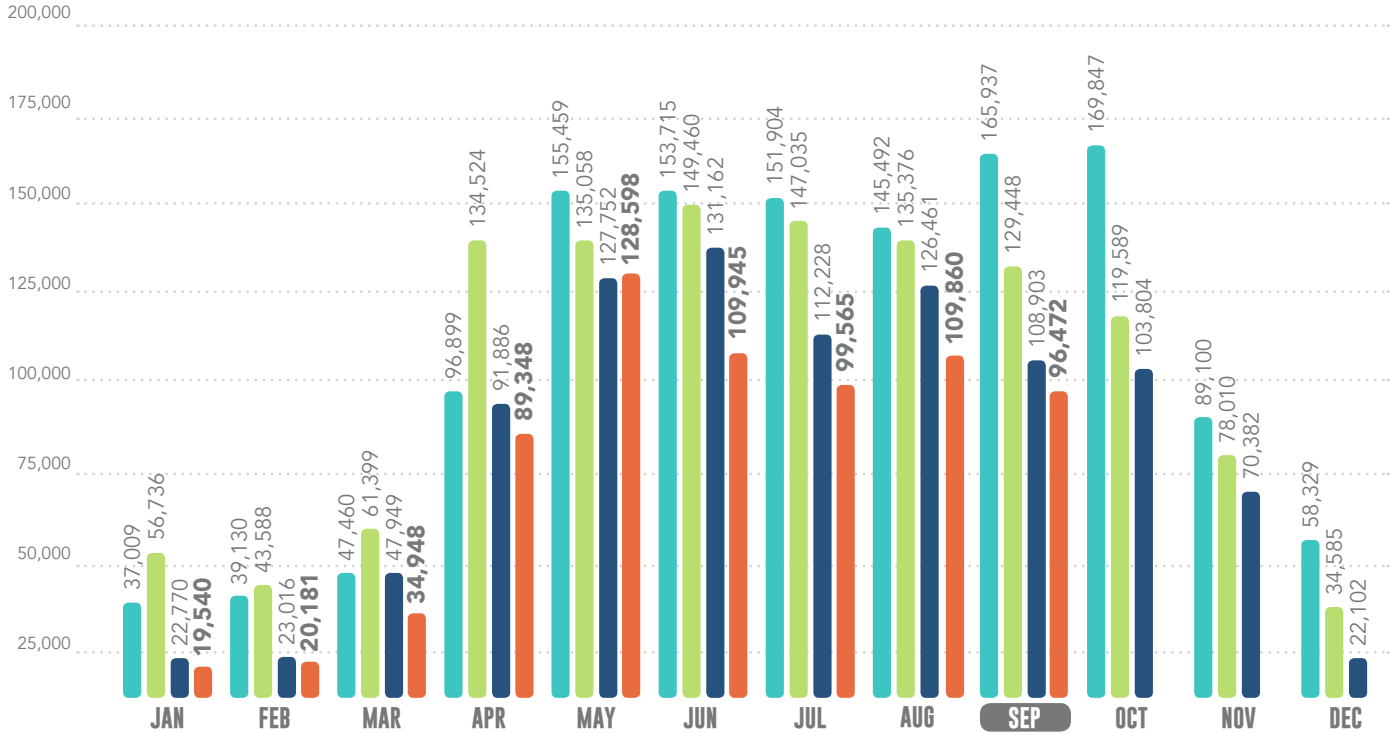


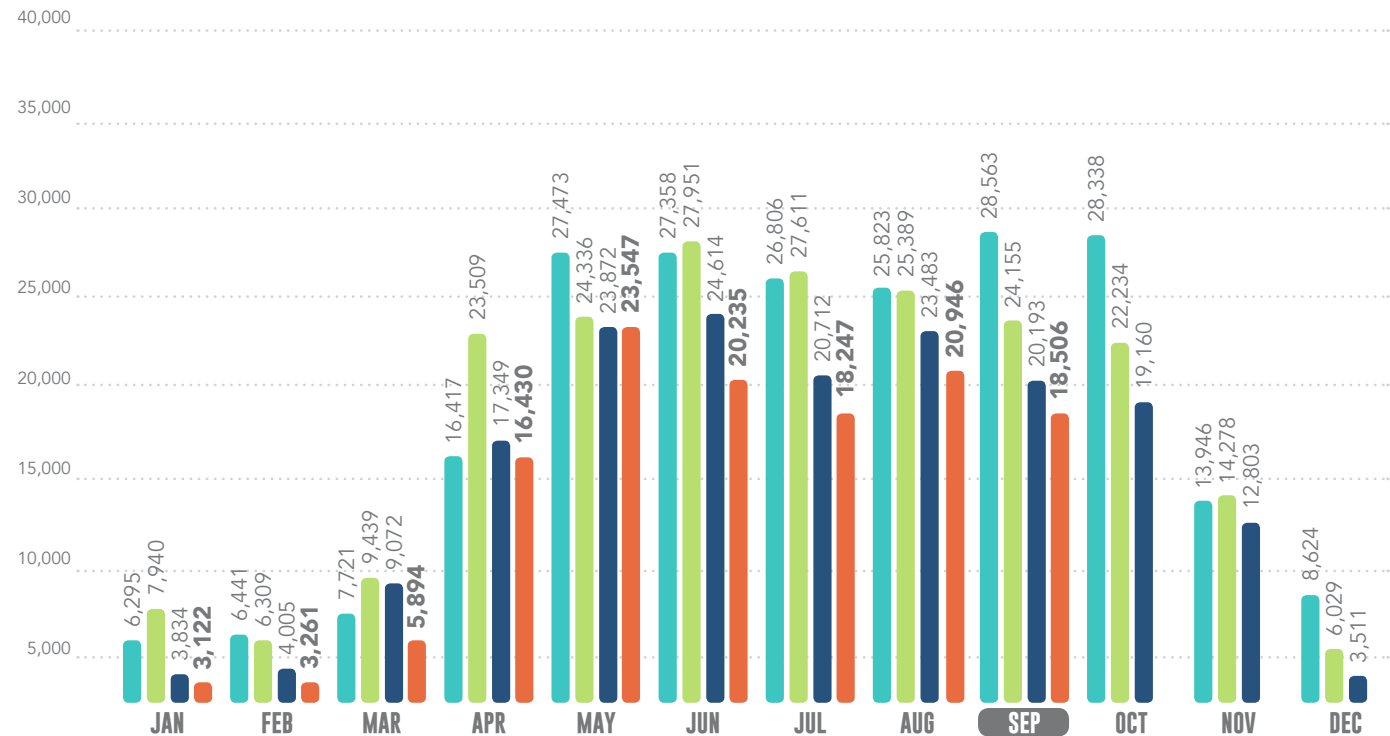
## CHARGEABLE OUTBOUND TICKETS

2014 2015 2016 2017



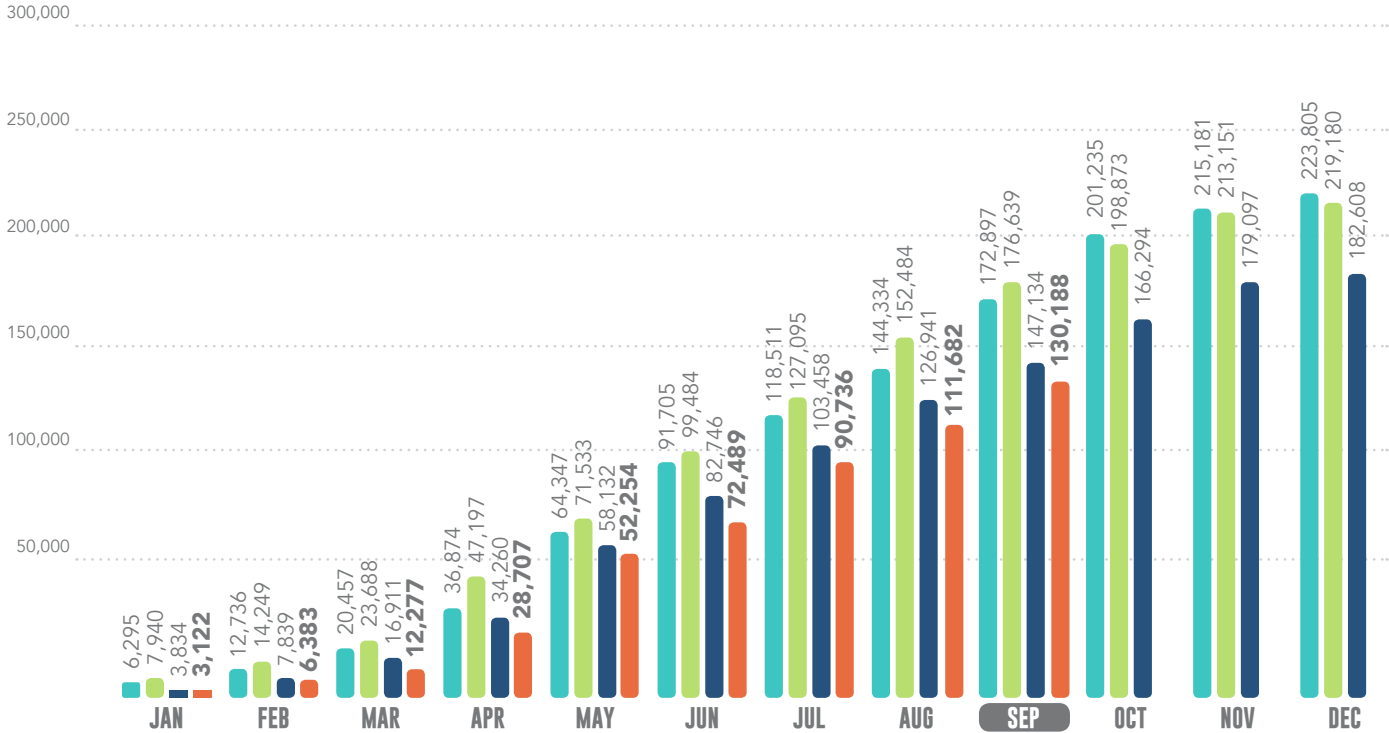
## INCOMING TICKETS

2014 2015 2016 2017



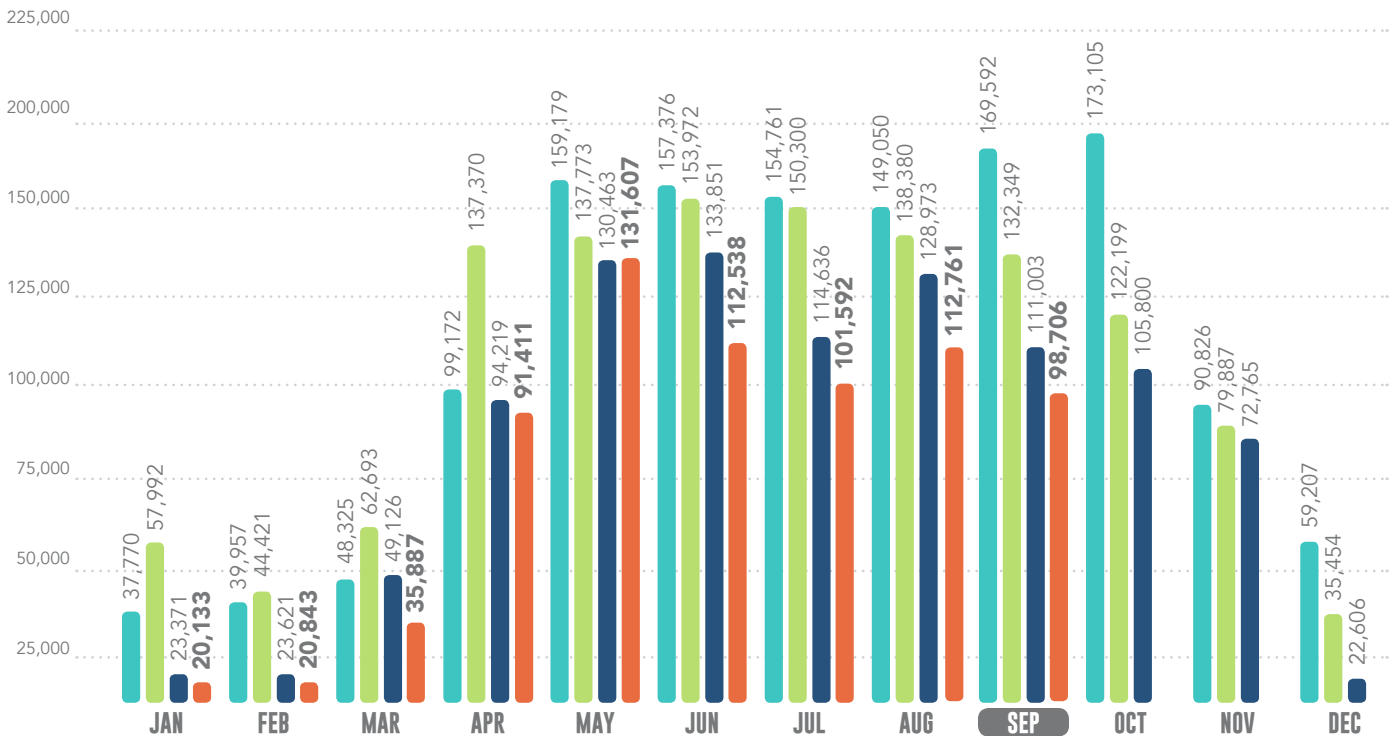
## INCOMING TICKETS Y-T-D

2014 2015 2016 2017



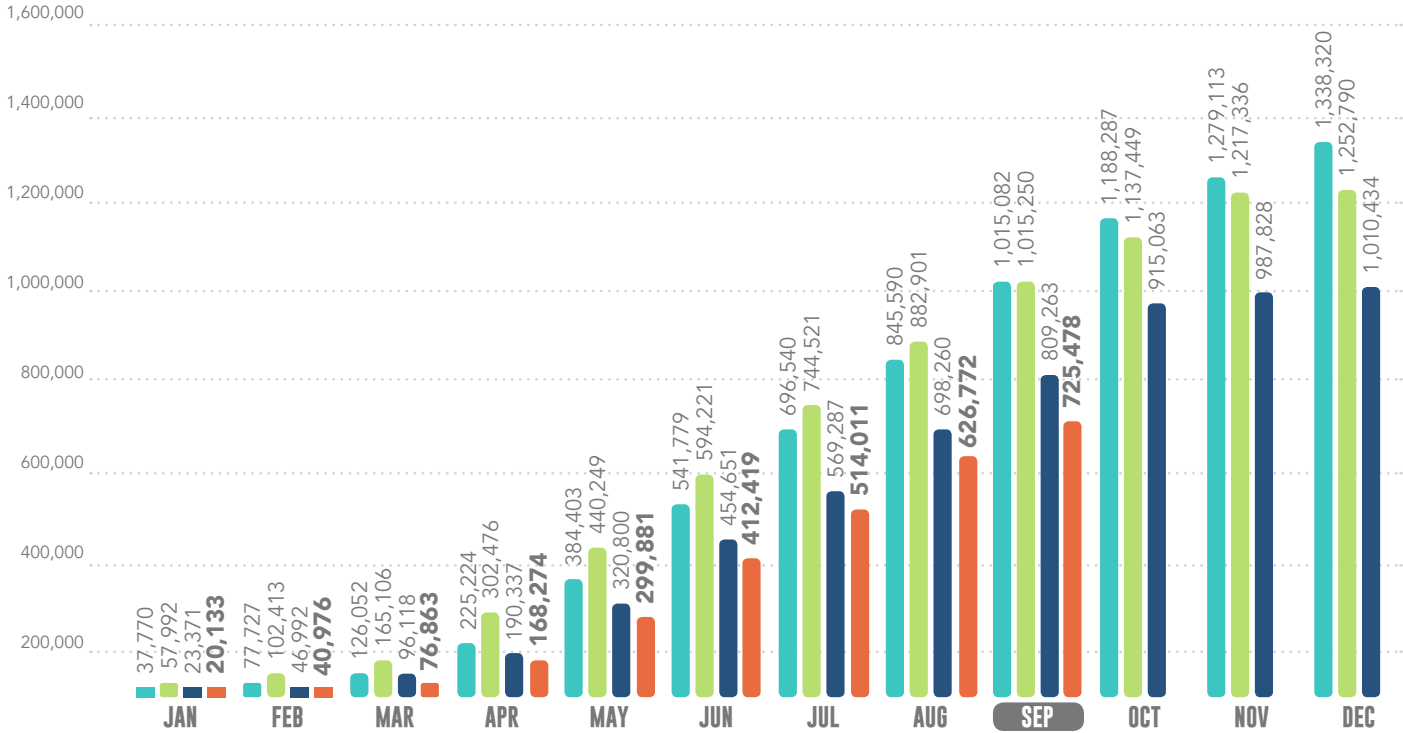
## OUTGOING MESSAGES

2014 2015 2016 2017



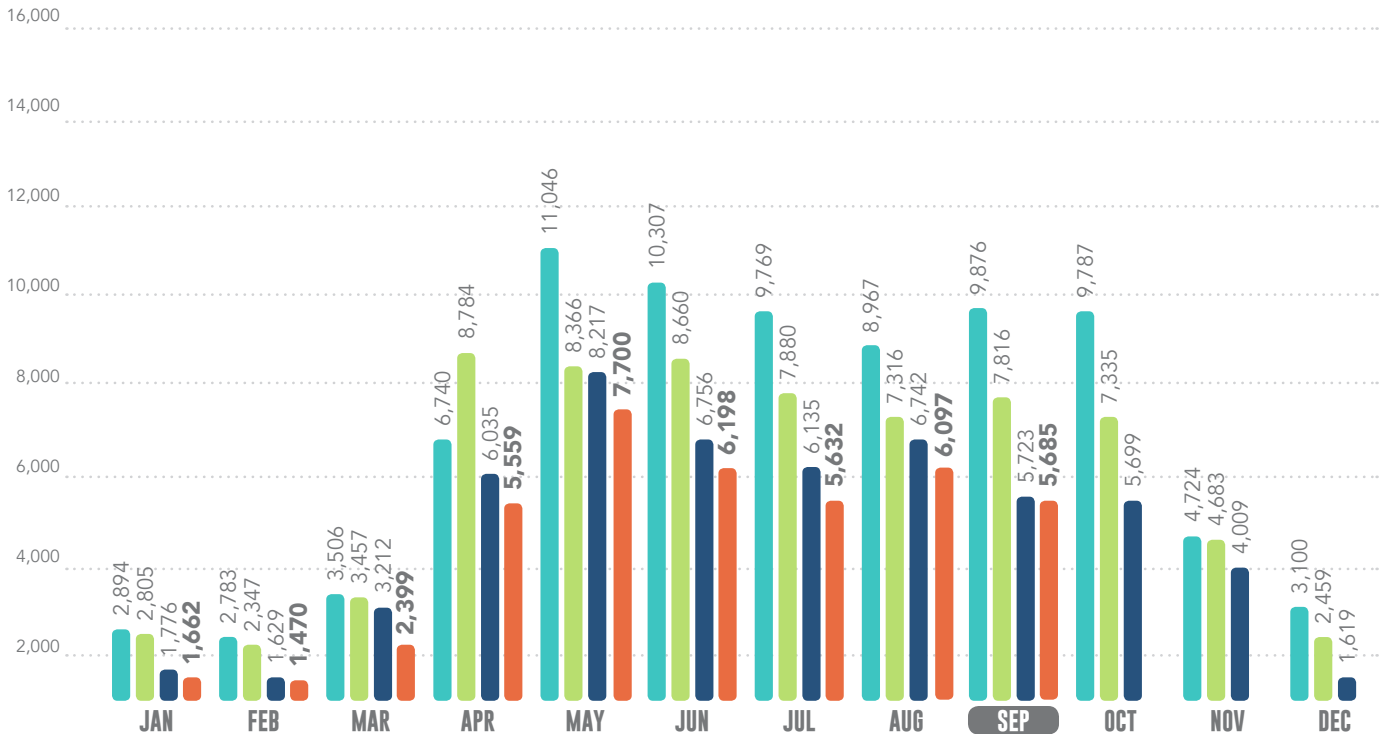
## OUTGOING TICKETS Y-T-D

2014 2015 2016 2017



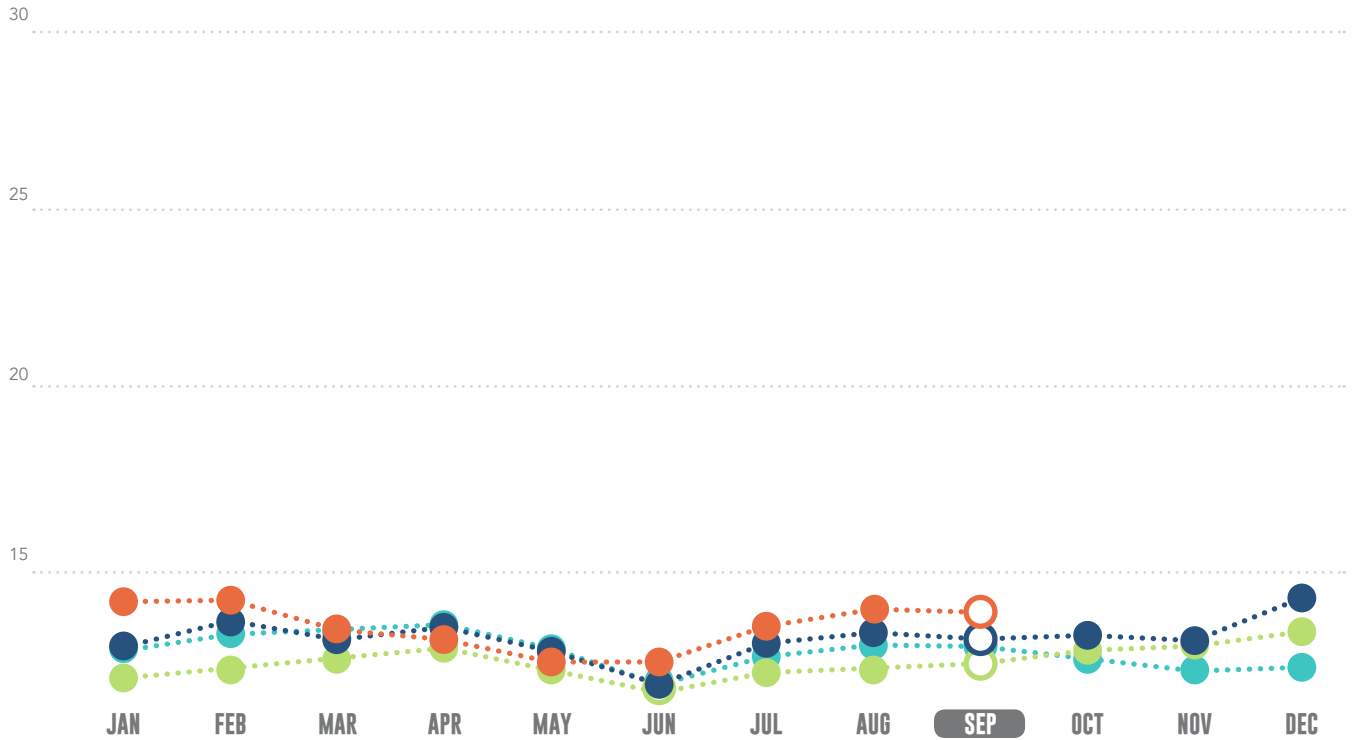
## INCOMING CALLS

2014 2015 2016 2017



## OPERATOR CALL VOLUMES

2014 2015 2016 2017

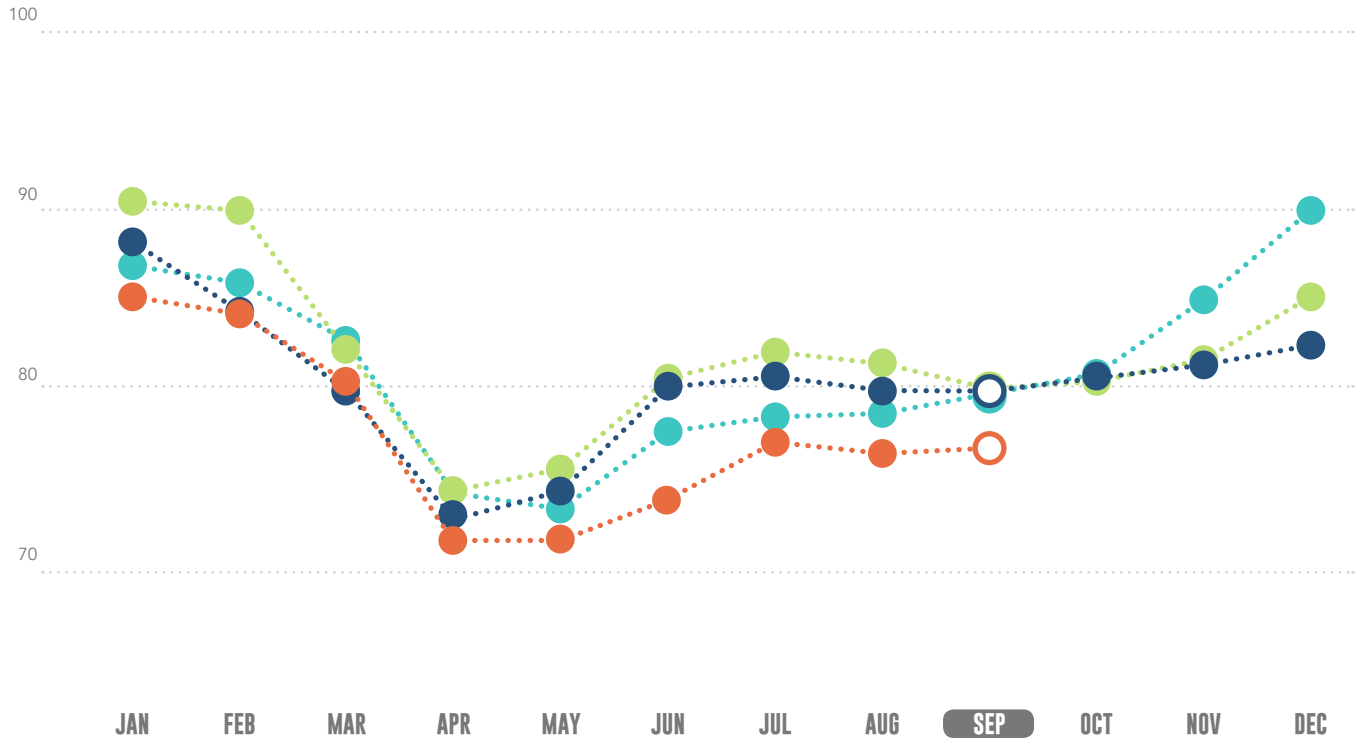


2014 2015 2016 2017

	2014	2015	2016	2017
<b>JAN</b>	9.91	7.00	9.60	14.09
<b>FEB</b>	10.63	7.69	12.68	14.04
<b>MAR</b>	11.46	8.50	10.60	11.35
<b>APR</b>	12.26	9.65	12.02	11.50
<b>MAY</b>	9.71	7.87	9.56	11.32
<b>JUN</b>	8.94	7.11	8.42	11.63
<b>JUL</b>	9.33	7.52	10.38	12.17
<b>AUG</b>	10.03	7.81	11.28	13.84
<b>SEP</b>	9.80	8.18	10.53	13.26
<b>OCT</b>	8.67	9.64	10.99	
<b>NOV</b>	7.60	10.05	10.47	
<b>DEC</b>	7.94	11.16	14.53	

## EXCAVATOR CALL VOLUMES

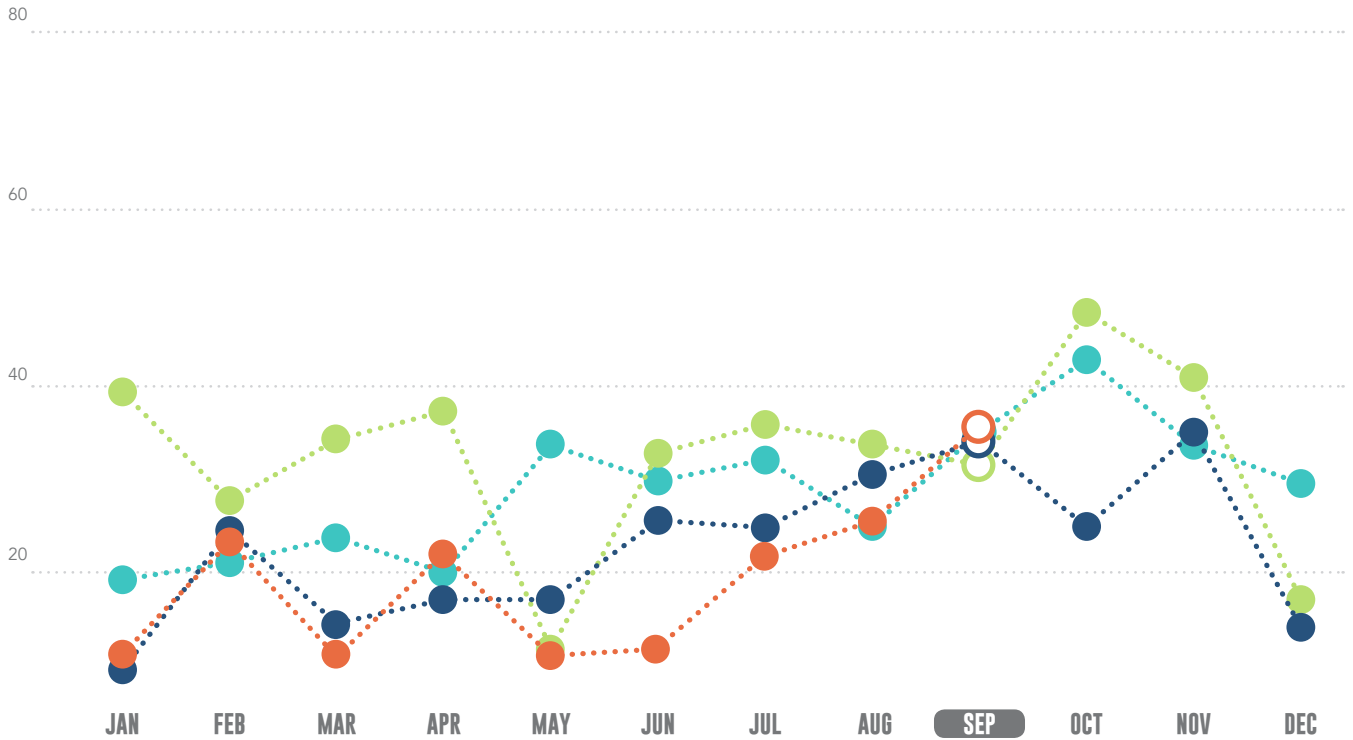
2014 2015 2016 2017



	2014	2015	2016	2017
<b>JAN</b>	87.74	90.93	88.68	84.79
<b>FEB</b>	86.01	89.84	84.37	84.02
<b>MAR</b>	83.22	82.99	79.06	80.86
<b>APR</b>	74.06	74.40	73.14	72.41
<b>MAY</b>	73.25	75.95	74.64	72.22
<b>JUN</b>	77.13	80.66	80.07	74.51
<b>JUL</b>	78.38	82.80	80.60	76.32
<b>AUG</b>	78.93	82.56	79.64	74.57
<b>SEP</b>	79.25	80.32	79.67	75.14
<b>OCT</b>	81.68	80.28	80.77	
<b>NOV</b>	85.75	82.35	81.99	
<b>DEC</b>	89.56	85.07	83.31	

## AVERAGE HOLD TIME

2014 2015 2016 2017

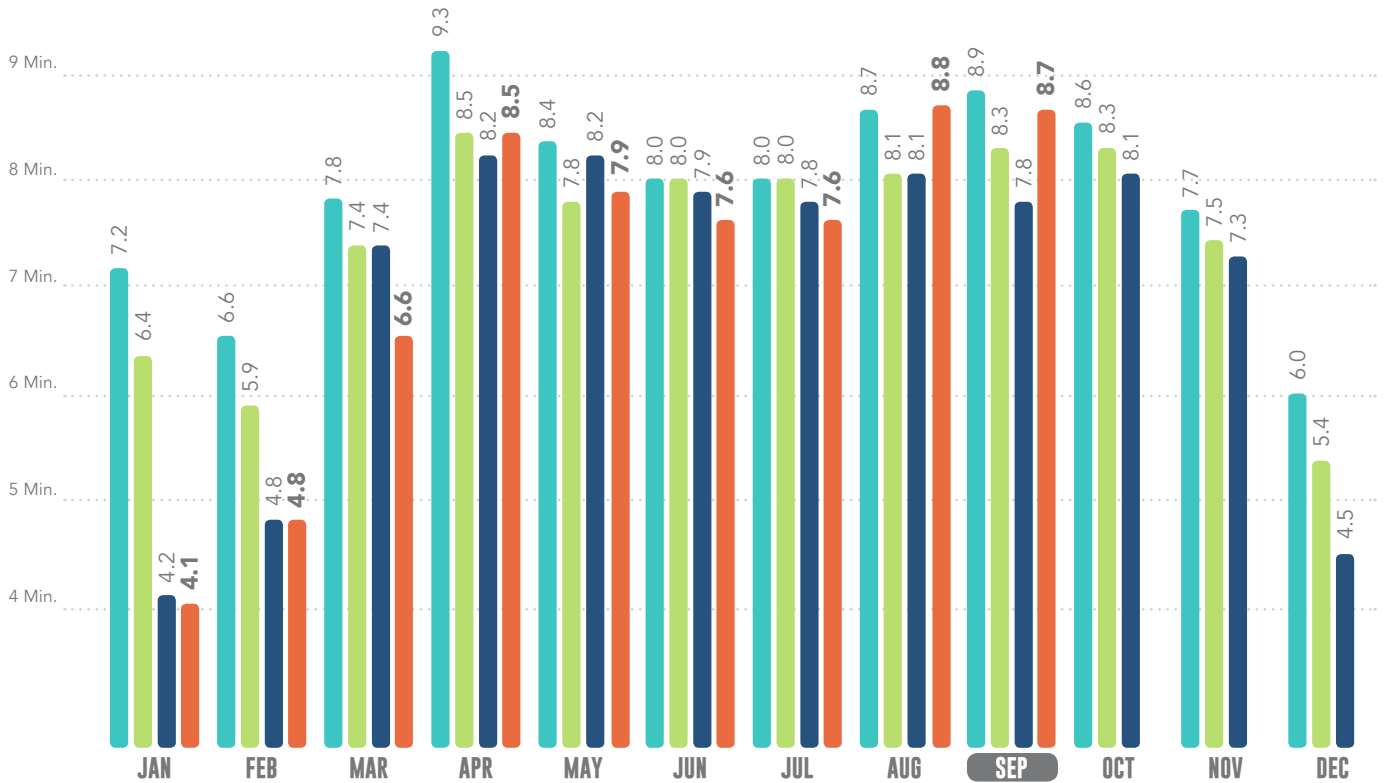


2014 2015 2016 2017

	2014	2015	2016	2017
JAN	19	39	9	12
FEB	21	28	24	23
MAR	24	35	16	12
APR	20	38	18	22
MAY	35	13	18	12
JUN	31	33	26	13
JUL	32	37	25	22
AUG	25	36	31	26
SEP	36	32	35	39
OCT	42	47	24	
NOV	33	41	36	
DEC	30	18	15	

## AVERAGE PROCESSING TIMES

2014 2015 2016 2017



Answered - 5,466

Abandoned - 257

Offered - 5,723



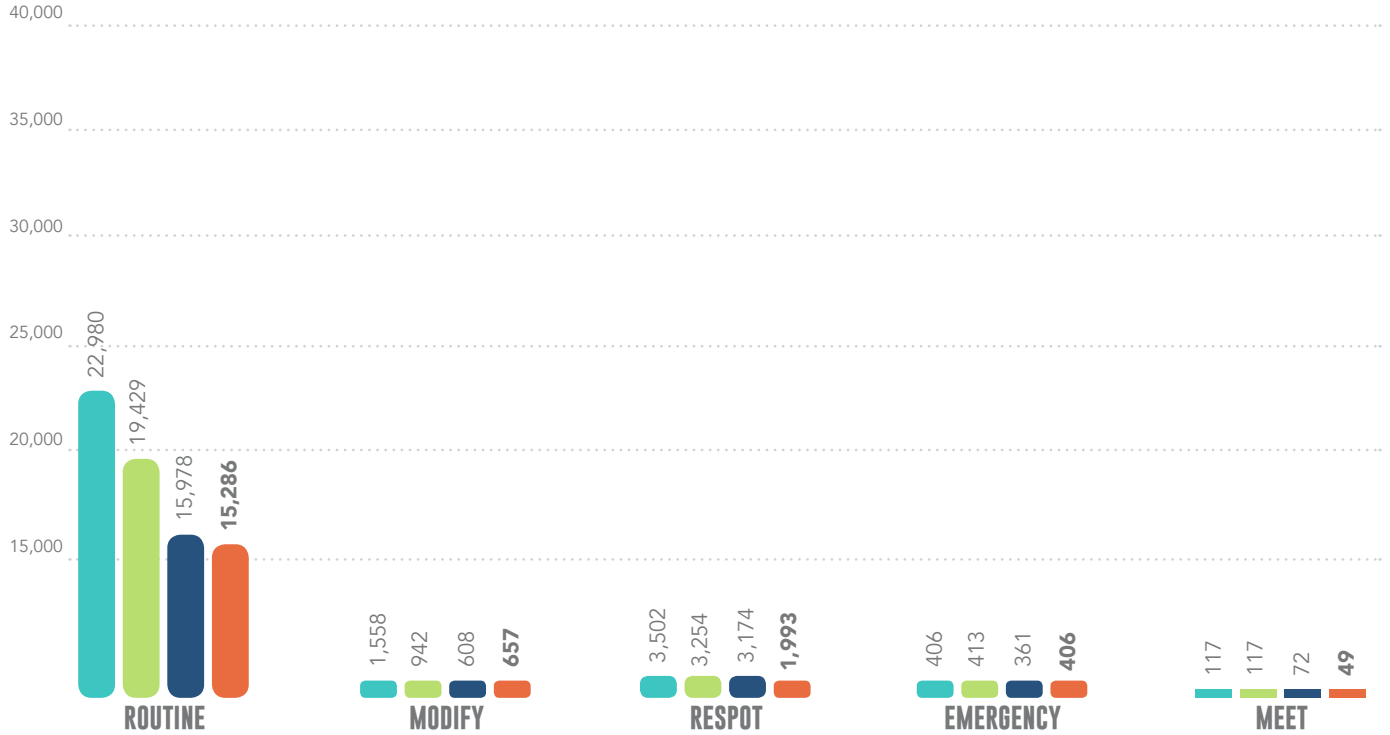
Answered - 5,006

Abandoned - 273

Offered - 5,339

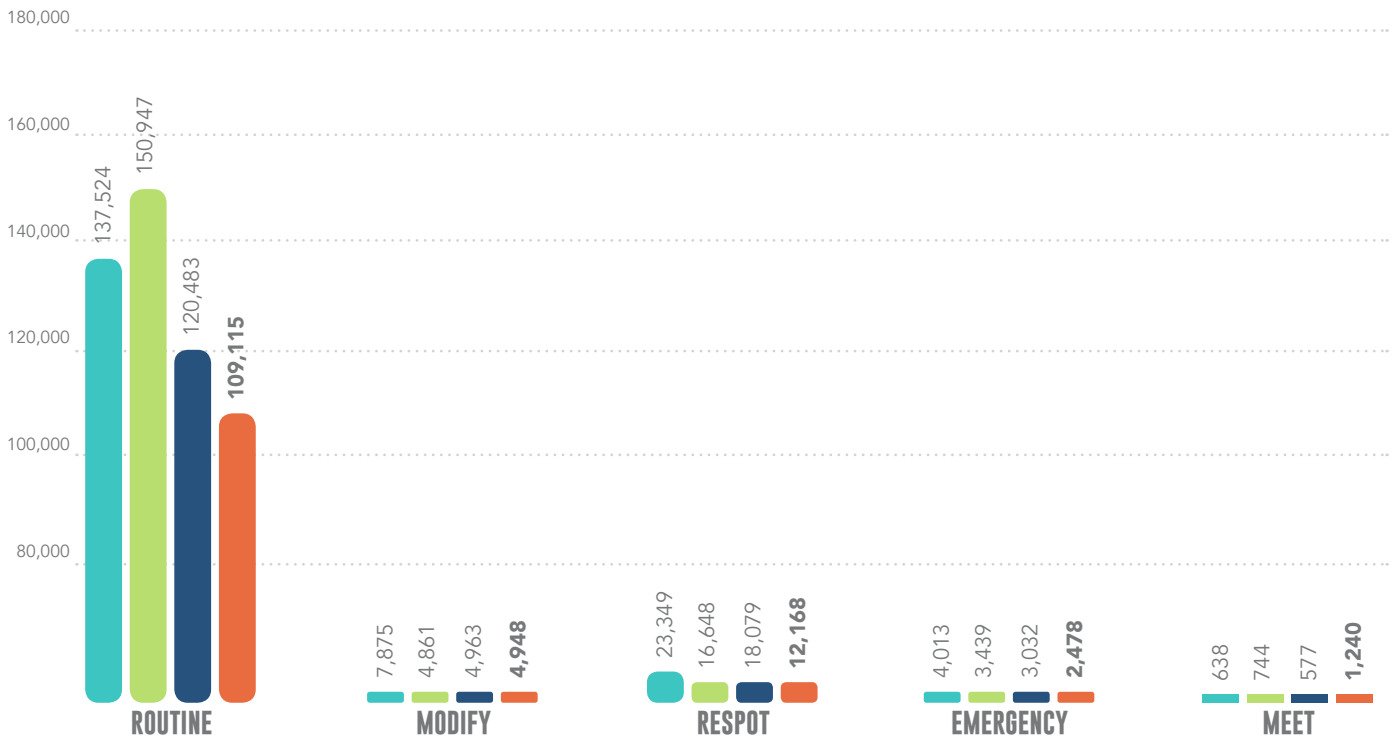
## INCOMING TICKET TYPES SEP

2014 2015 2016 2017



## INCOMING TICKETS TYPES SEP Y-T-D

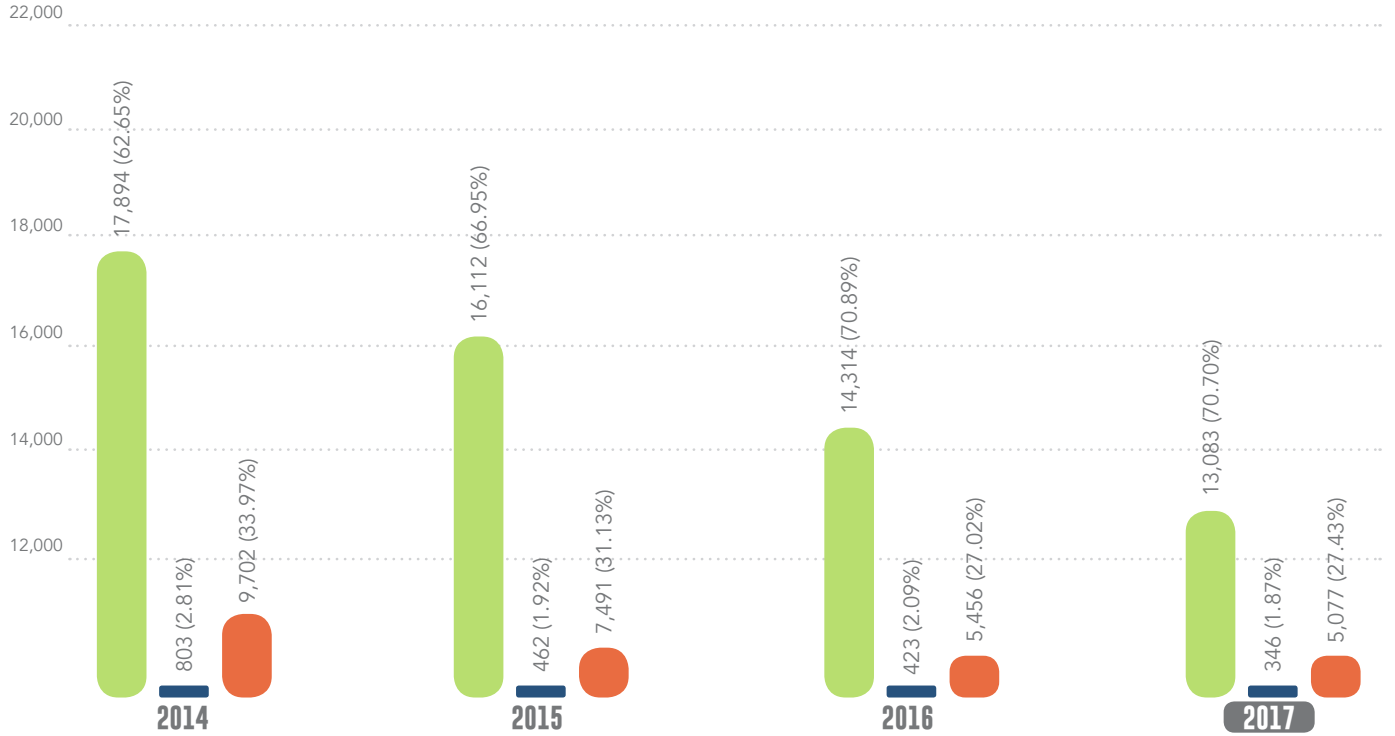
2014 2015 2016 2017





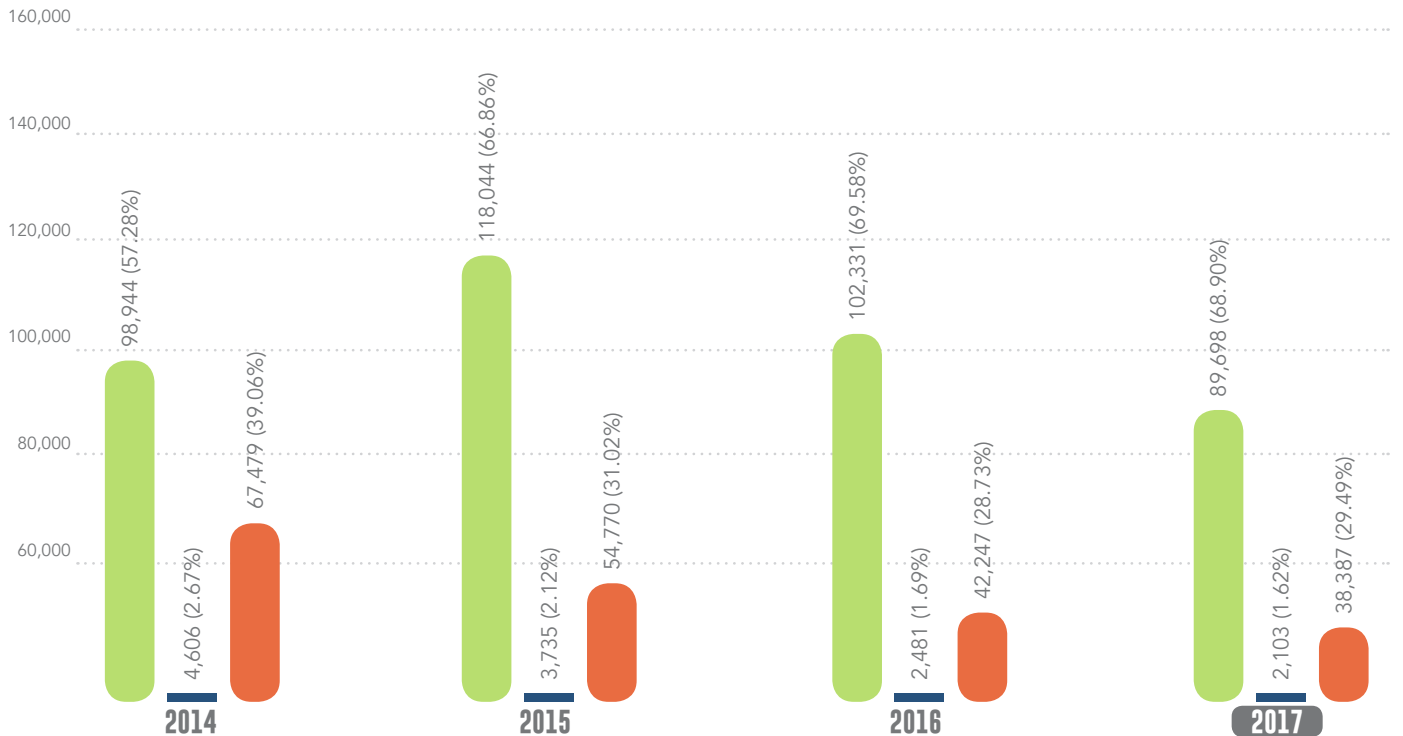
## RECEIPT METHODS SEP

ITIC IVR OPERATOR



## RECEIPT METHODS SEP Y-T-D

ITIC IVR OPERATOR

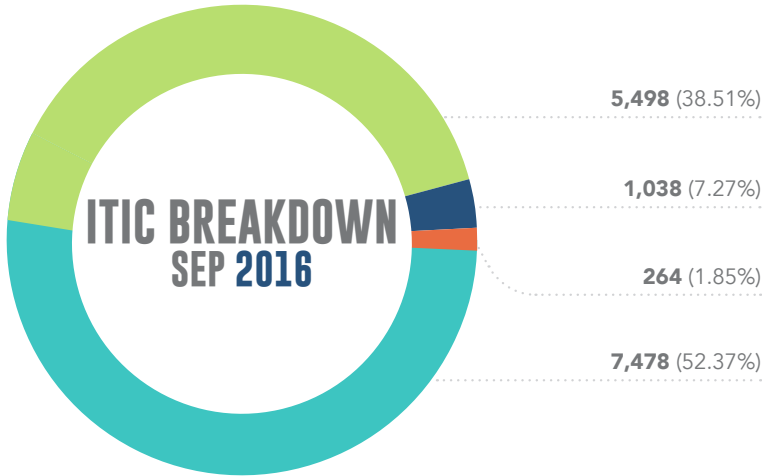


WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

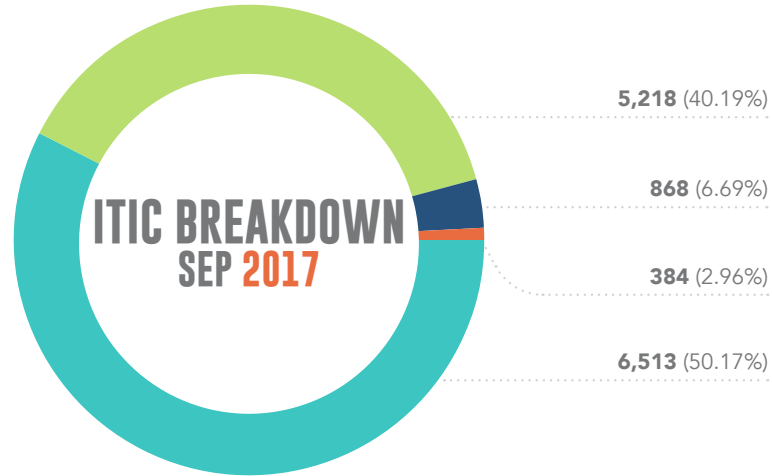
WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



**ITIC BREAKDOWN  
SEP 2016**

OVERALL ITIC % - 70.89%



**ITIC BREAKDOWN  
SEP 2017**

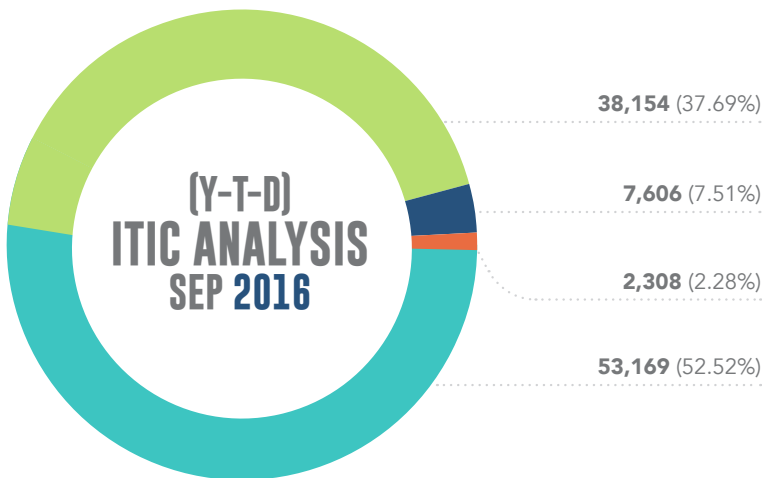
OVERALL ITIC % - 70.70%

WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

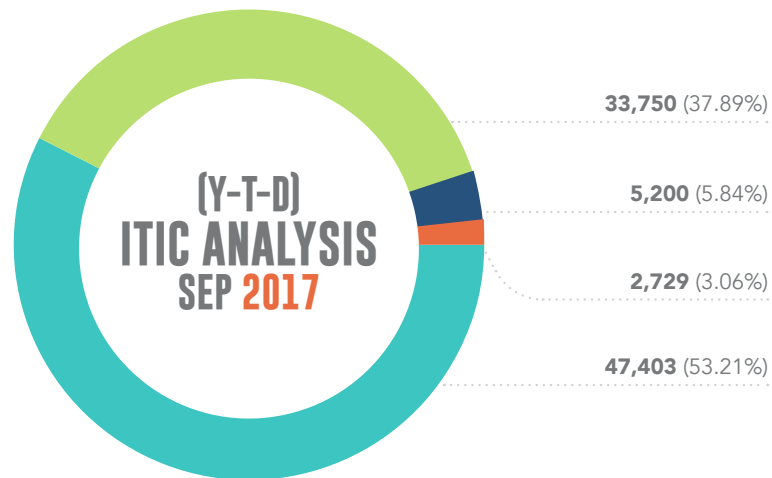
WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



**(Y-T-D)  
ITIC ANALYSIS  
SEP 2016**

OVERALL ITIC Y-T-D % - 69.58%



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

OVERALL ITIC Y-T-D % - 68.90%

## POSITIVE RESPONSE COMPLIANCE

2017 COMPLIANT

2017 NON-COMPLIANT

