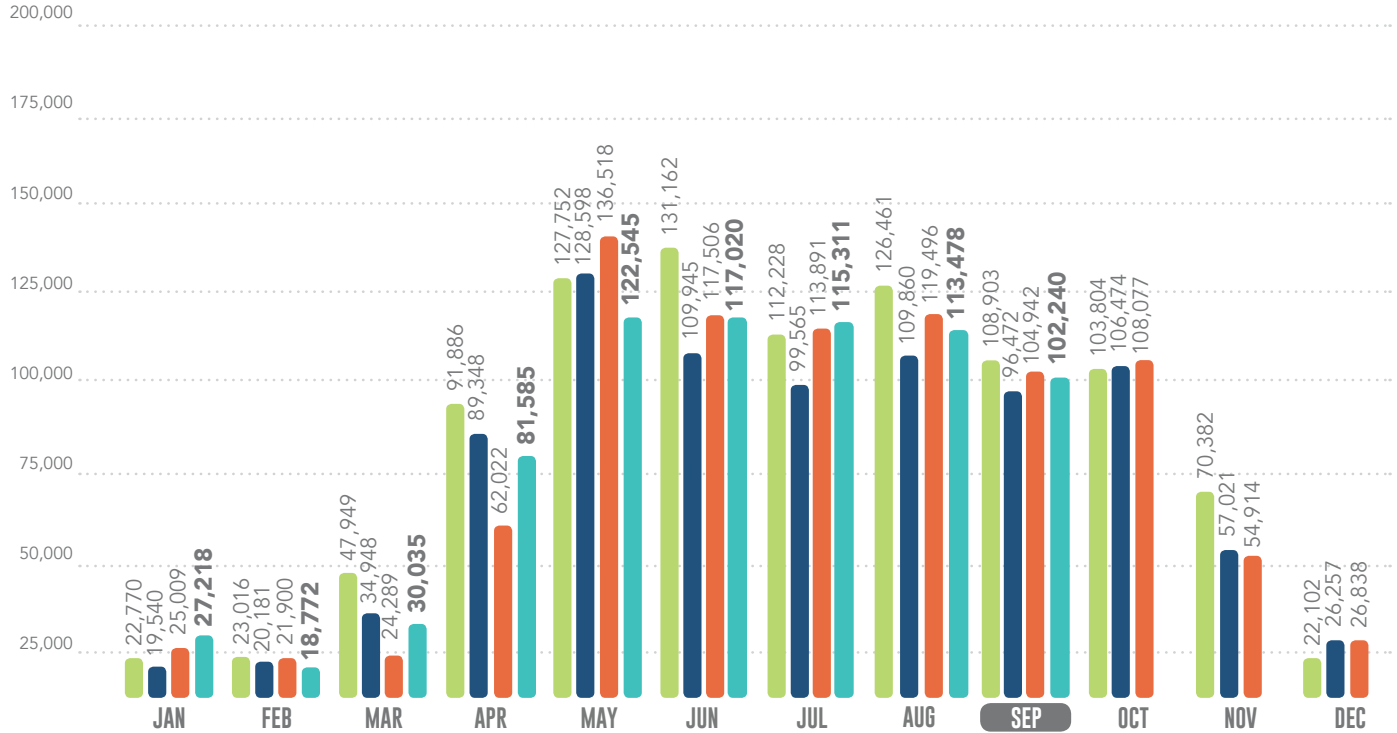


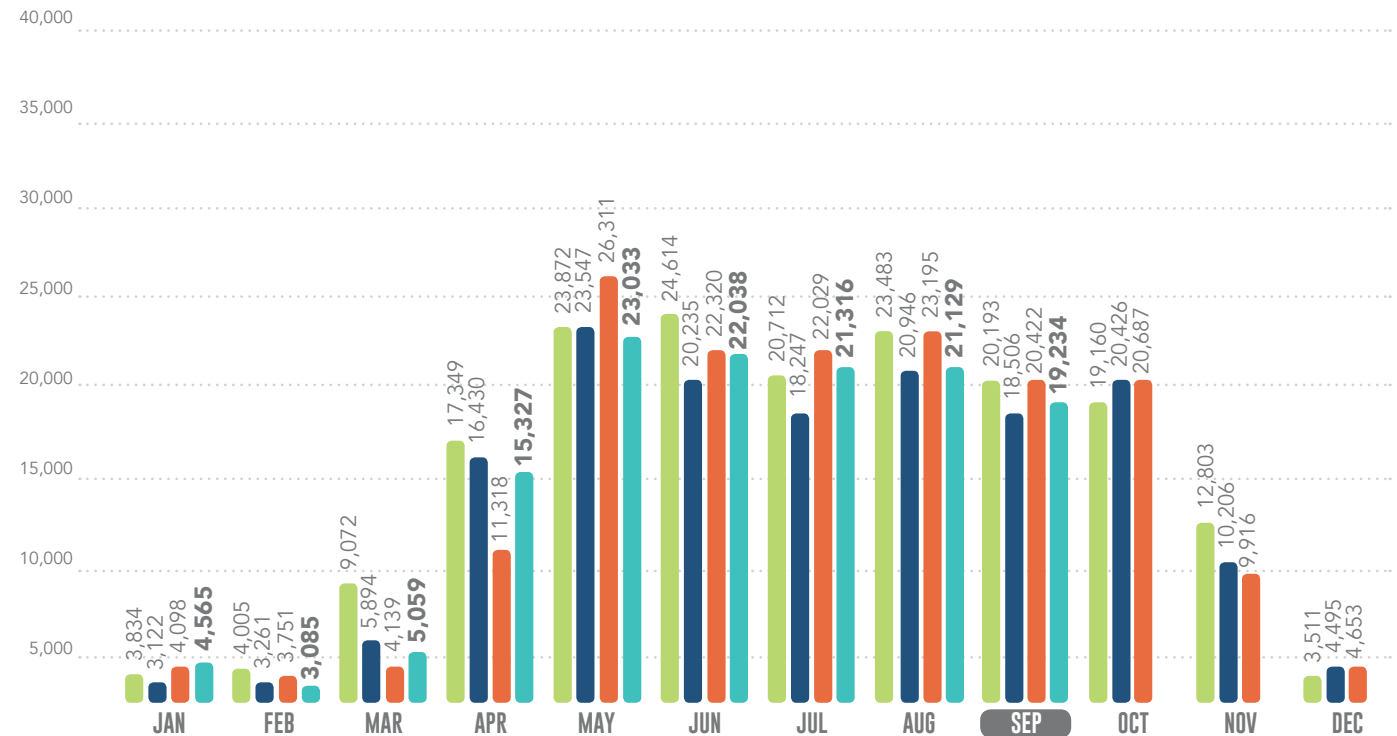
## CHARGEABLE OUTBOUND TICKETS

2016 2017 2018 2019



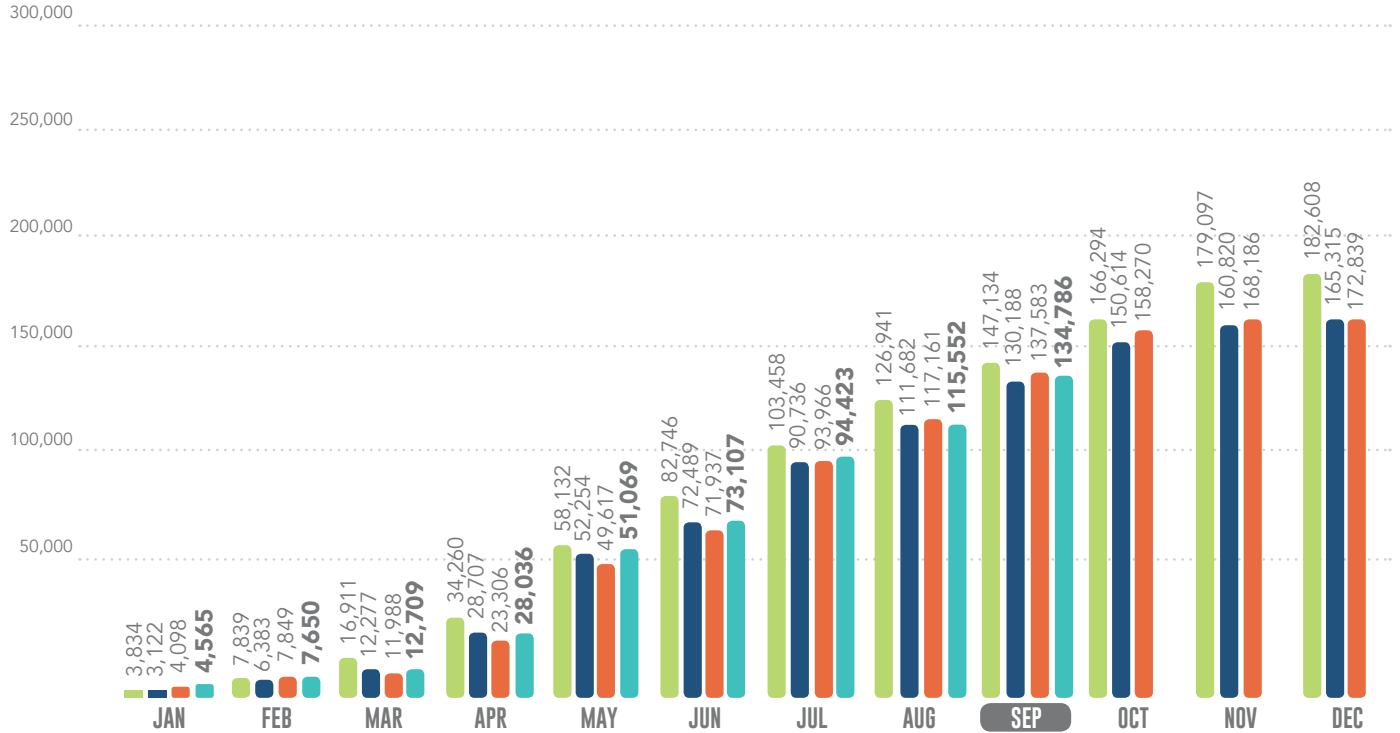
## INCOMING TICKETS

2016 2017 2018 2019



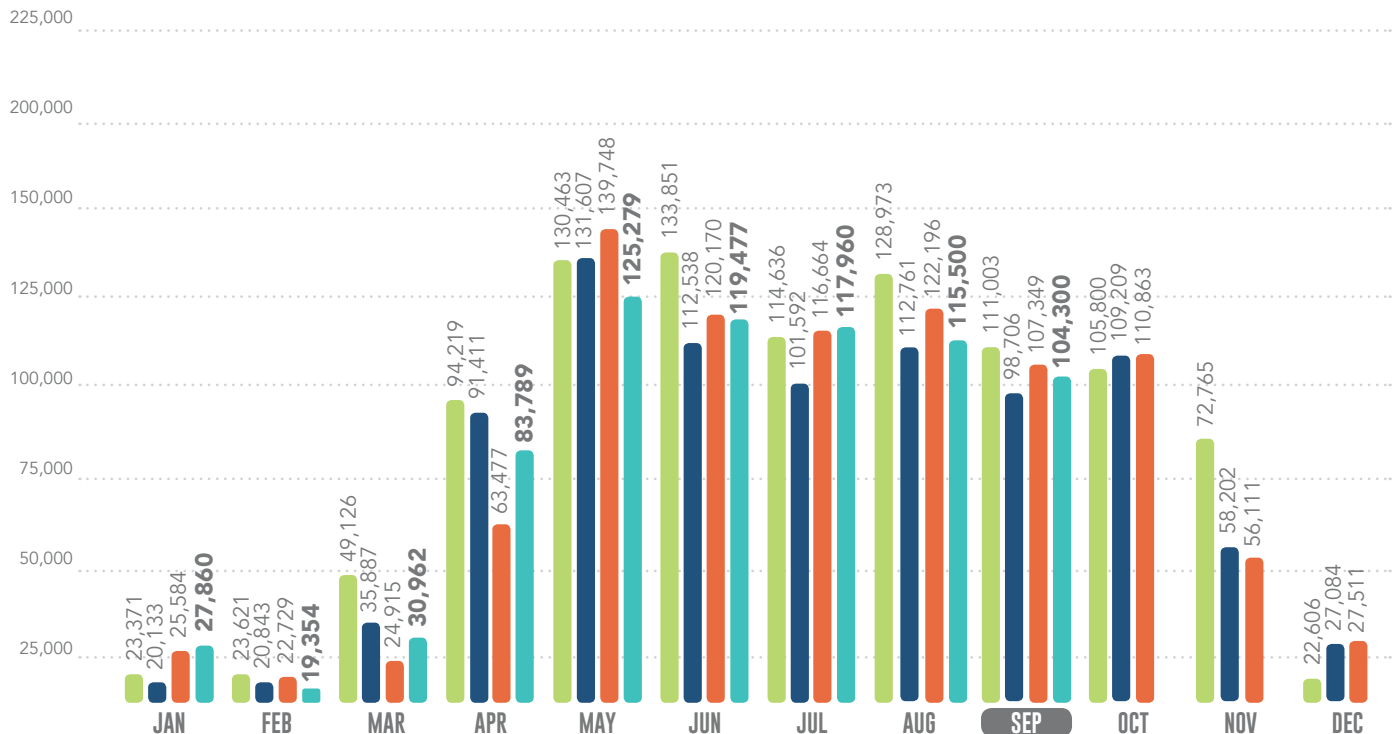
## INCOMING TICKETS Y-T-D

2016 2017 2018 2019

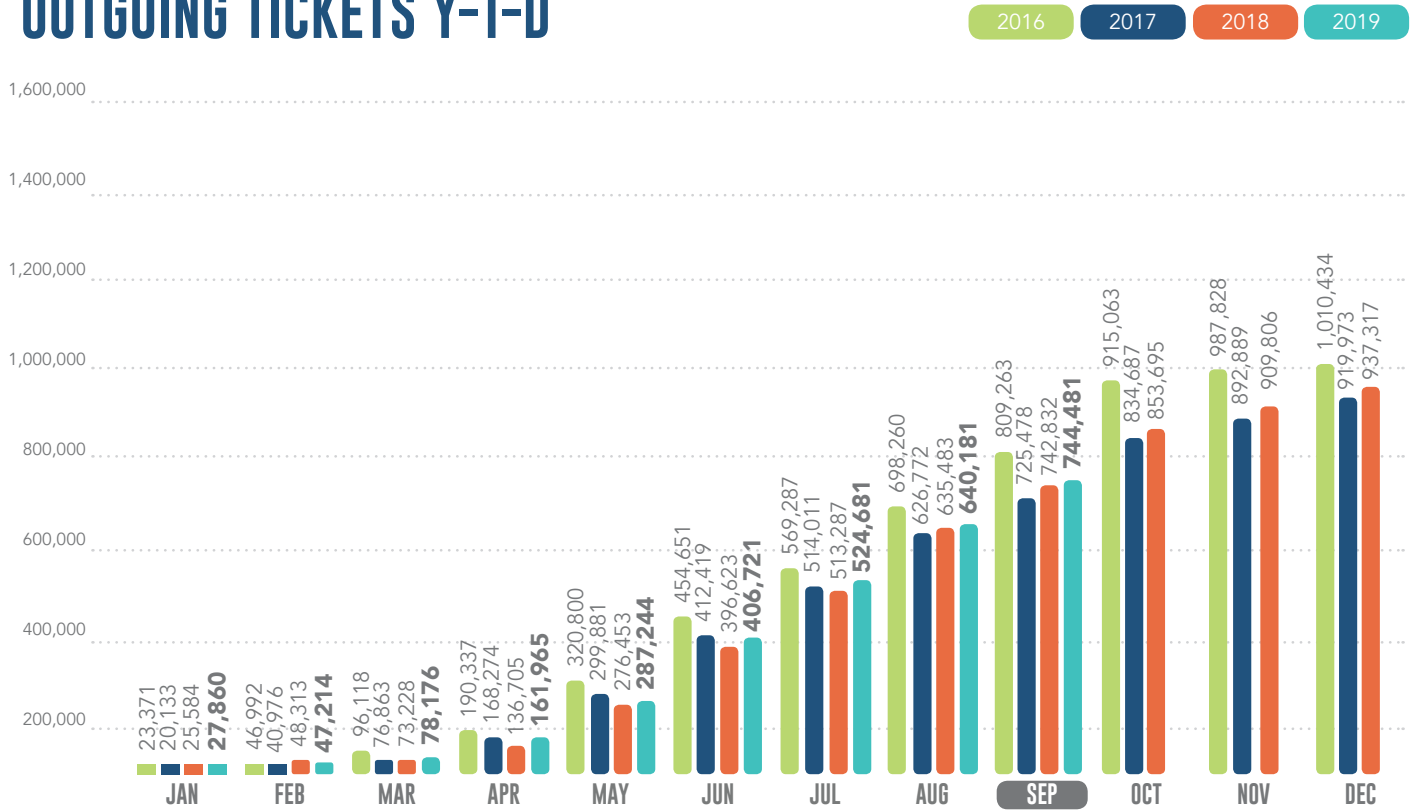


## OUTGOING MESSAGES

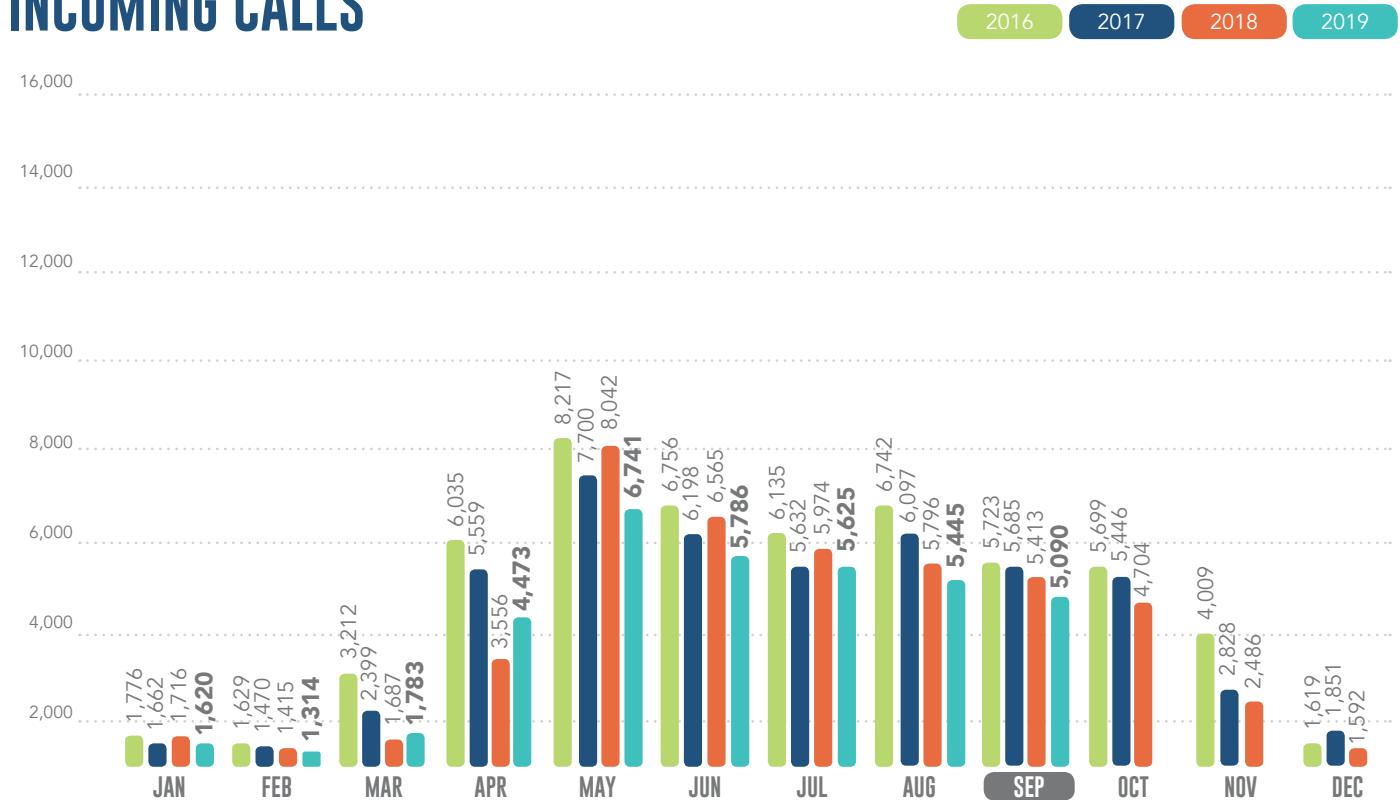
2016 2017 2018 2019



## OUTGOING TICKETS Y-T-D

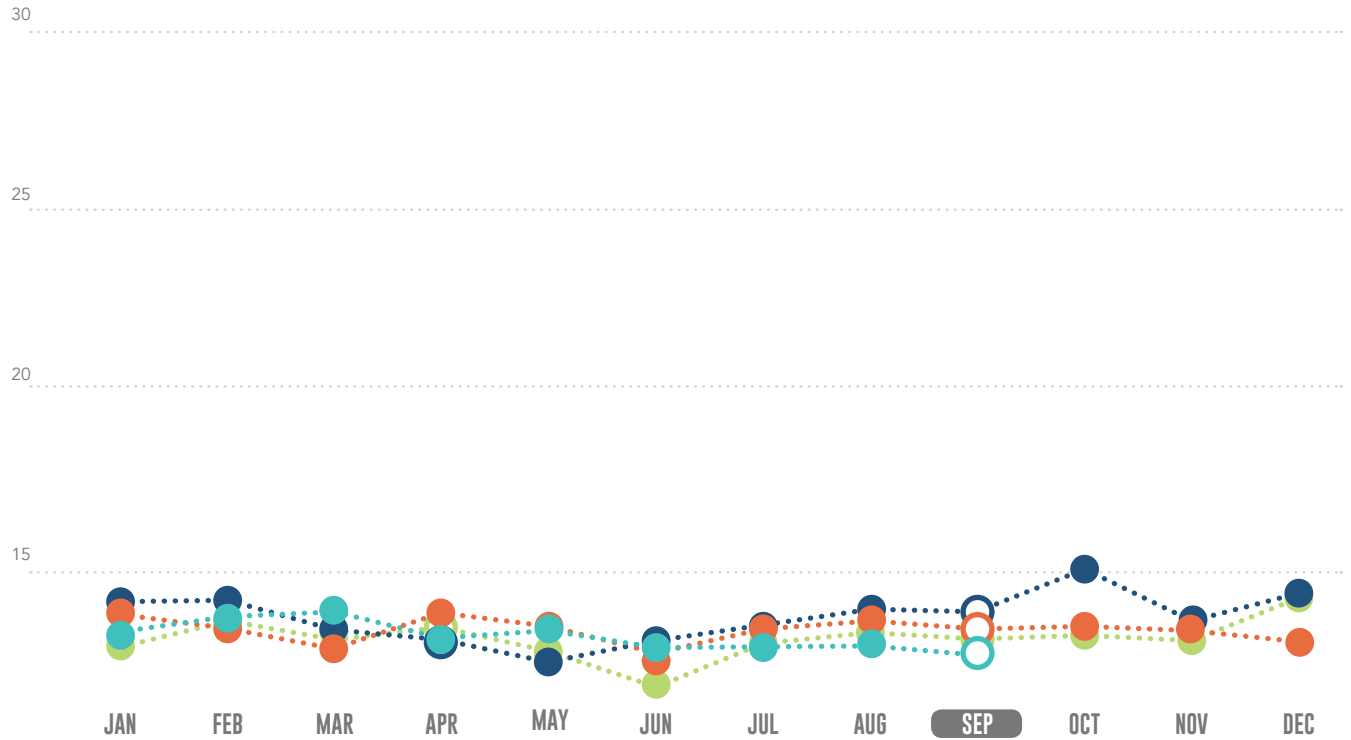


## INCOMING CALLS



## OPERATOR CALL VOLUMES

2016 2017 2018 2019

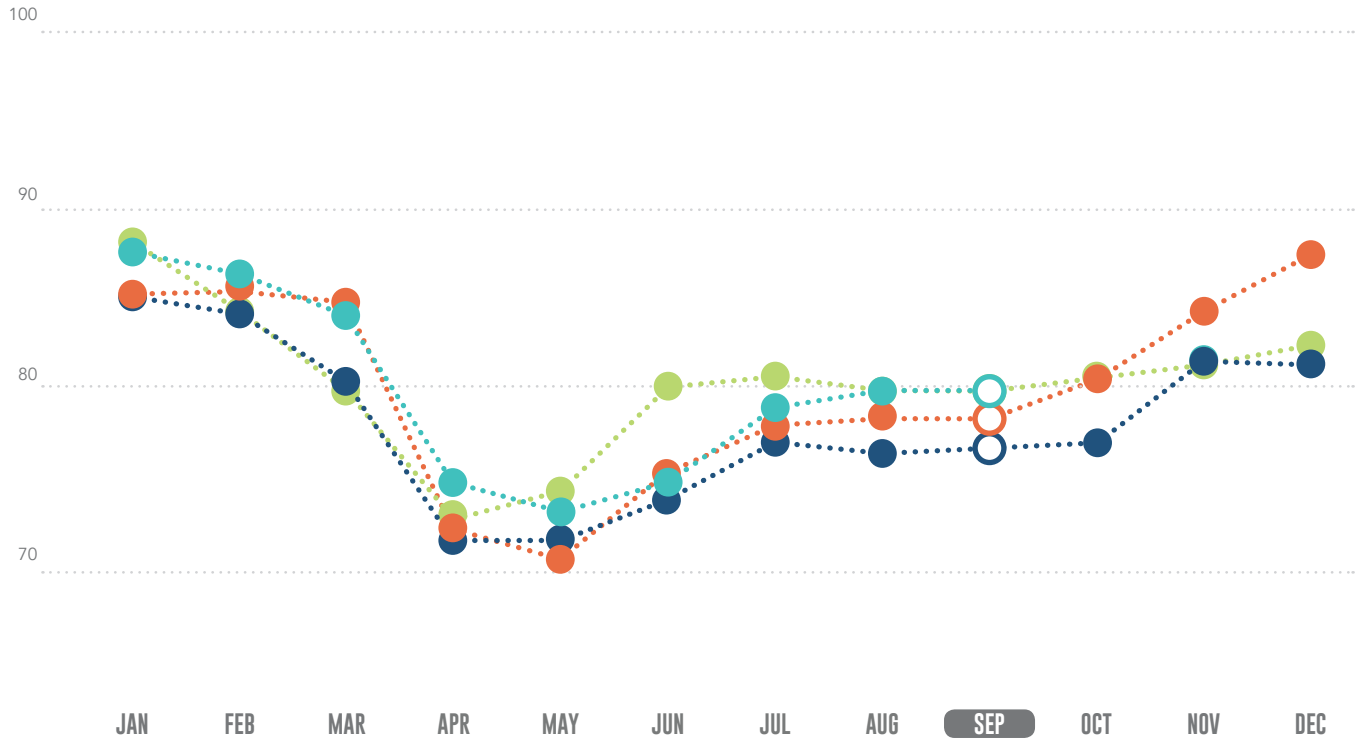


2016 2017 2018 2019

	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	11.48
JUL	10.38	12.17	12.13	10.40
AUG	11.28	13.84	12.61	10.59
SEP	10.53	13.26	11.89	10.25
OCT	10.99	15.18	11.95	
NOV	10.47	12.54	11.33	
DEC	14.53	14.57	10.60	

## EXCAVATOR CALL VOLUMES

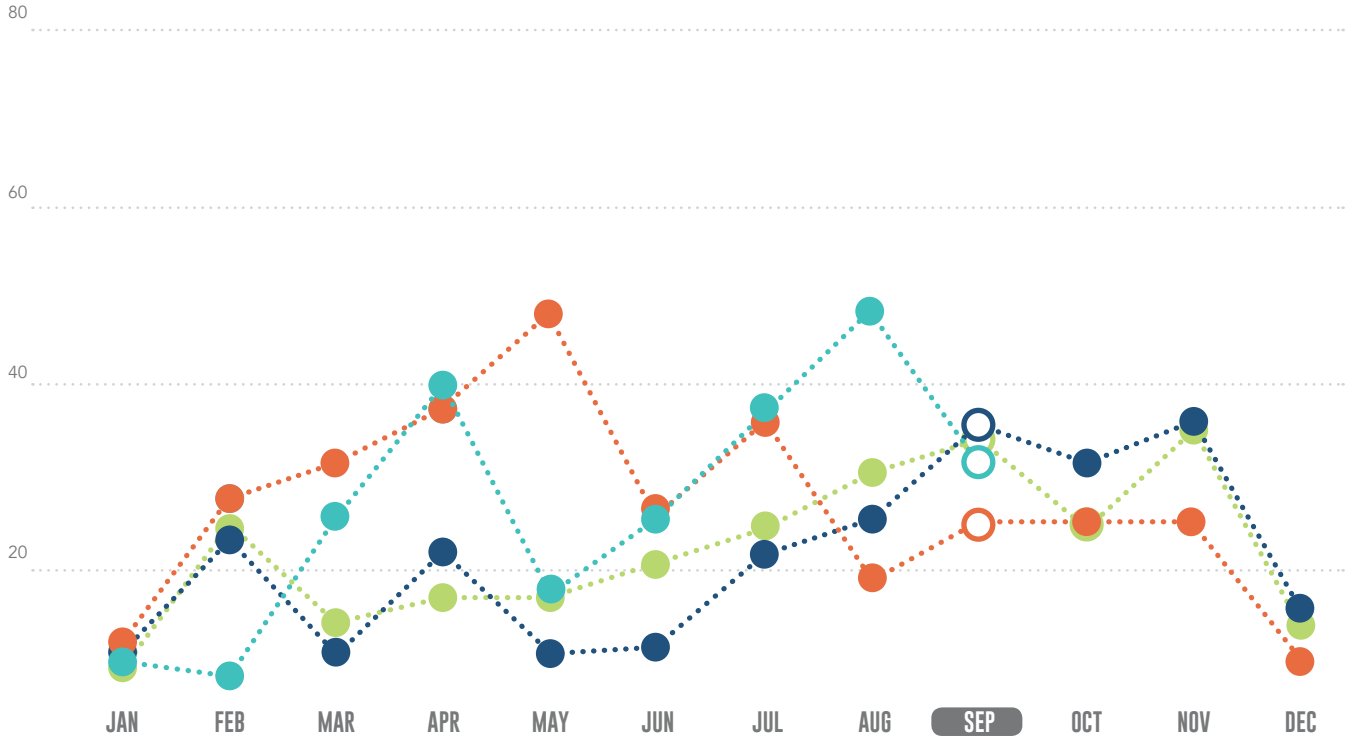
2016 2017 2018 2019



	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	75.83
JUL	80.60	76.32	77.05	78.50
AUG	79.64	74.57	78.53	79.22
SEP	79.67	75.14	78.13	79.96
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

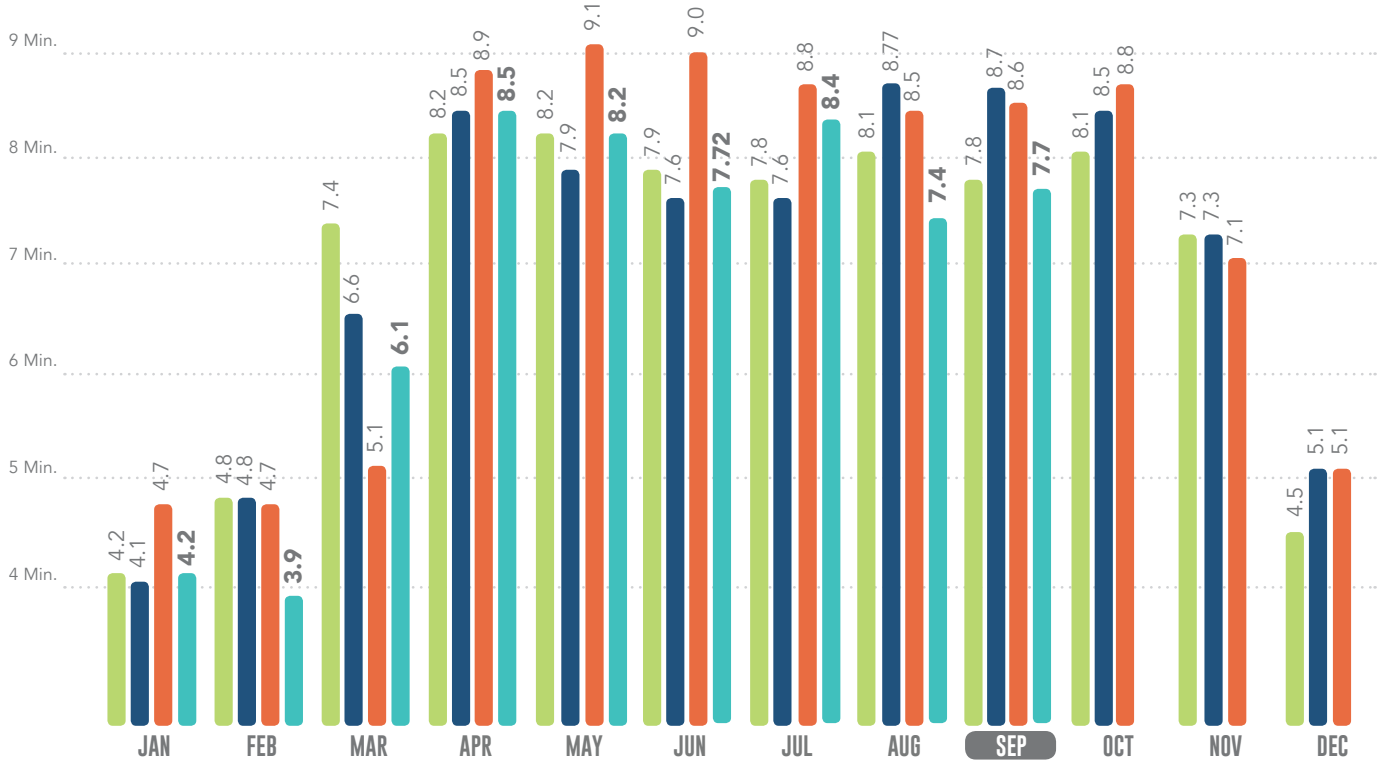


2016 2017 2018 2019

	2016	2017	2018	2019
JAN	9	12	14	11
FEB	24	23	28	6
MAR	16	12	32	26
APR	18	22	38	40
MAY	18	12	46	19
JUN	26	13	26	25
JUL	25	22	37	38
AUG	31	26	19	47
SEP	35	39	26	32
OCT	24	32	25	
NOV	36	37	25	
DEC	15	17	14	

## AVERAGE PROCESSING TIMES

2016 2017 2018 2019



Answered - 4,956

Abandoned - 157

Offered - 5,113



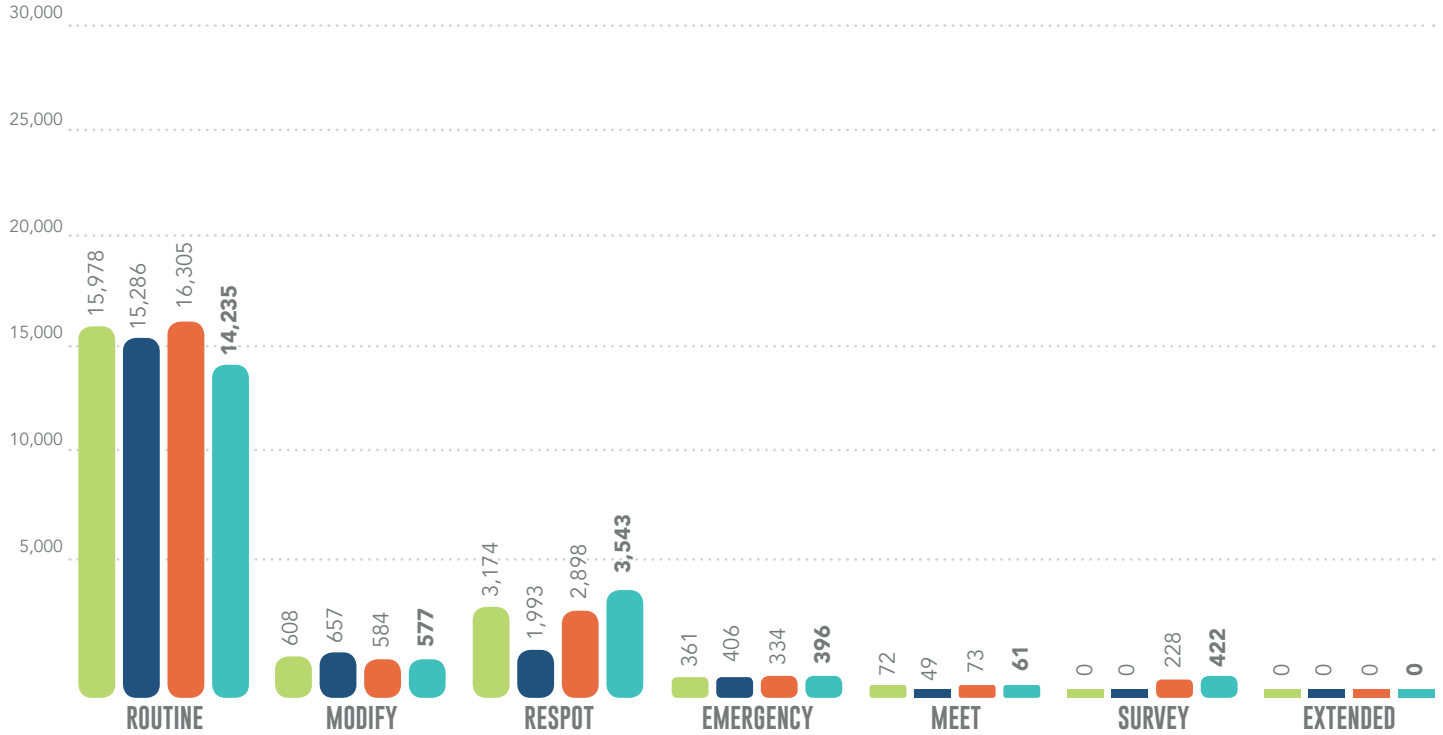
Answered - 4,716

Abandoned - 210

Offered - 4,926

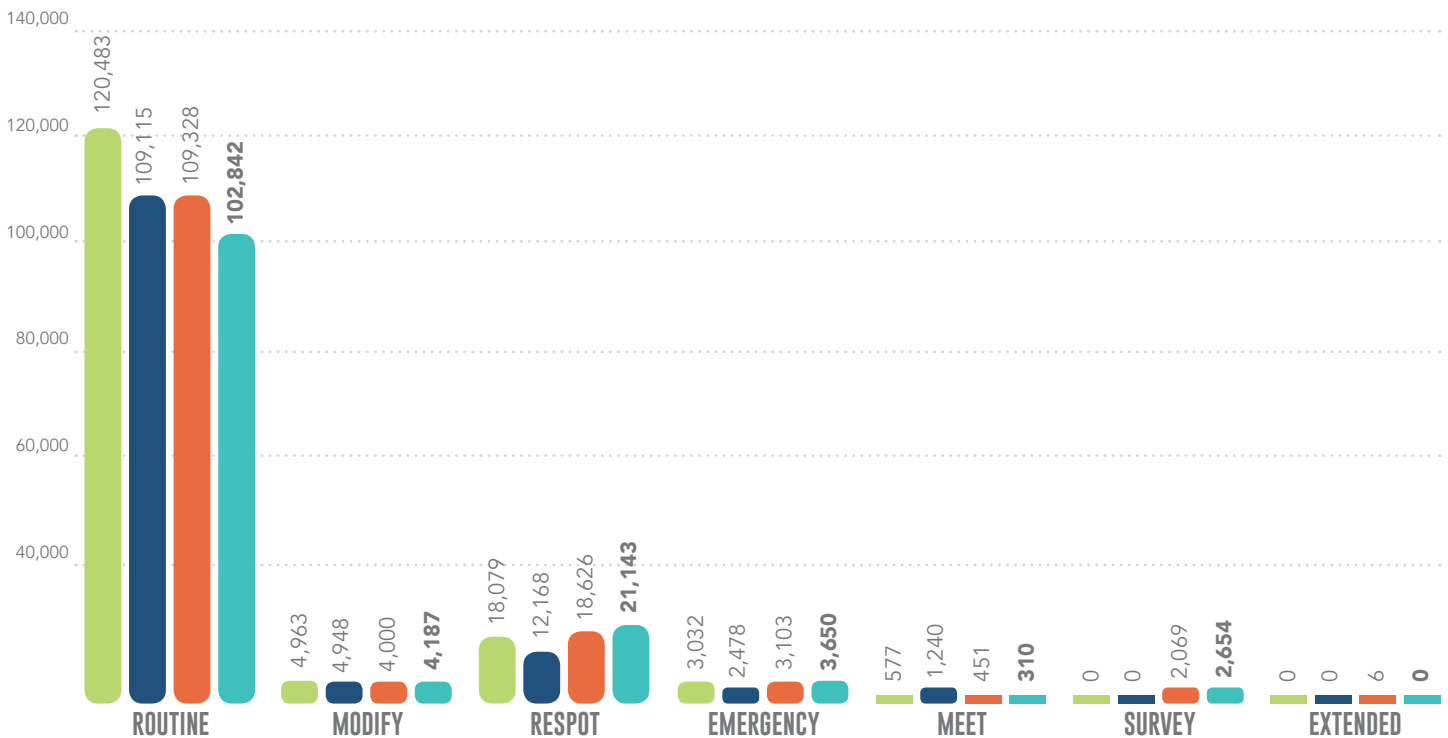
## INCOMING TICKET TYPES SEP

2016 2017 2018 2019



## INCOMING TICKETS TYPES SEP Y-T-D

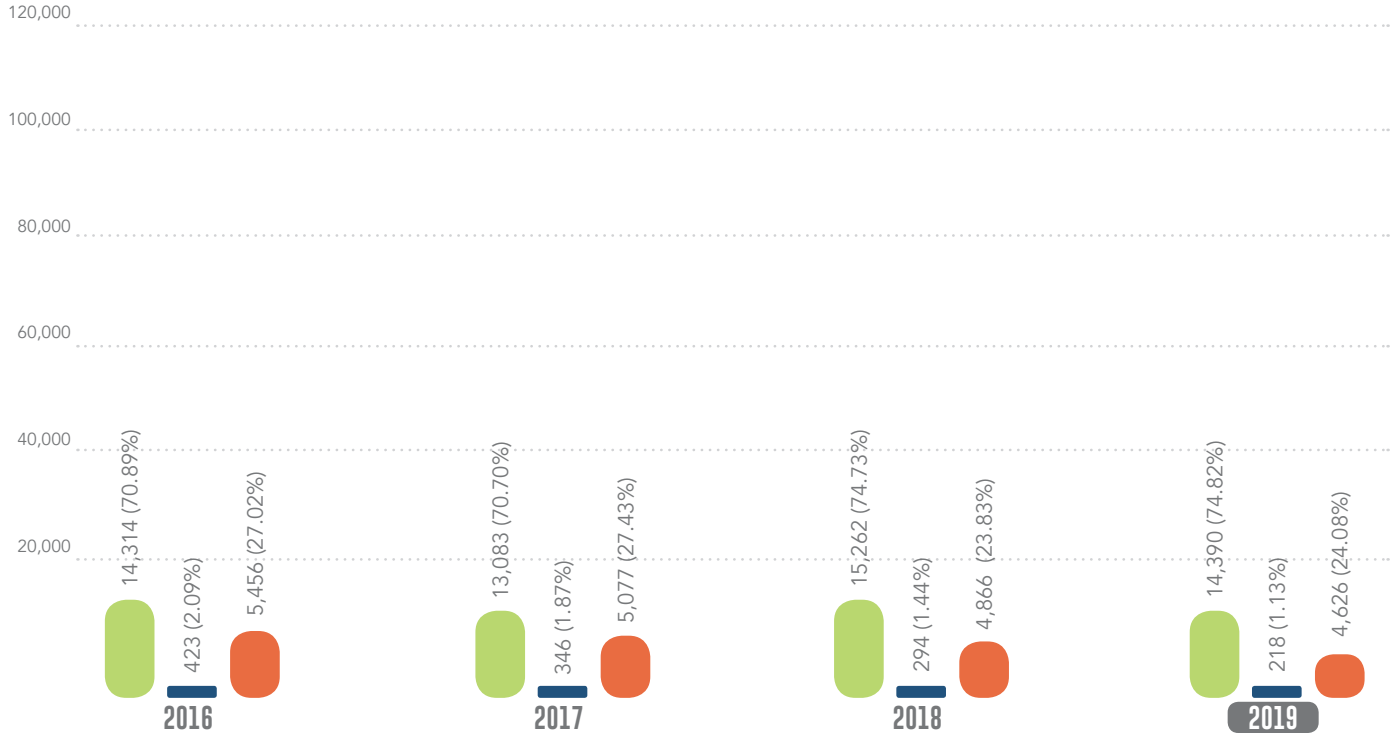
2016 2017 2018 2019





## RECEIPT METHODS SEP

ITIC IVR OPERATOR ITIC MOBILE =15



## RECEIPT METHODS SEP Y-T-D

ITIC IVR OPERATOR

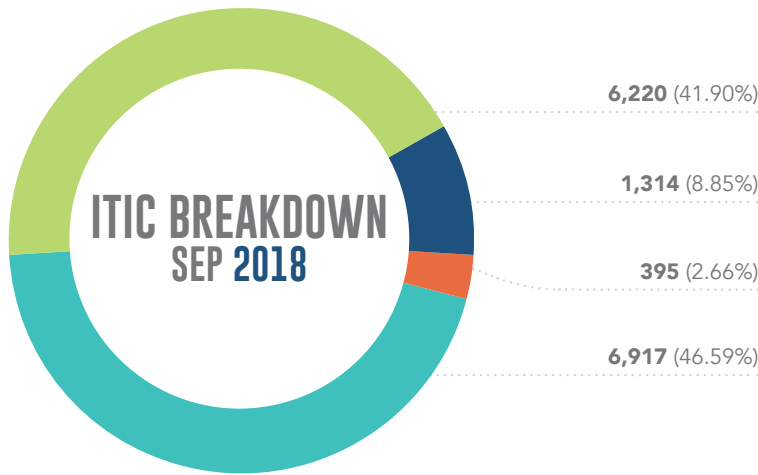


WEBUSER 5 (ON THEIR OWN)

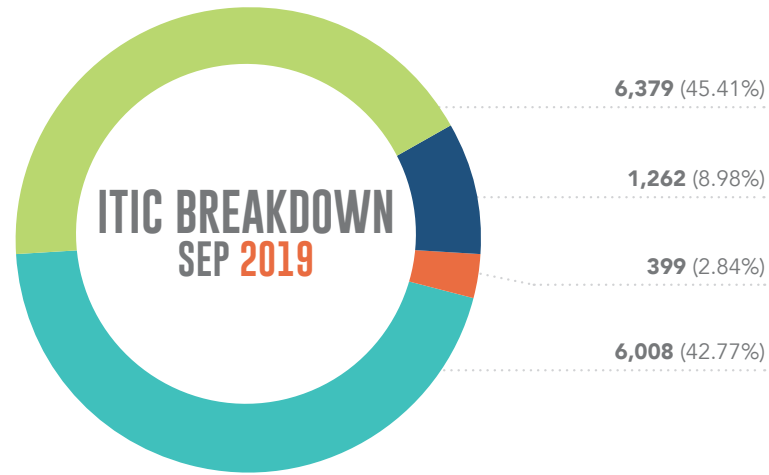
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC % - 74.73%



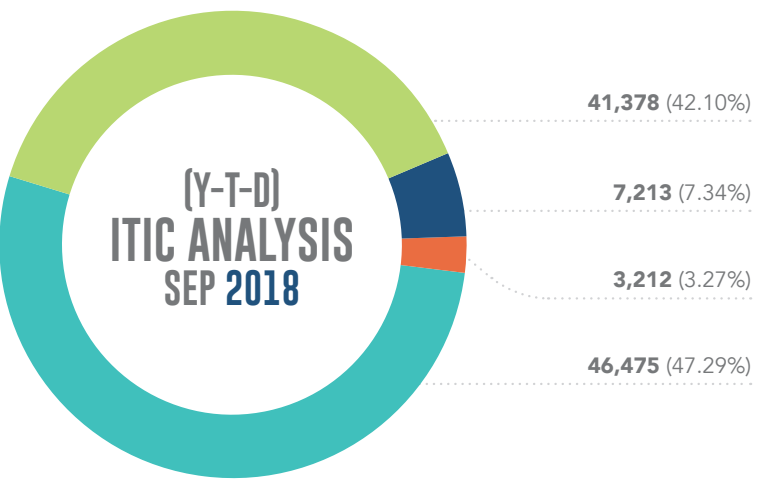
OVERALL ITIC % - 74.82%

WEBUSER 5 (ON THEIR OWN)

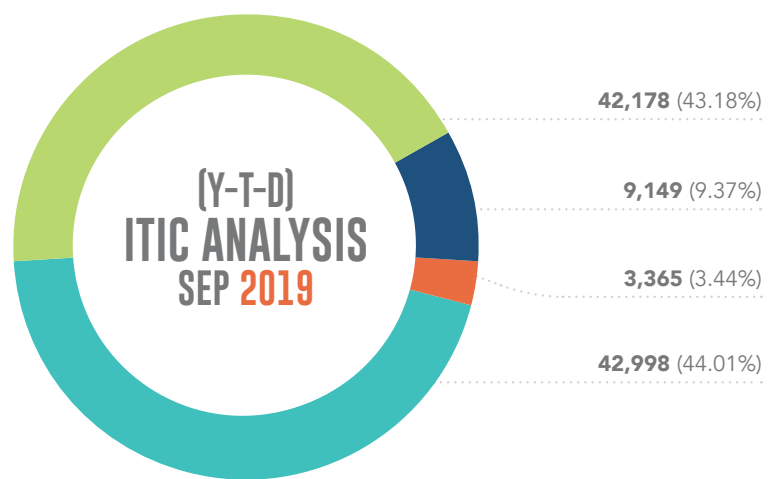
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)

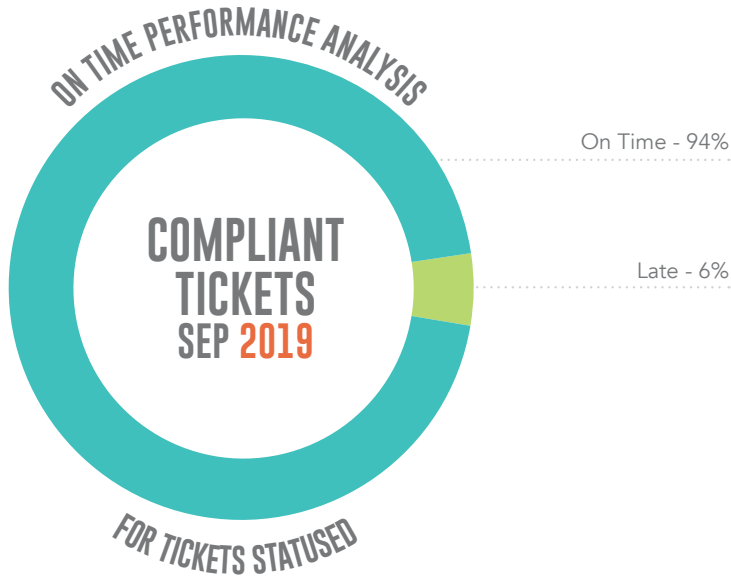
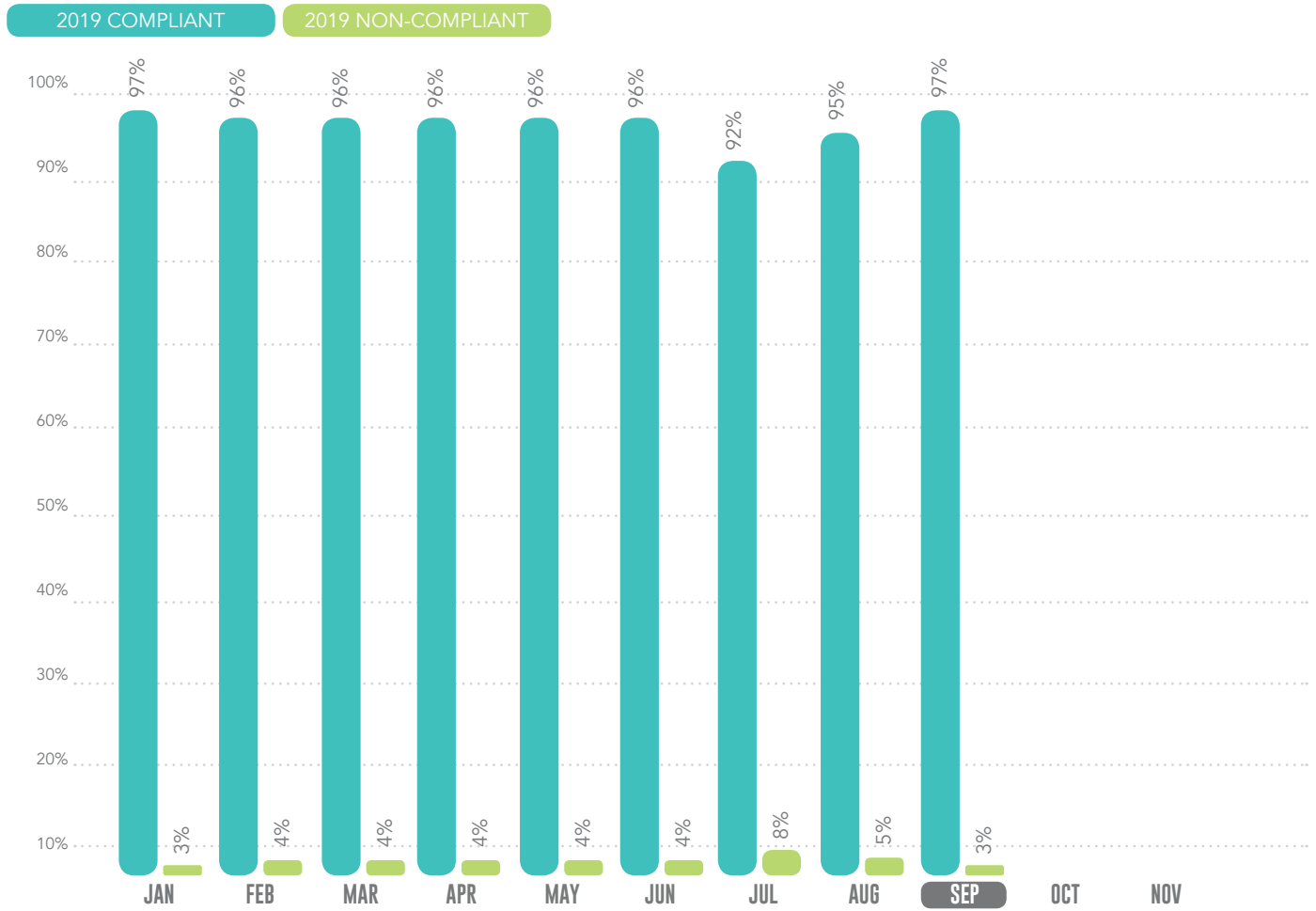


OVERALL ITIC Y-T-D % - 72.71%



OVERALL ITIC % - 74.45%

## POSITIVE RESPONSE COMPLIANCE



### CREATIVE HOURS

