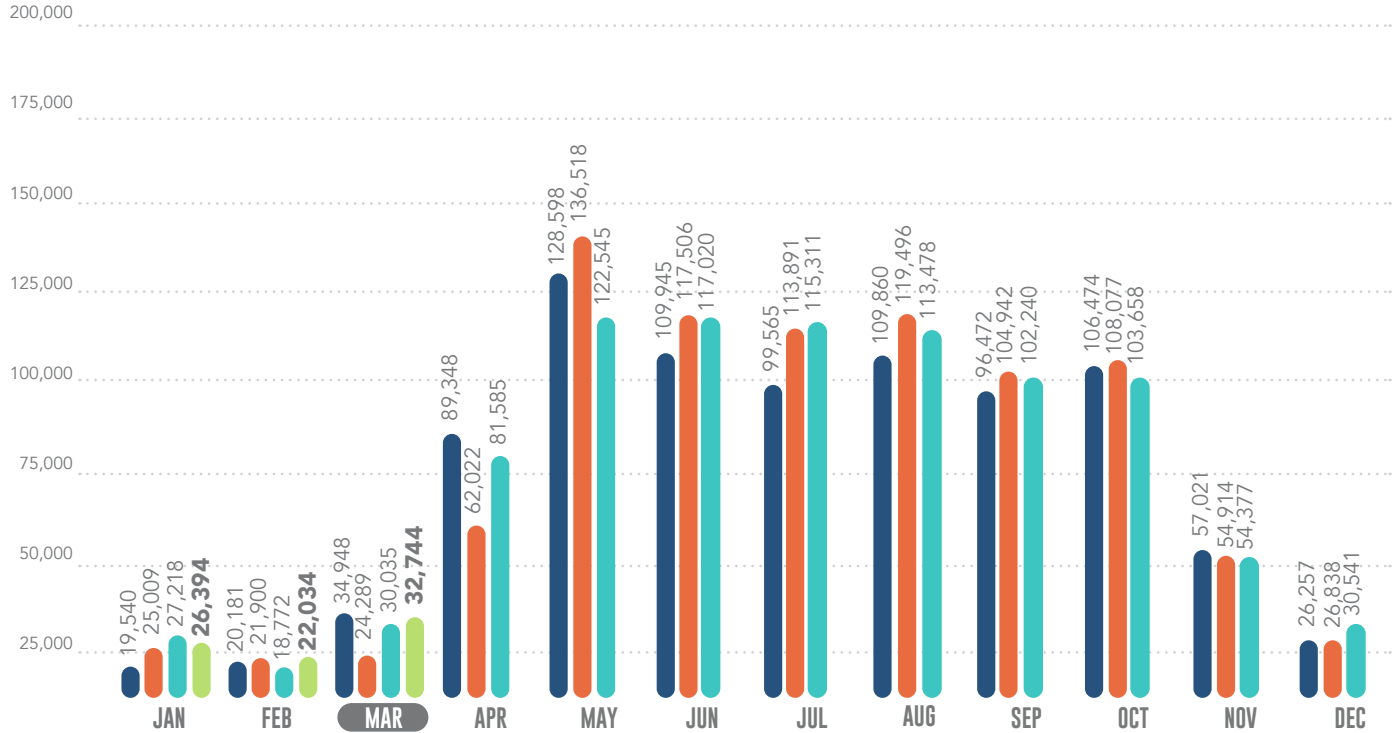


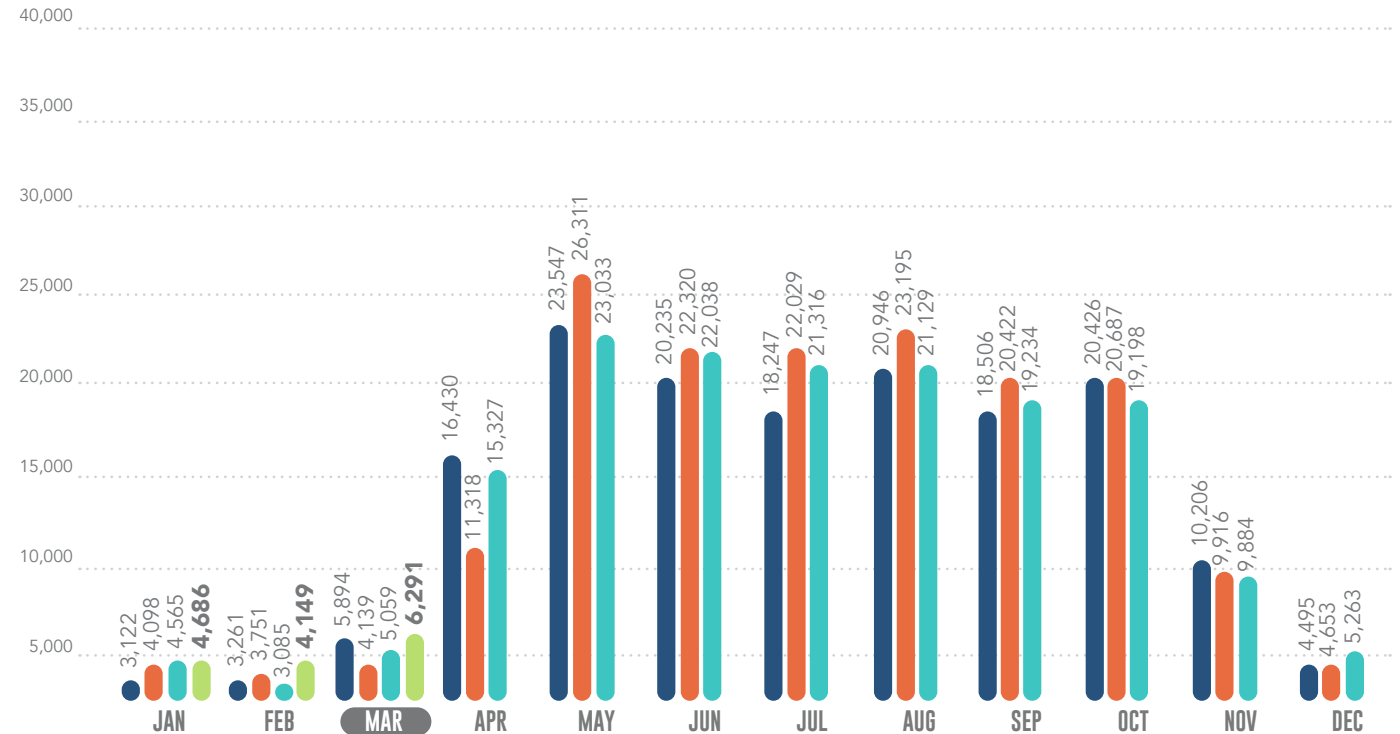
## CHARGEABLE OUTBOUND TICKETS

2017 2018 2019 2020



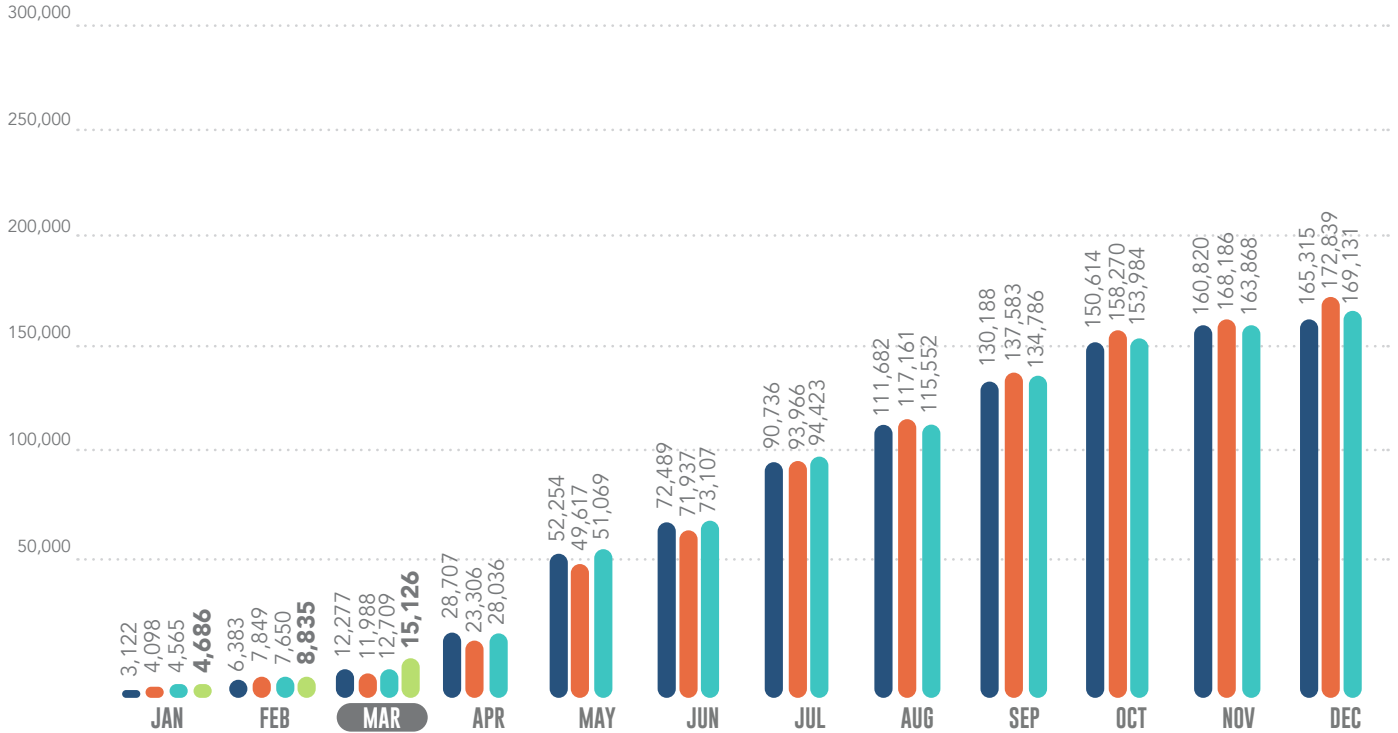
## INCOMING TICKETS

2017 2018 2019 2020



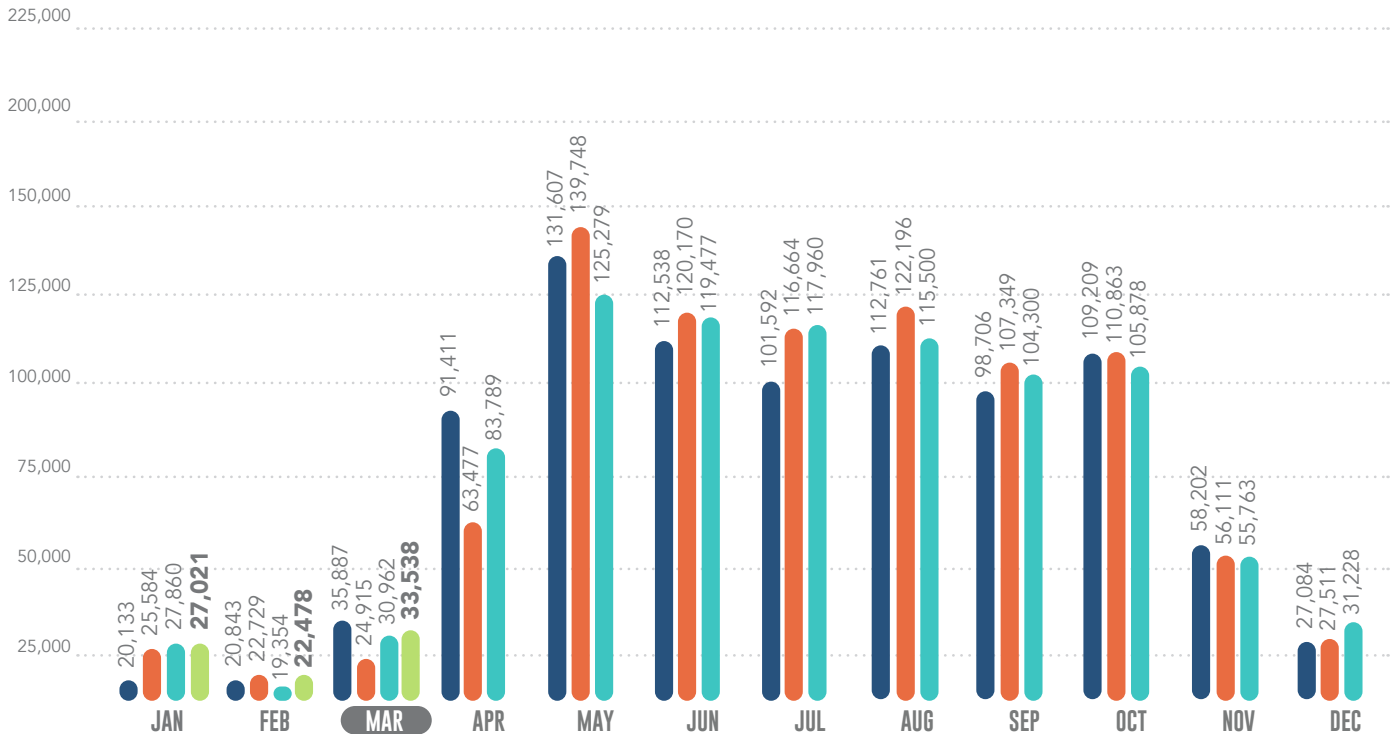
## INCOMING TICKETS Y-T-D

2017 2018 2019 2020



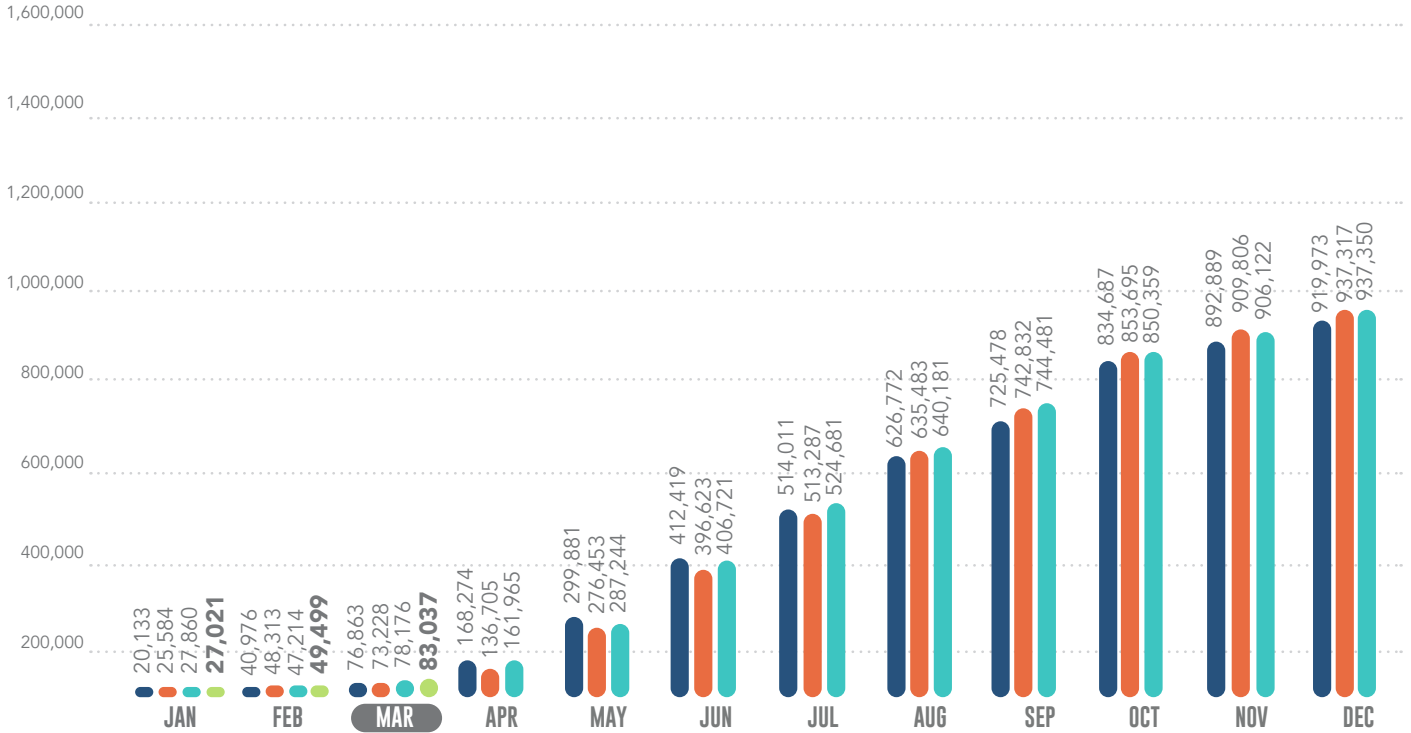
## OUTGOING MESSAGES

2017 2018 2019 2020



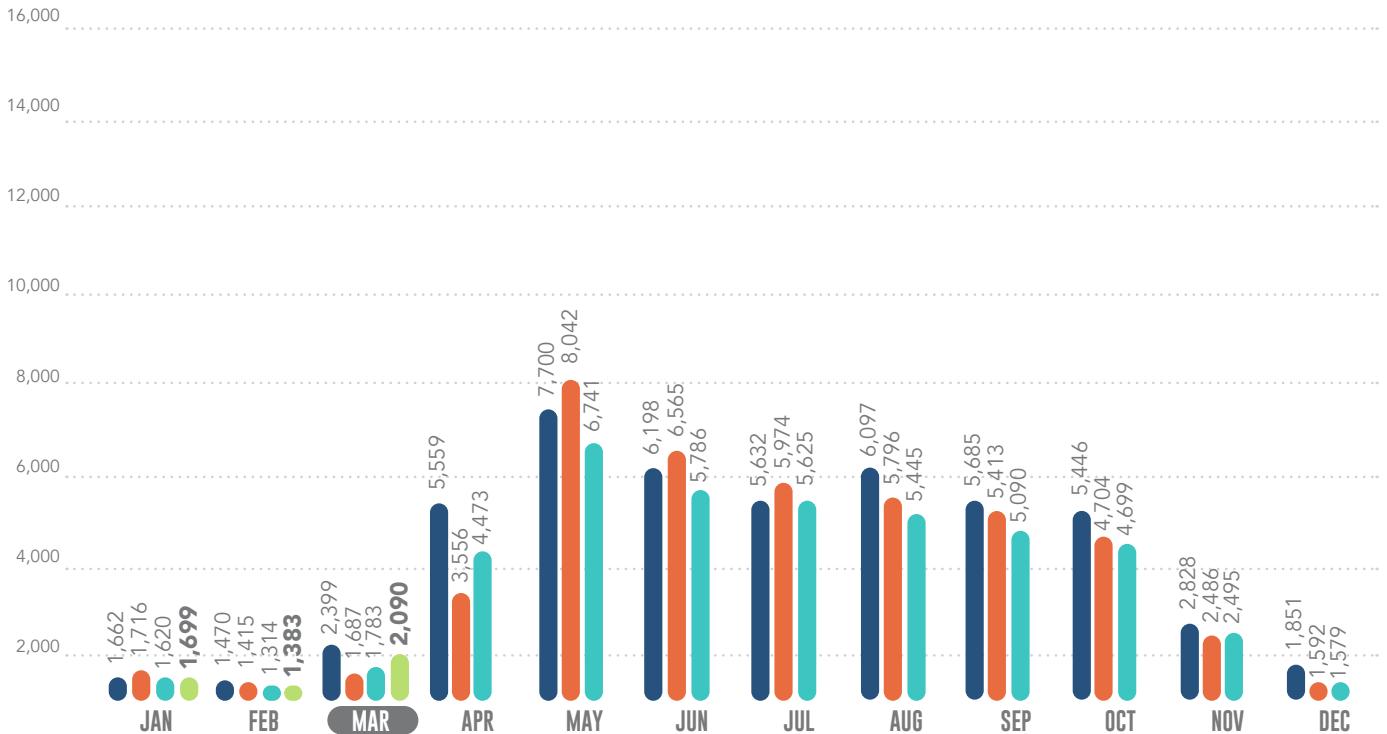
## OUTGOING TICKETS Y-T-D

2017 2018 2019 2020



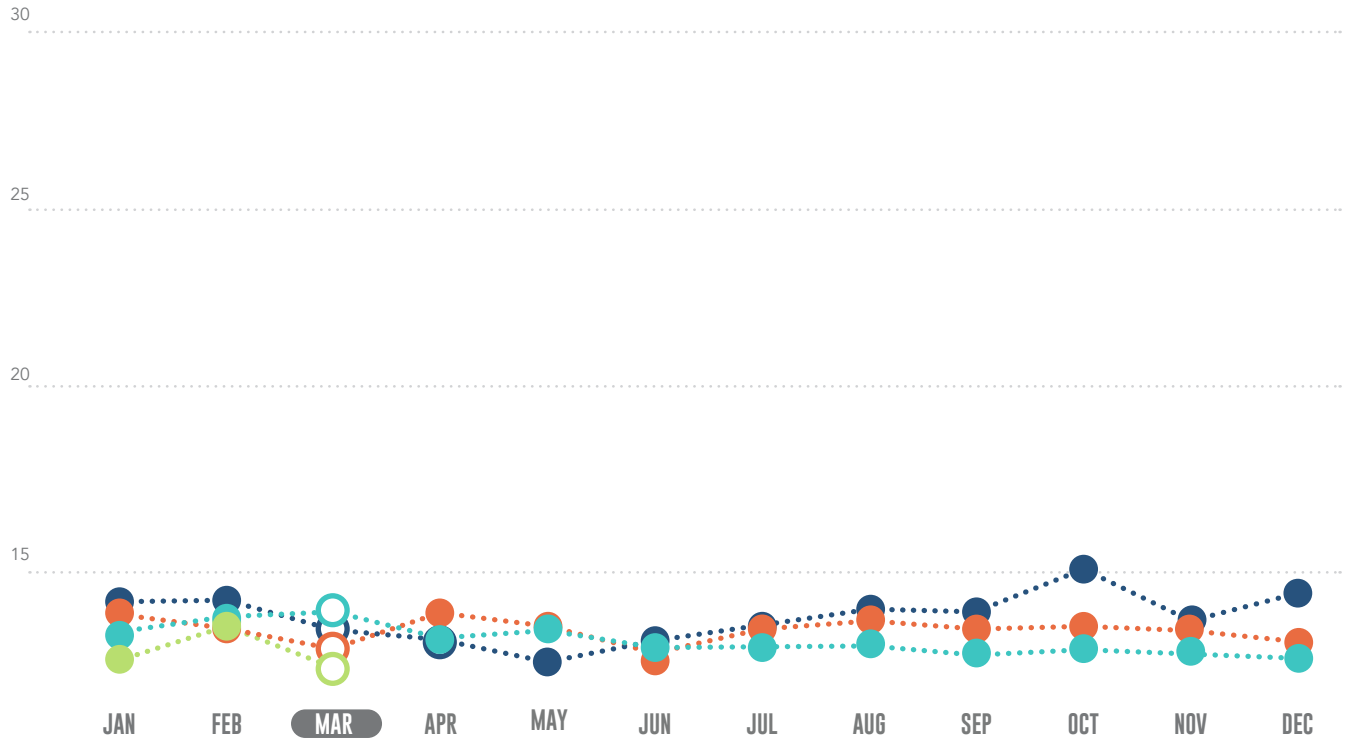
## INCOMING CALLS

2017 2018 2019 2020



## OPERATOR CALL VOLUMES

2017 2018 2019 2020

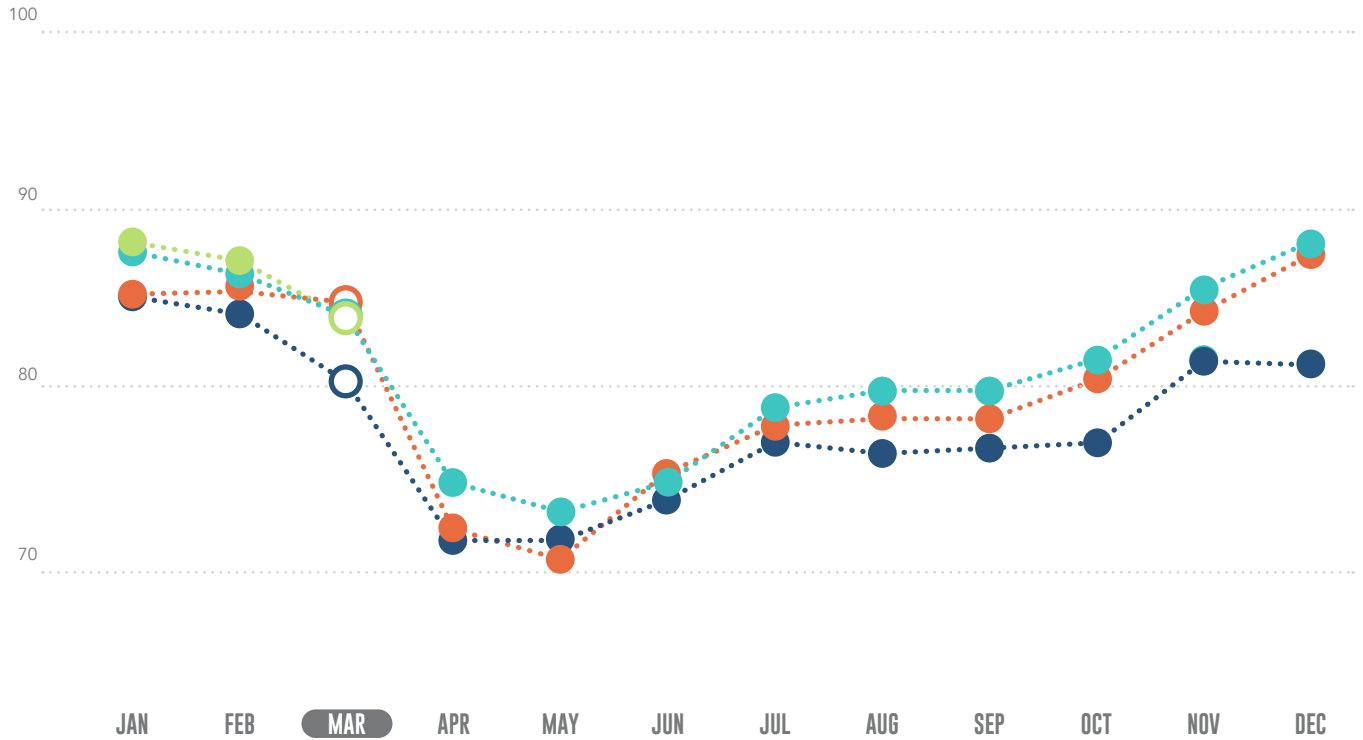


2017 2018 2019 2020

	2017	2018	2019	2020
JAN	14.09	12.45	10.89	8.94
FEB	14.04	11.36	12.22	11.38
MAR	11.35	11.07	12.77	8.04
APR	11.50	13.05	11.50	
MAY	11.32	11.65	11.79	
JUN	11.63	10.39	11.48	
JUL	12.17	12.13	10.40	
AUG	13.84	12.61	10.59	
SEP	13.26	11.89	10.25	
OCT	15.18	11.95	10.54	
NOV	12.54	11.33	9.57	
DEC	14.57	10.60	9.16	

## EXCAVATOR CALL VOLUMES

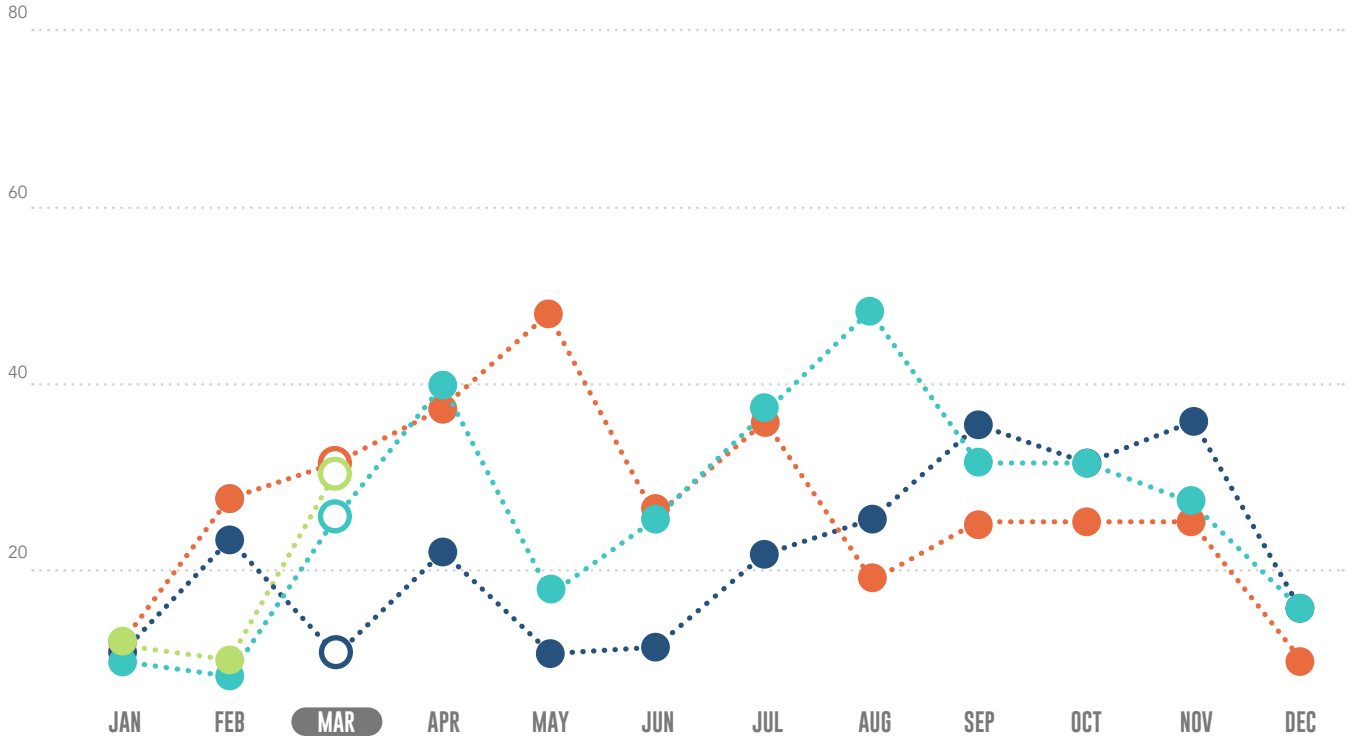
2017 2018 2019 2020



	2017	2018	2019	2020
JAN	84.79	84.97	87.73	89.69
FEB	84.02	86.03	86.39	87.01
MAR	80.86	85.77	84.50	84.37
APR	72.41	72.89	75.15	
MAY	72.22	71.30	72.98	
JUN	74.51	76.21	75.83	
JUL	76.32	77.05	78.50	
AUG	74.57	78.53	79.22	
SEP	75.14	78.13	79.96	
OCT	75.40	81.31	82.35	
NOV	81.89	84.80	86.05	
DEC	81.76	87.30	88.77	

## AVERAGE HOLD TIME

2017 2018 2019 2020

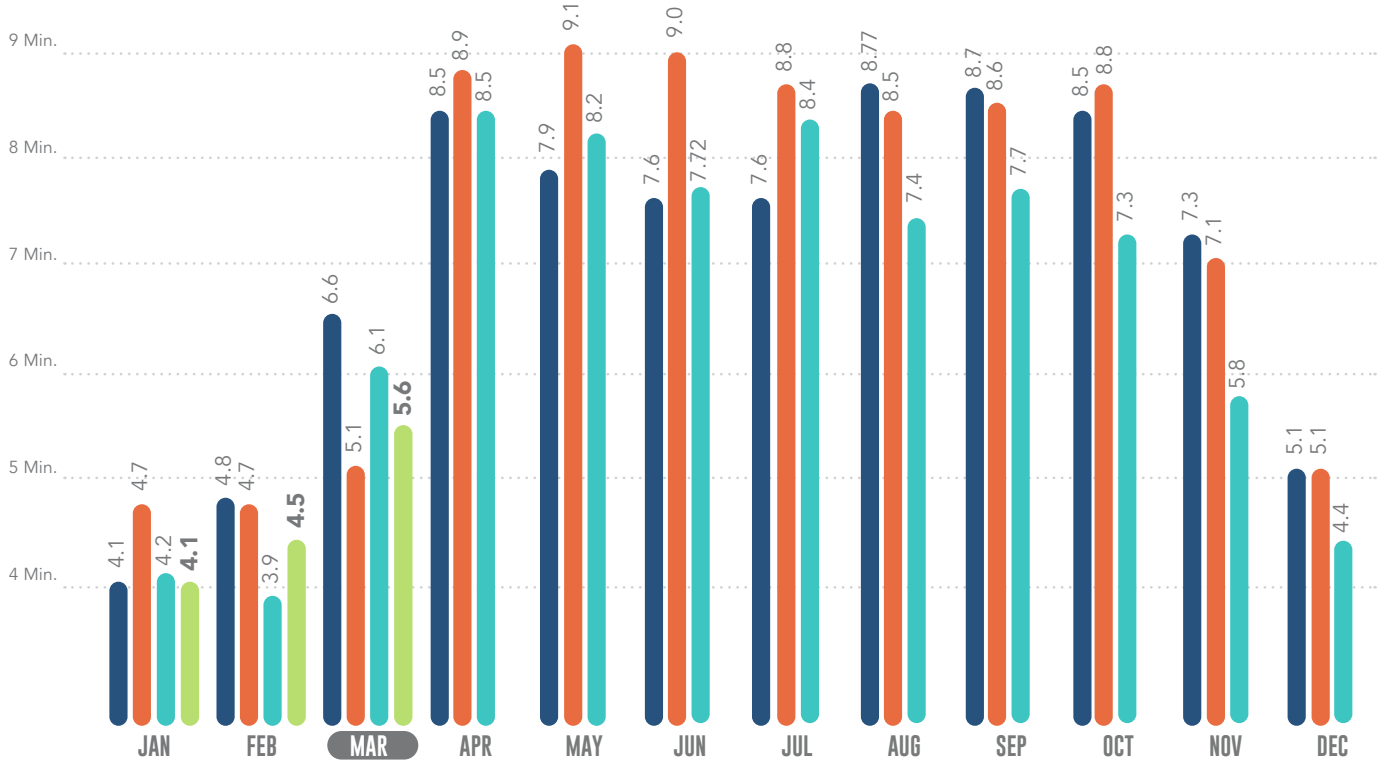


2017 2018 2019 2020

	2017	2018	2019	2020
JAN	12	14	11	14
FEB	23	28	6	12
MAR	12	32	26	31
APR	22	38	40	
MAY	12	46	19	
JUN	13	26	25	
JUL	22	37	38	
AUG	26	19	47	
SEP	39	26	32	
OCT	32	25	32	
NOV	37	25	28	
DEC	17	14	17	

## AVERAGE PROCESSING TIMES

2017 2018 2019 2020



Answered - 1,475

Abandoned - 232

Offered - 1,707



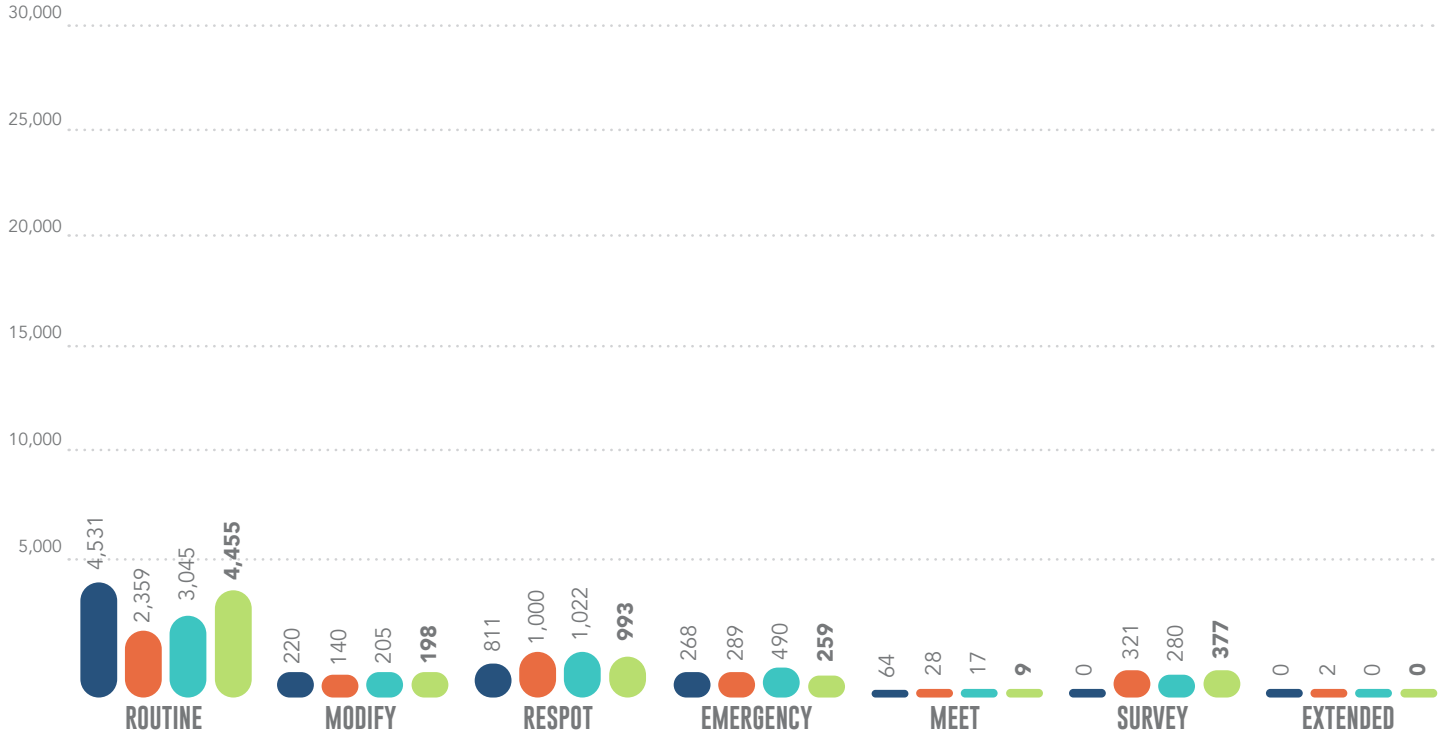
Answered - 1,790

Abandoned - 200

Offered - 1,990

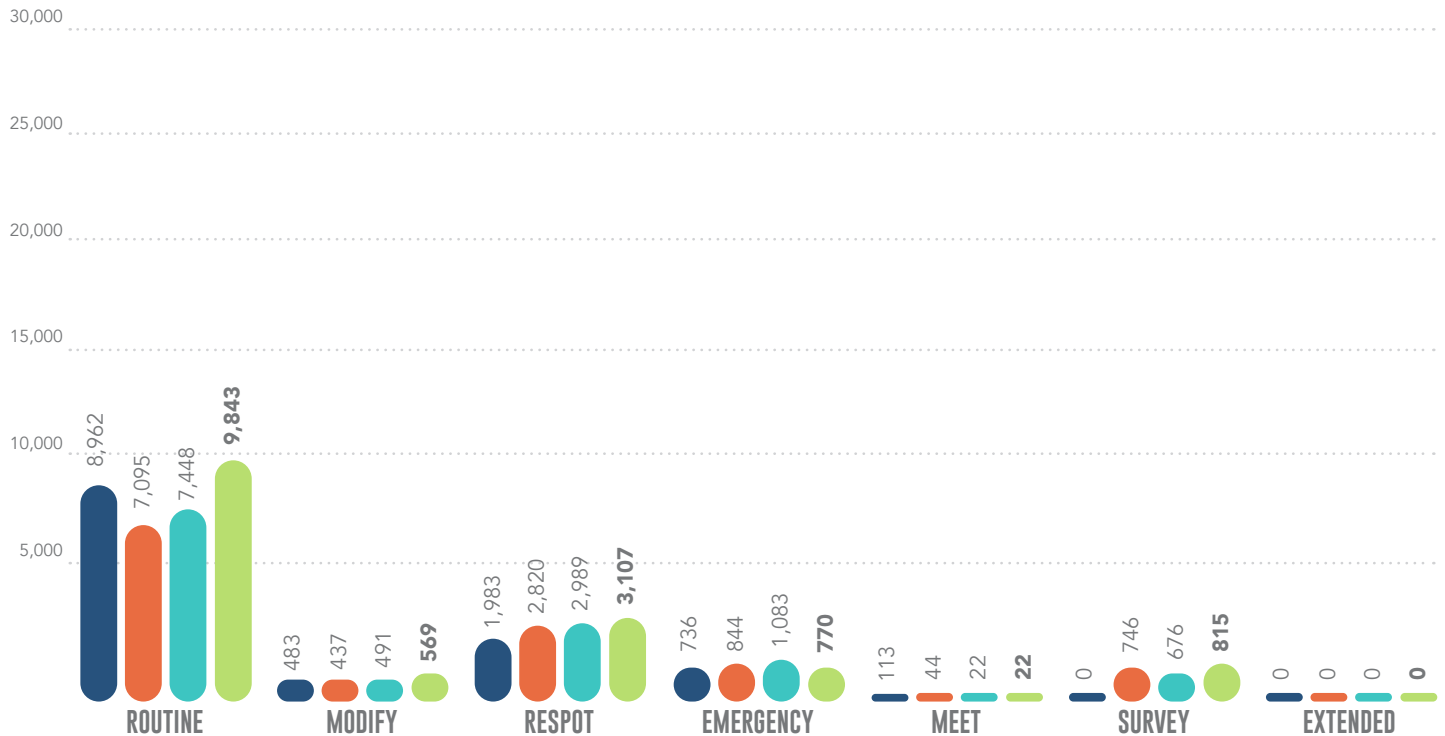
## INCOMING TICKET TYPES MAR

2017 2018 2019 2020



## INCOMING TICKETS TYPES MAR Y-T-D

2017 2018 2019 2020



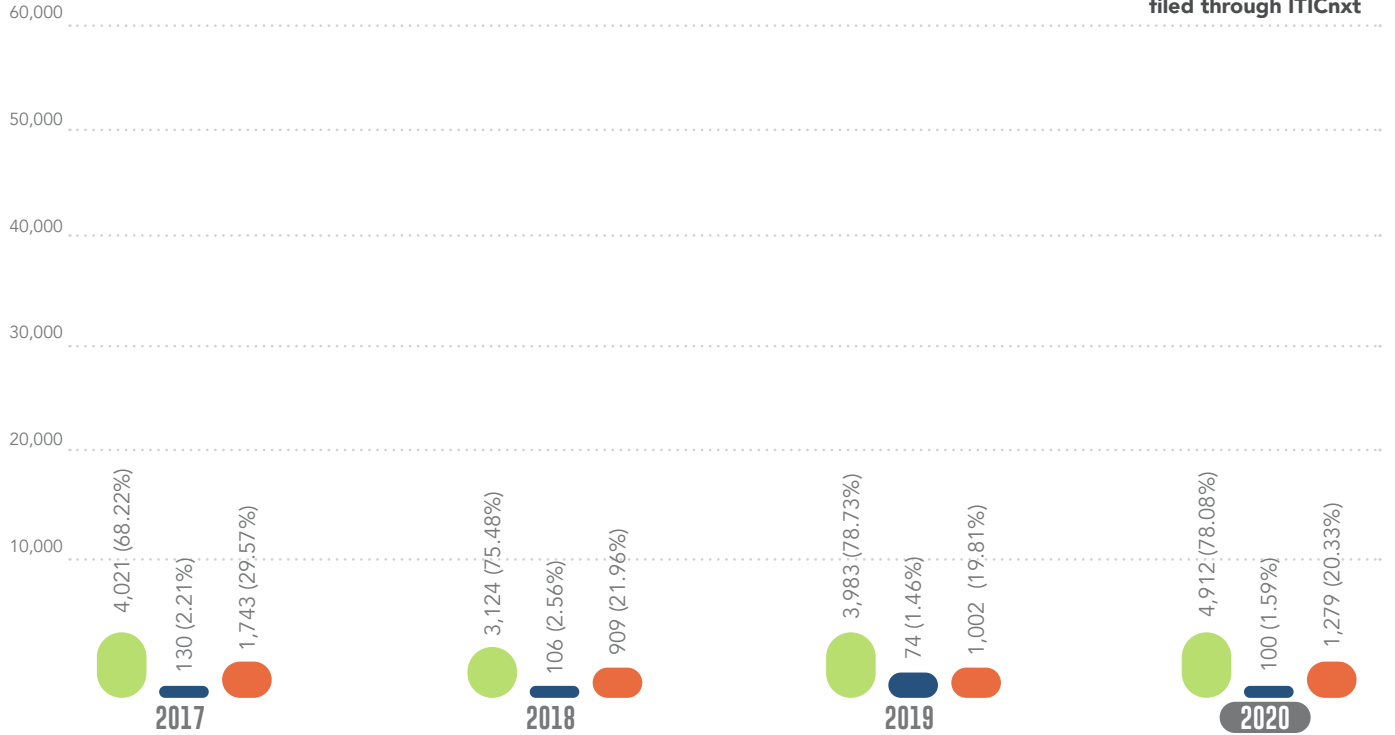


## RECEIPT METHODS MAR

ITIC IVR OPERATOR

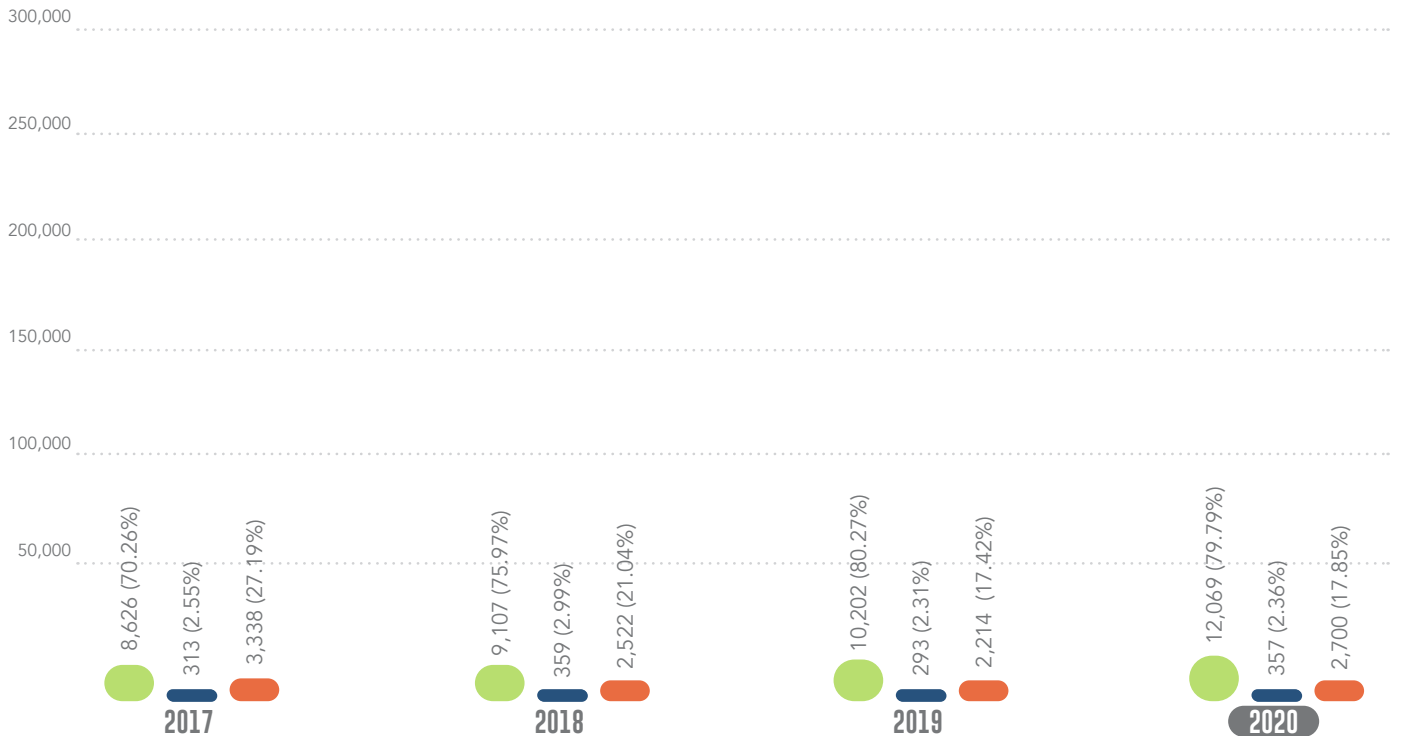
ITIC Mobile =14

Percentage of online tickets filed through ITICnxt =73%



## RECEIPT METHODS MAR Y-T-D

ITIC IVR OPERATOR

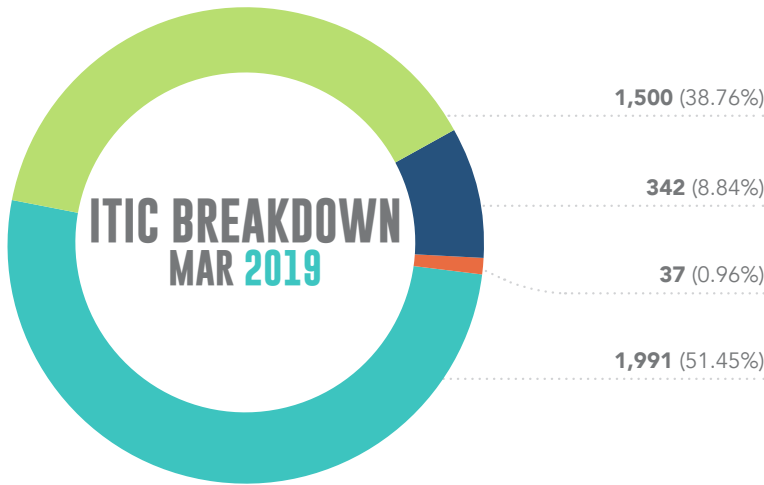


WEBUSER 5 (ON THEIR OWN)

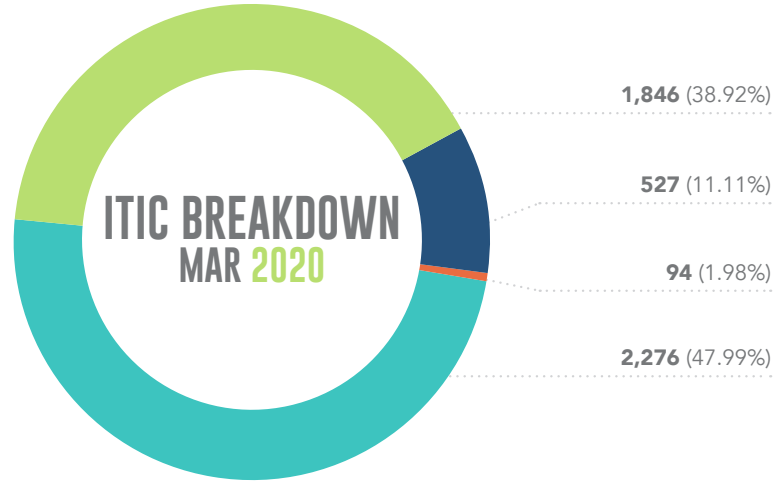
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC % - 78.73%



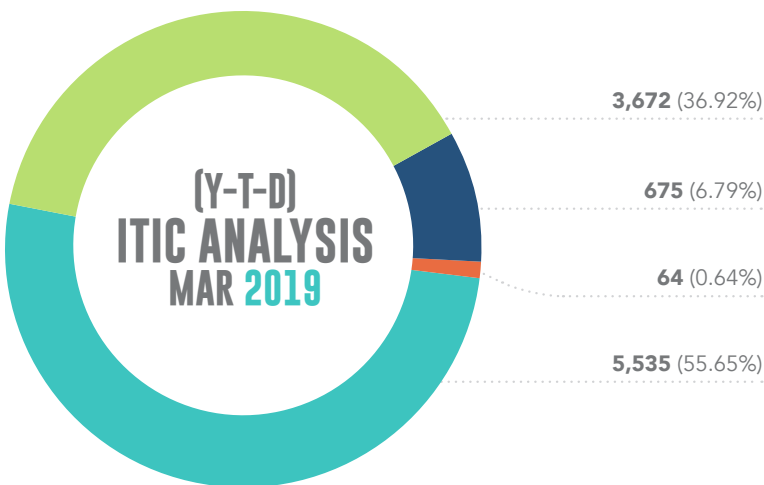
OVERALL ITIC % - 78.08%

WEBUSER 5 (ON THEIR OWN)

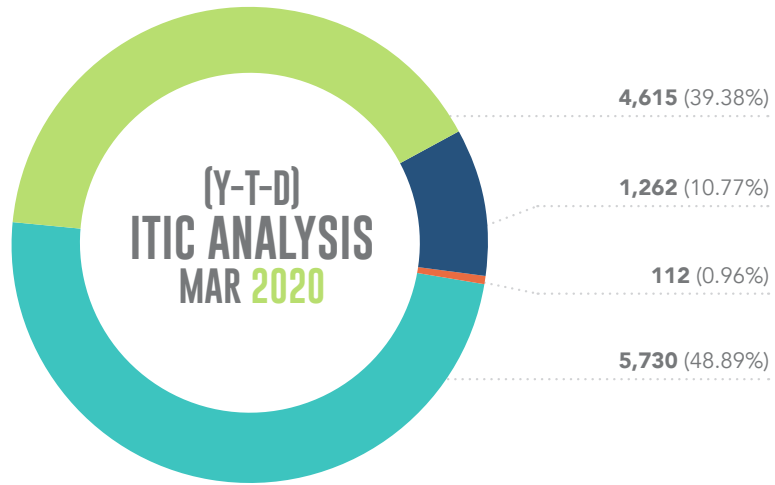
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)

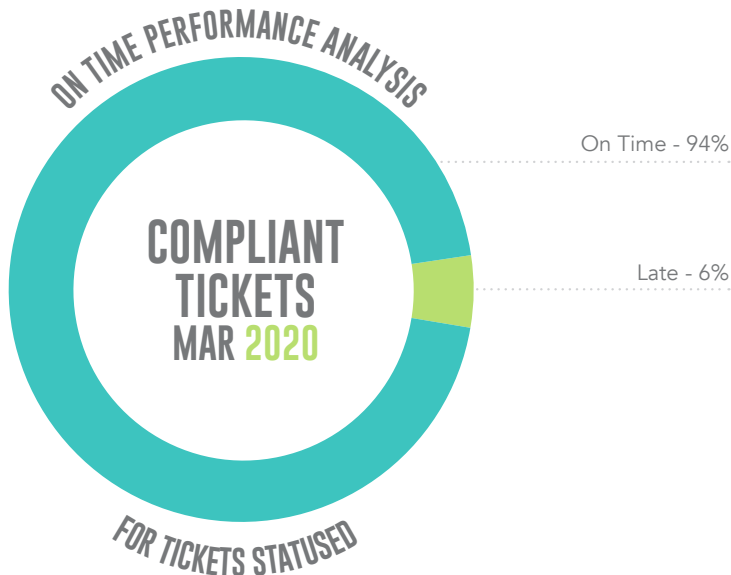
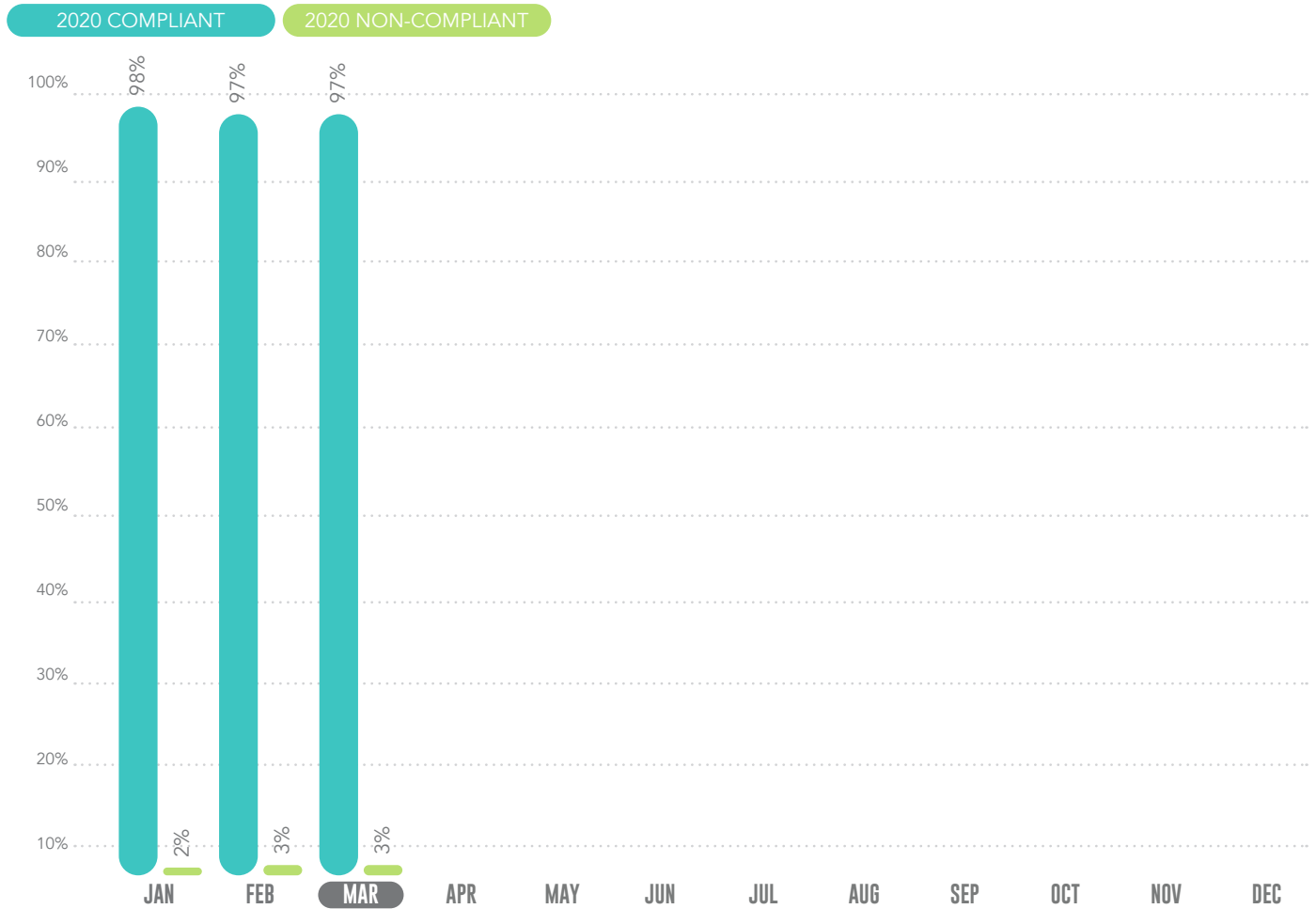


OVERALL ITIC % - 80.27%



OVERALL ITIC % - 79.79%

## POSITIVE RESPONSE COMPLIANCE



## CREATIVE HOURS - 2019

