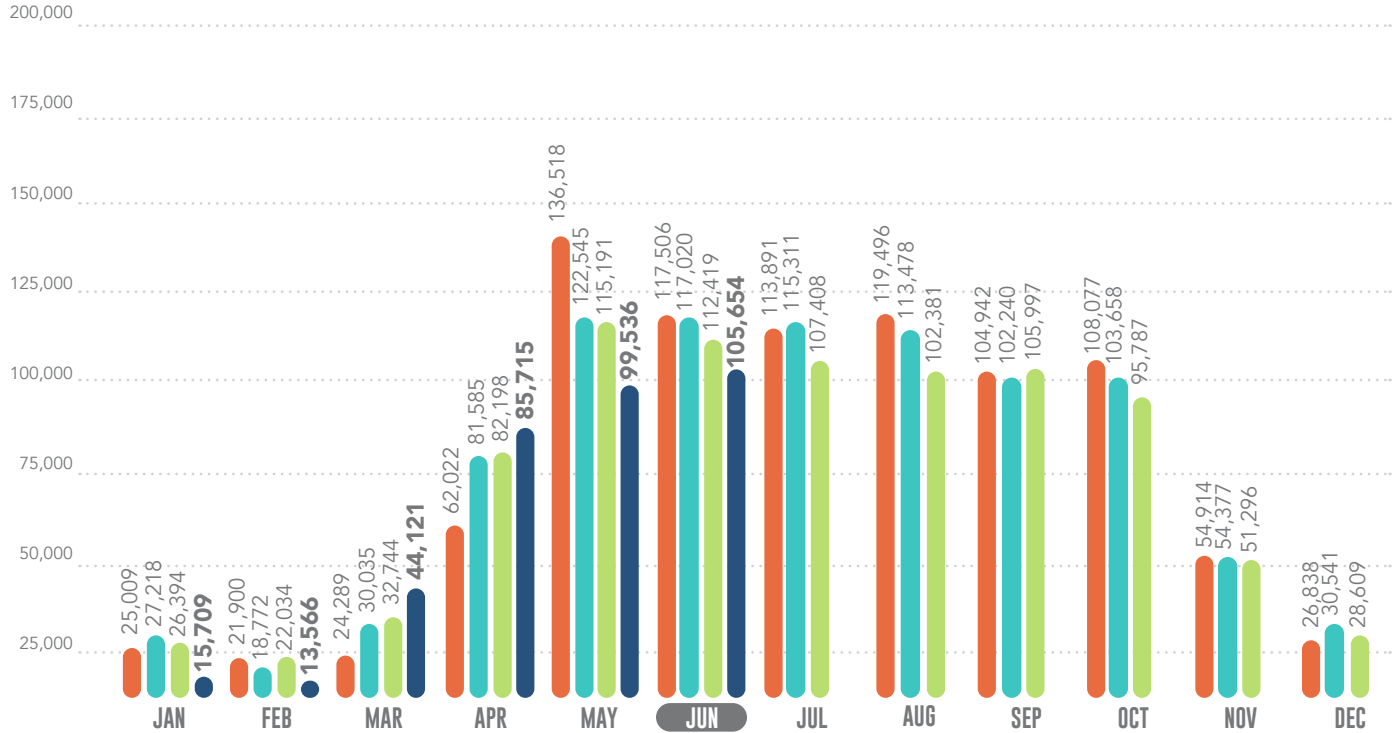


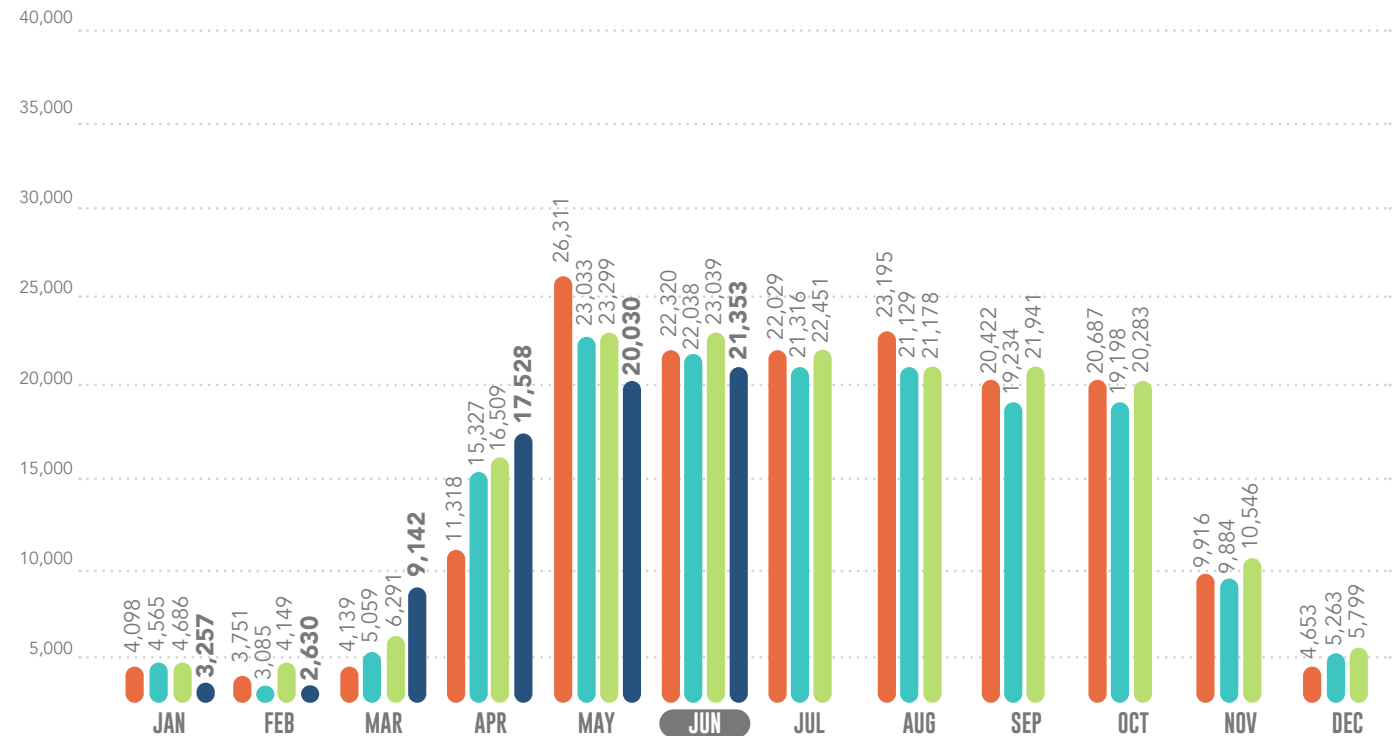
CHARGEABLE OUTBOUND TICKETS

2018 2019 2020 2021



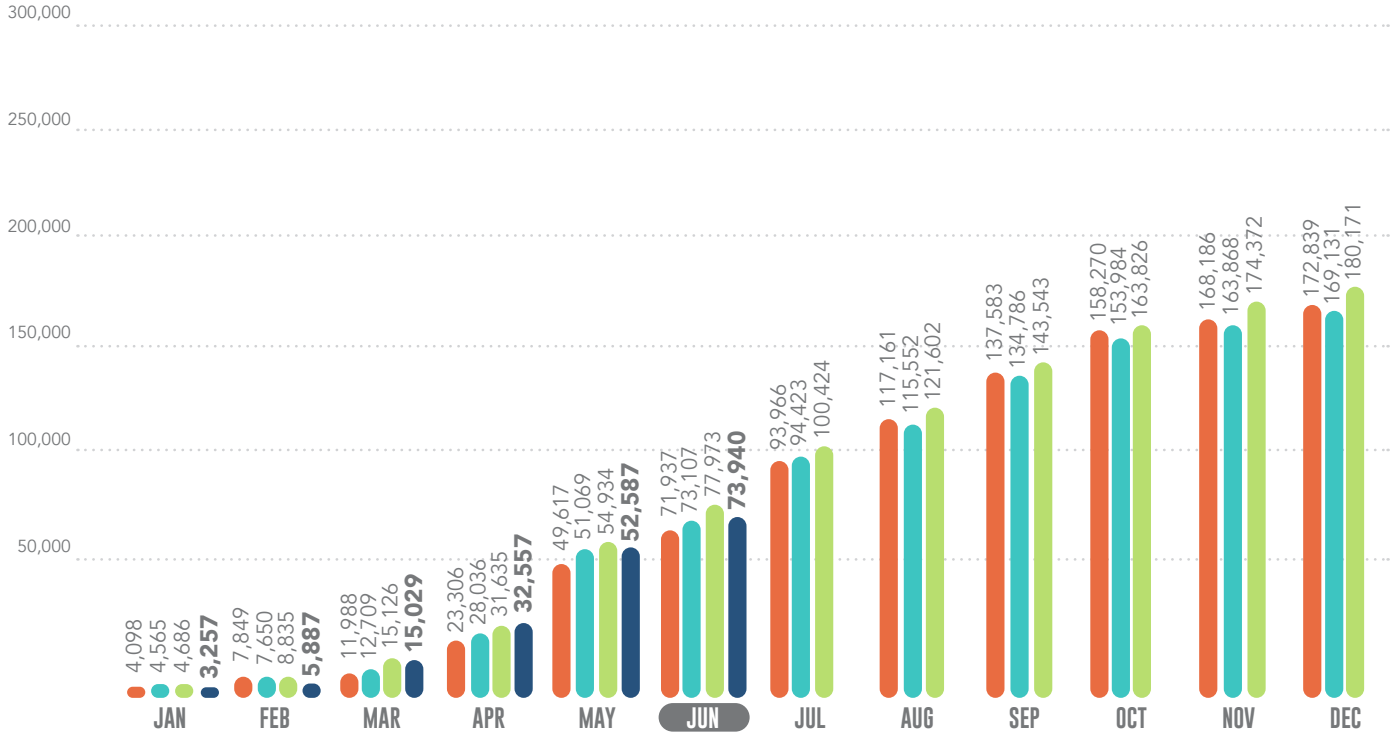
INCOMING TICKETS

2018 2019 2020 2021



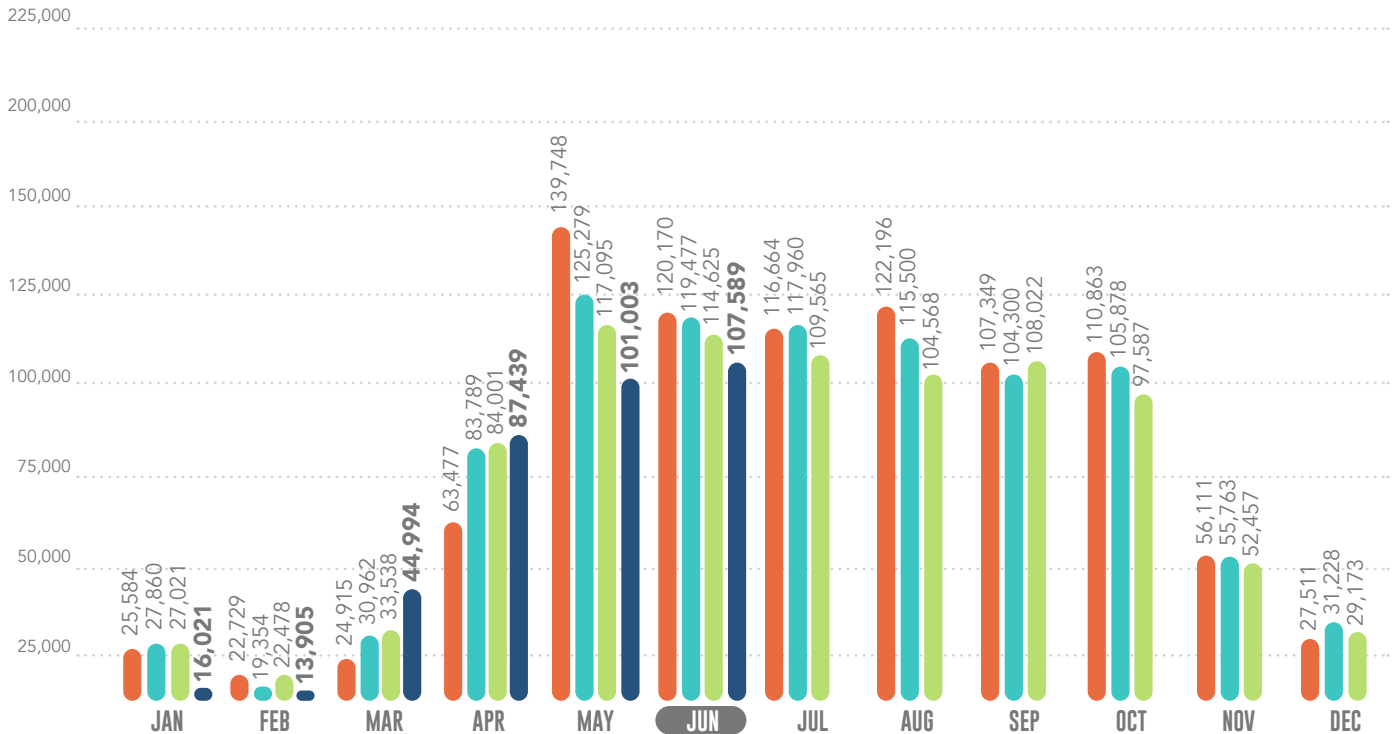
INCOMING TICKETS Y-T-D

2018 2019 2020 2021



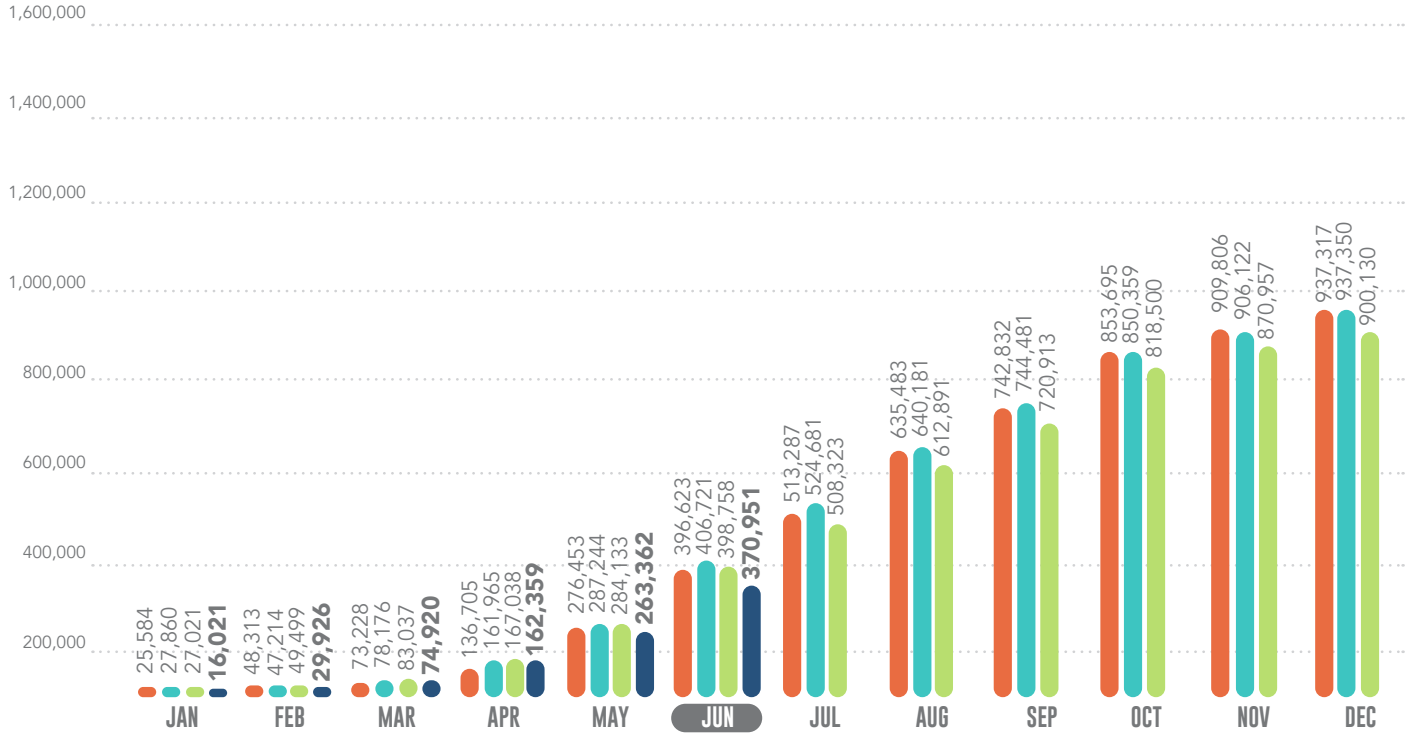
OUTGOING MESSAGES

2018 2019 2020 2021



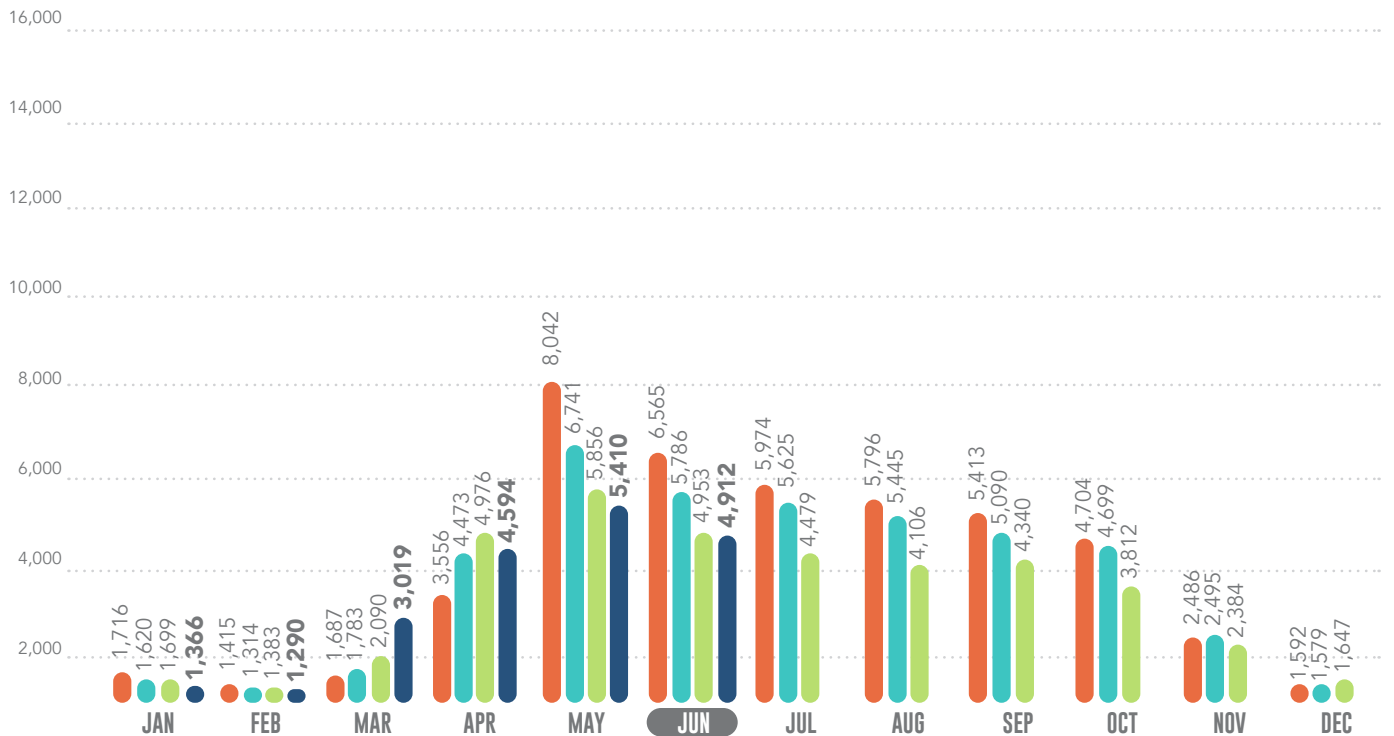
OUTGOING TICKETS Y-T-D

2018 2019 2020 2021



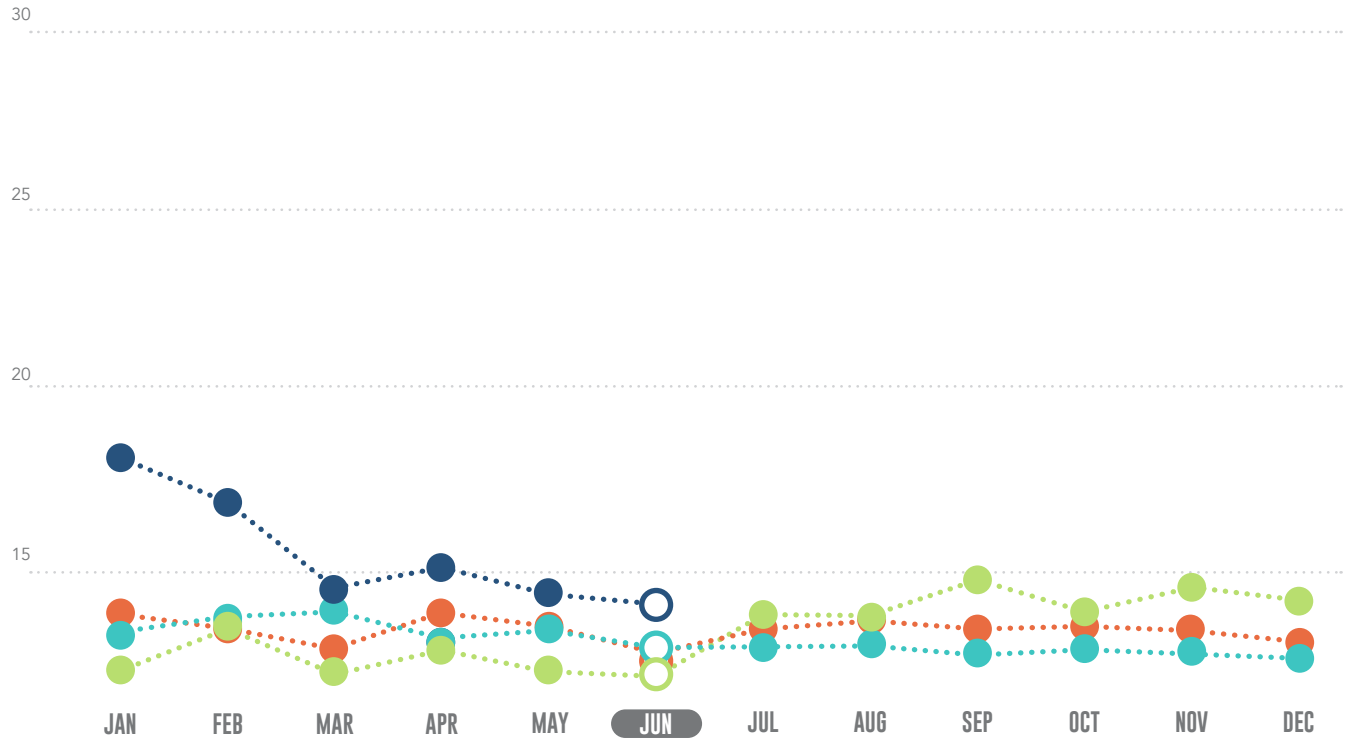
INCOMING CALLS

2018 2019 2020 2021



OPERATOR CALL VOLUMES

2018 2019 2020 2021

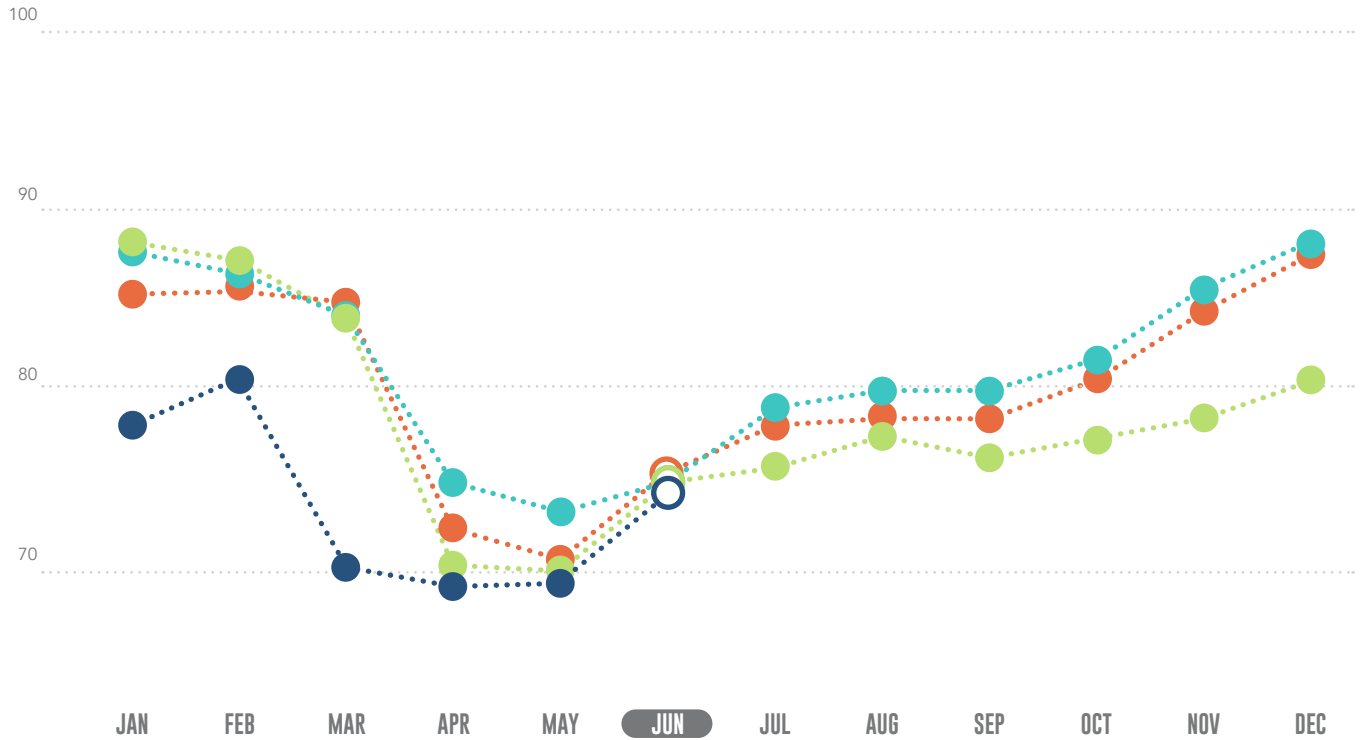


2018 2019 2020 2021

	2018	2019	2020	2021
JAN	12.45	10.89	8.94	17.96
FEB	11.36	12.22	11.38	16.46
MAR	11.07	12.77	8.04	14.12
APR	13.05	11.50	10.16	15.19
MAY	11.65	11.79	9.77	14.18
JUN	10.39	11.48	9.18	13.58
JUL	12.13	10.40	13.95	
AUG	12.61	10.59	13.42	
SEP	11.89	10.25	14.95	
OCT	11.95	10.54	12.18	
NOV	11.33	9.57	14.17	
DEC	10.60	9.16	13.71	

EXCAVATOR CALL VOLUMES

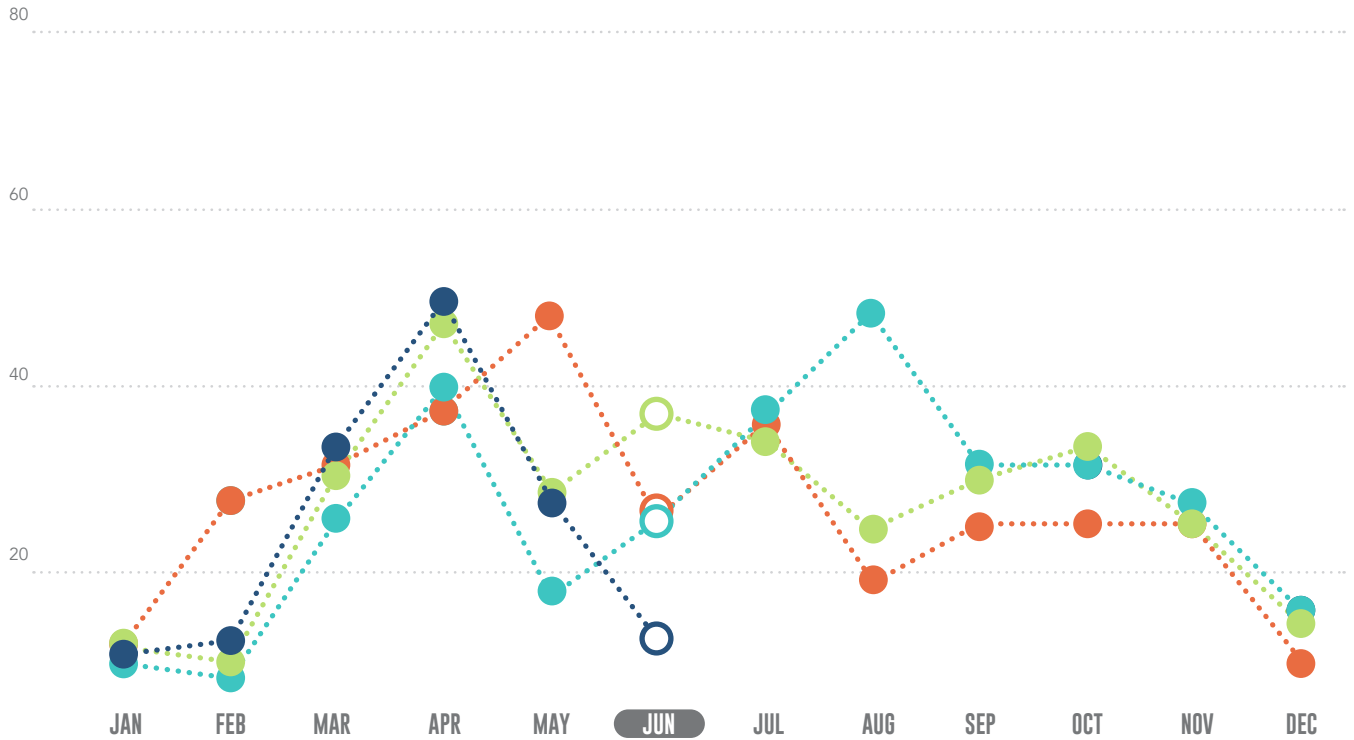
2018 2019 2020 2021



	2018	2019	2020	2021
JAN	84.97	87.73	89.69	78.81
FEB	86.03	86.39	87.01	80.87
MAR	85.77	84.50	84.37	70.32
APR	72.89	75.15	71.14	68.63
MAY	71.30	72.98	70.72	68.90
JUN	76.21	75.83	75.96	74.03
JUL	77.05	78.50	75.47	
AUG	78.53	79.22	76.39	
SEP	78.13	79.96	74.02	
OCT	81.31	82.35	75.51	
NOV	84.80	86.05	78.10	
DEC	87.30	88.77	80.62	

AVERAGE HOLD TIME

2018 2019 2020 2021

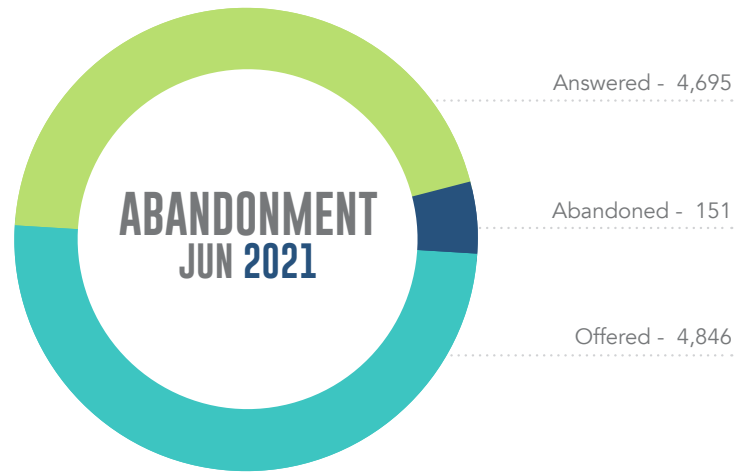
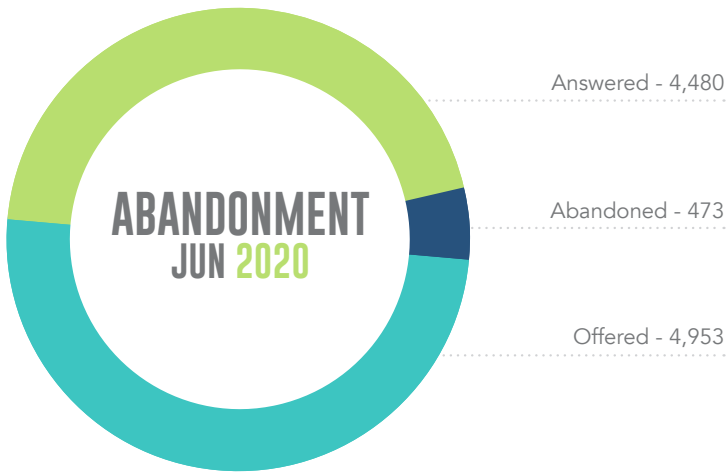
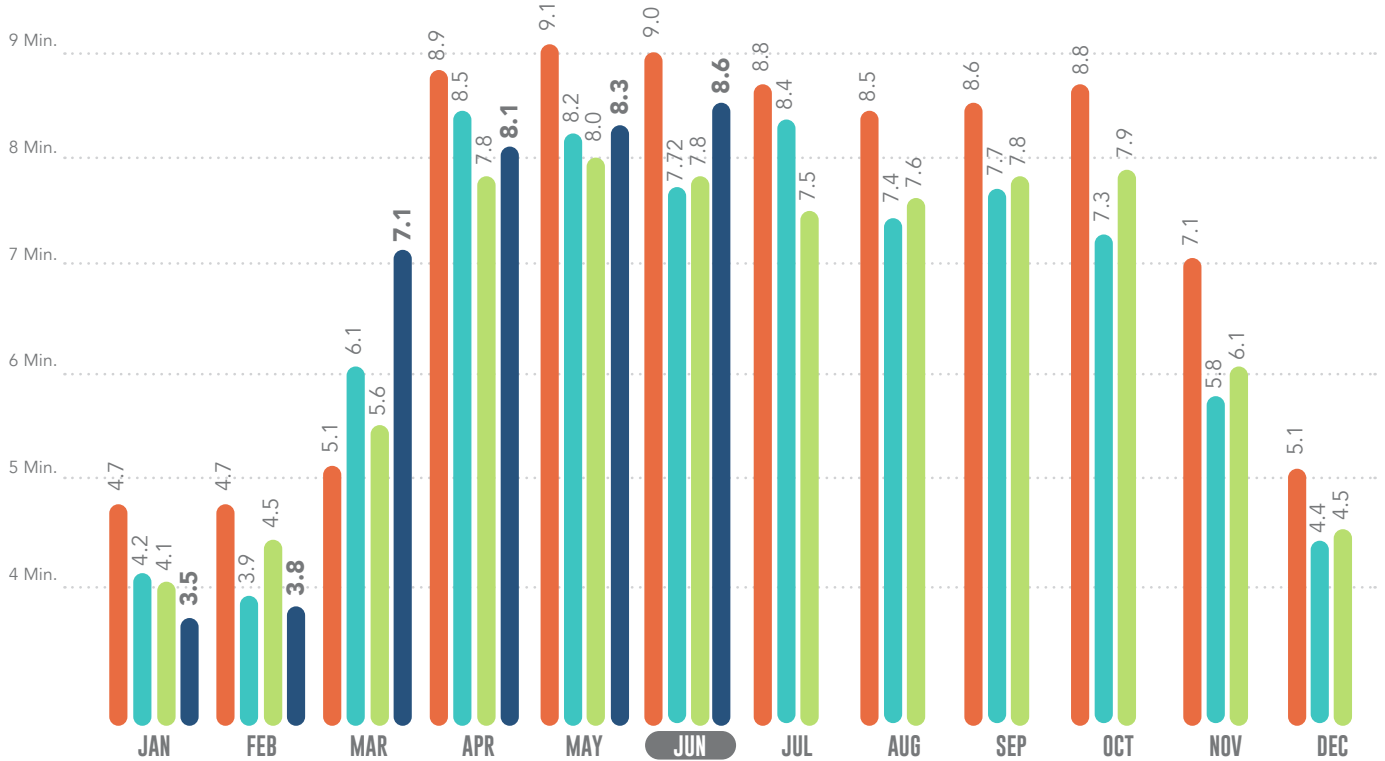


2018 2019 2020 2021

	2018	2019	2020	2021
JAN	14	11	14	12
FEB	28	6	12	15
MAR	32	26	31	33
APR	38	40	44	50
MAY	46	19	29	28
JUN	26	25	38	15
JUL	37	38	36	
AUG	19	47	25	
SEP	26	32	29	
OCT	25	32	34	
NOV	25	28	25	
DEC	14	17	16	

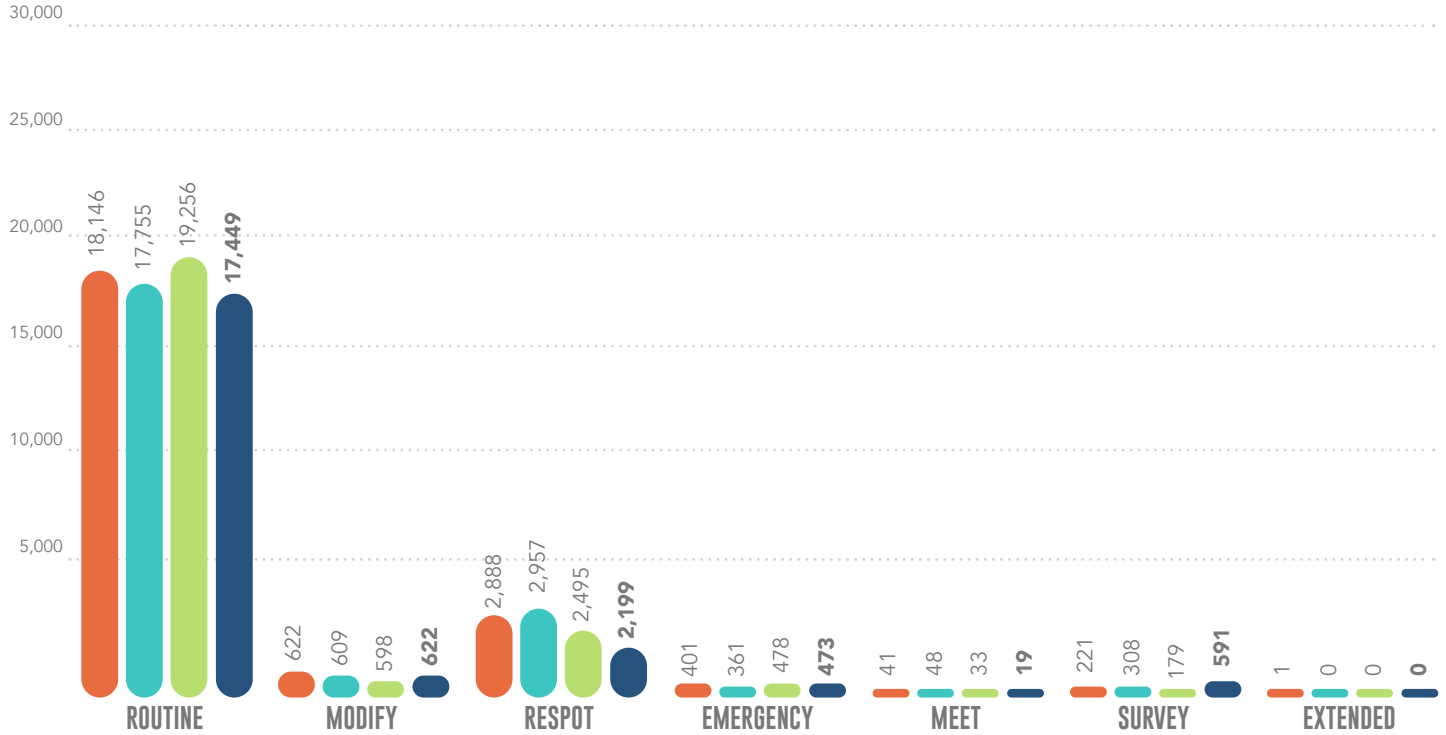
AVERAGE CALL DURATION

2018 2019 2020 2021



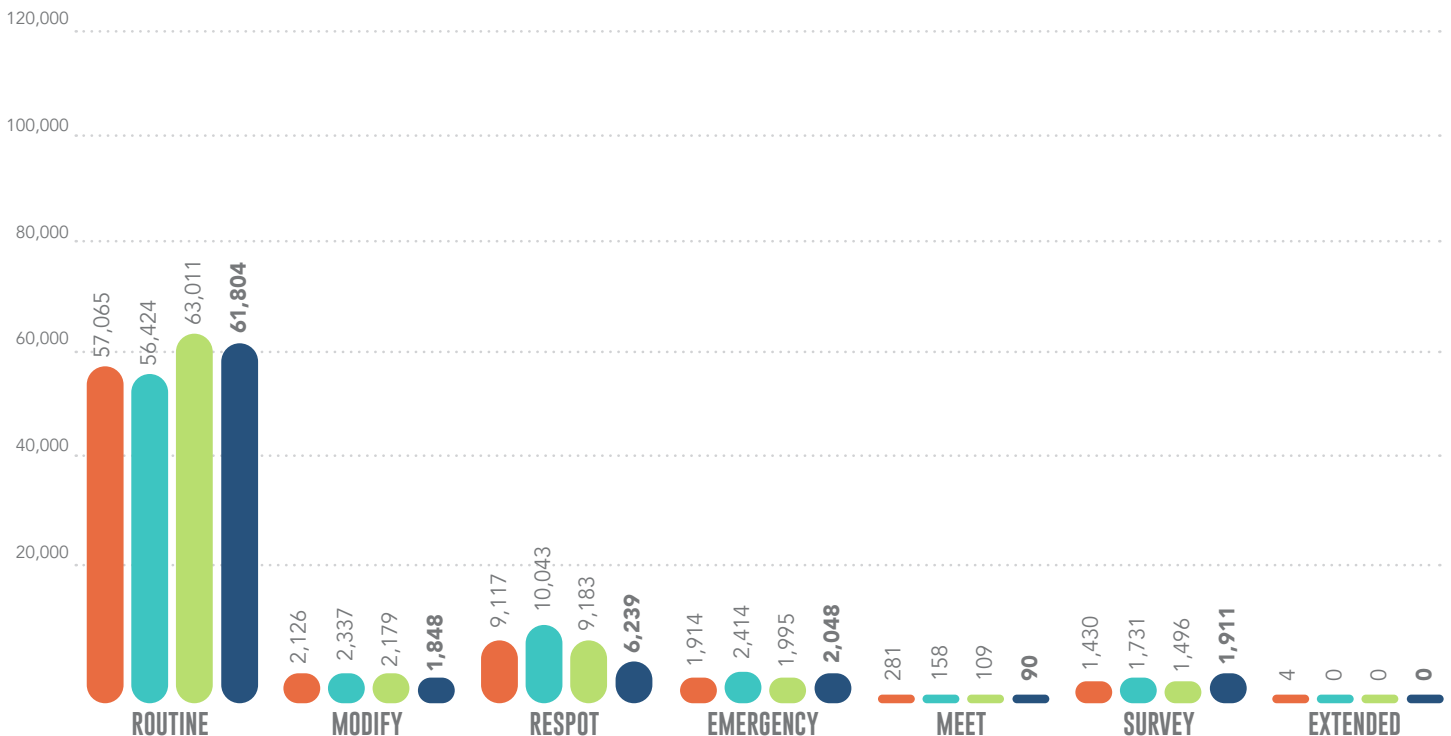
INCOMING TICKET TYPES JUN

2018 2019 2020 2021



INCOMING TICKETS TYPES JUN Y-T-D

2018 2019 2020 2021



RECEIPT METHODS JUN

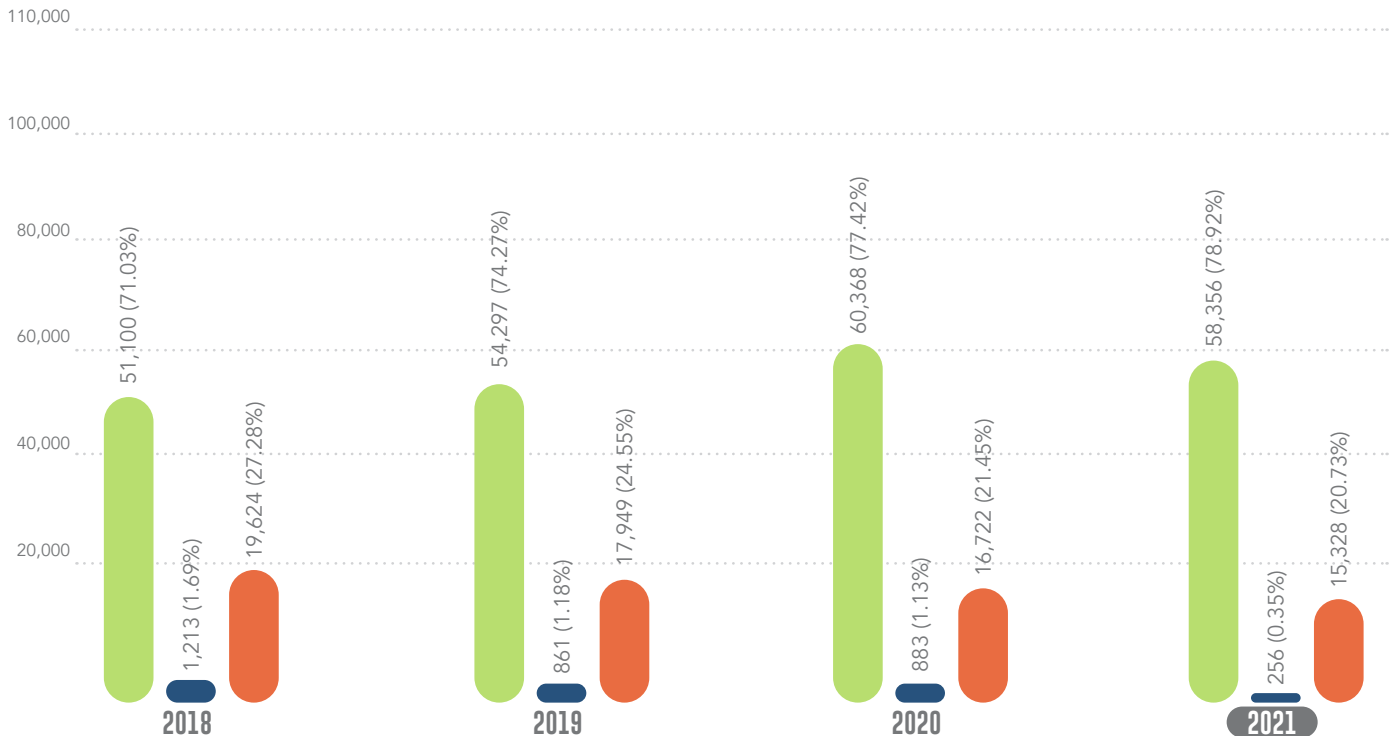
ITIC IVR OPERATOR

ITIC Mobile = 0



RECEIPT METHODS JUN Y-T-D

ITIC IVR OPERATOR

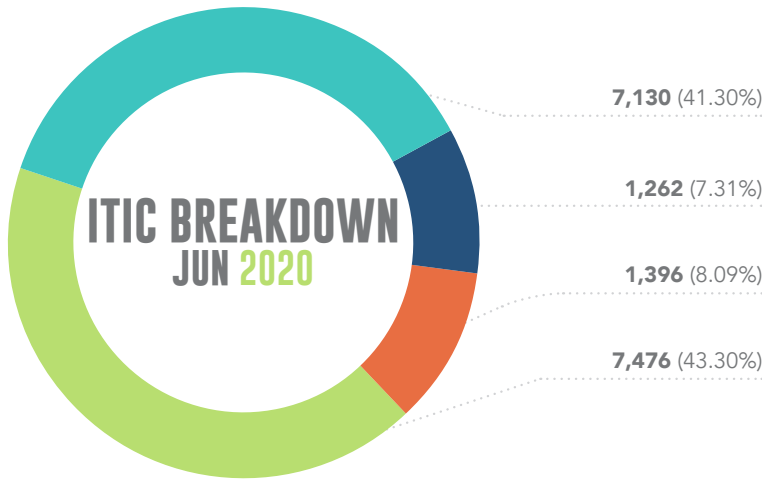


WEBUSER 5 (ON THEIR OWN)

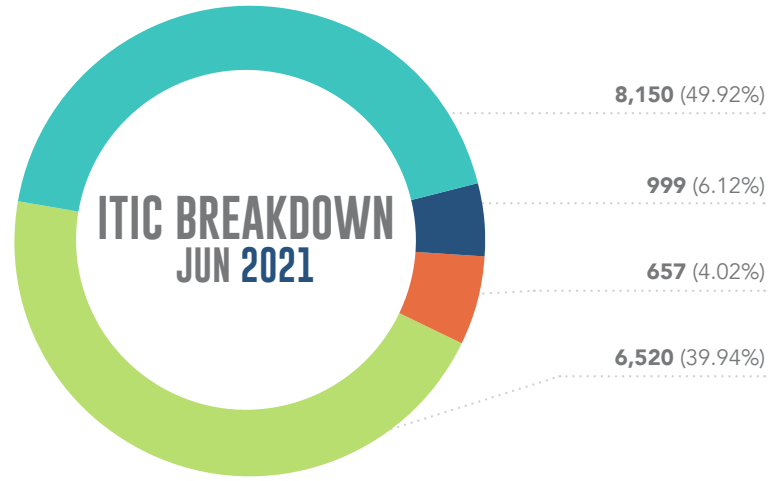
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC % - 78.49%



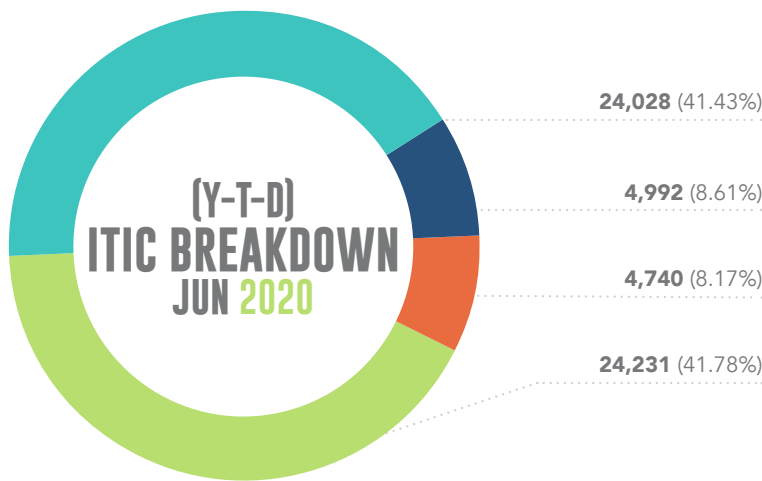
OVERALL ITIC % - 79.55%

WEBUSER 5 (ON THEIR OWN)

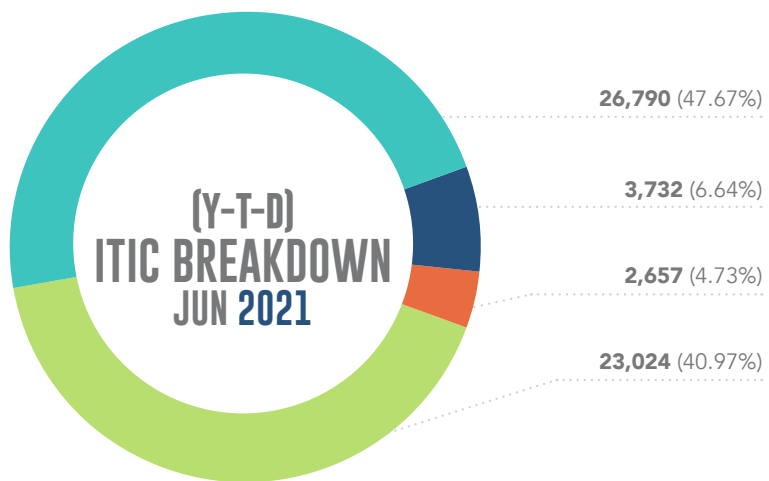
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)

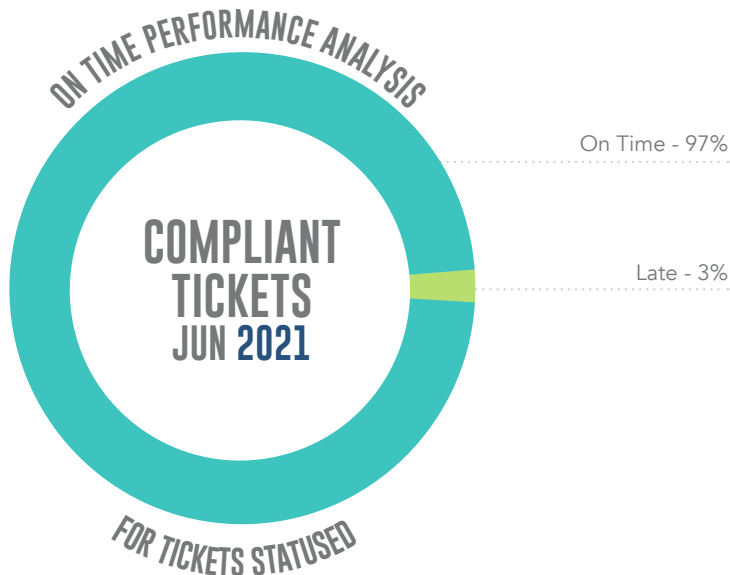


OVERALL ITIC % - 77.42%



OVERALL ITIC % - 78.92%

POSITIVE RESPONSE COMPLIANCE



CREATIVE HOURS - 1ST QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Dashboards	21:20
NDOC Social Media	24:40
NDOC Virtual DP Meetings	6:30
NDOC Website Changes	5:55
Subtotal	58:25
Management Review (+15%)	8:45
Grand Total with Review	67:10

CREATIVE HOURS - 2021

