

# Service Center & MSU – OE7

Inbound call volumes: Call Answered November 1 - 12:

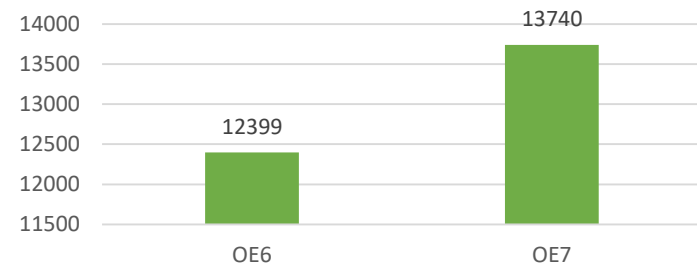
OE6 – 12399

OE7 – 13740

Increase of 10.8%

Enrollments are down 3.2% compared to OE6 during this time frame

Calls Answered: OE6 vs OE7



Most Significant Call Drivers:

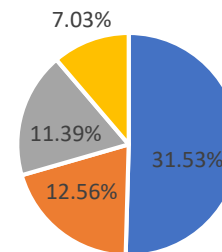
Enrollment Questions – 31.53%

Password Reset – 12.56%

Eligibility Determination – 11.39%

Health First Colorado Only – 7.03%

Call Drivers



- Enrollment Questions
- Password Reset
- Eligibility Determination
- Health First Colorado Only

# Service Center & MSU OE7

## Statistics:

### First Call Resolution:

OE6 – 78%

OE7 – 95%

Increase of 17%

### Escalation Tickets:

OE6 - 125

OE7 - 30

Decrease of 76%

### Average Speed of Answer:

OE6 – 1:49:07

OE7 – 0:00:28

Decrease of 1:48:39

### Average Talk Time:

OE6 – 16:35

OE7 – 15:29

Decrease of 1:06

OE6 Abandonment Rate Based Off Of Calls Received: 41.2%

OE7 Abandonment Rate Based Off Of Calls Received: 1.4%