

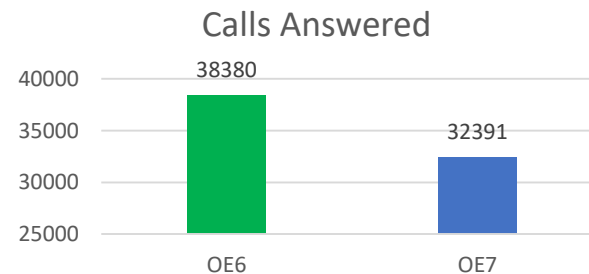
Service Center & MSU – OE7

Inbound Call Volumes: Calls Answered November 1 - 30:

OE6 – 38380

OE7 – 32391

Decrease of 15.6%



Most Significant Call Drivers:

| | |
|------------------------------------|---------------|
| Enrollment Questions – 33.36% | 27% in 2018 |
| Password Reset – 12.41% | 14% in 2018 |
| Eligibility Determination – 10.80% | 10.5% in 2018 |
| Health First Colorado Only – 6.86% | 3% in 2018 |
| Complete Enrollment – 6.06% | 6.5% in 2018 |

Service Center & MSU - OE7

Statistics:

First Call Resolution:

OE6 – 78%

OE7 – 92%

Increase of 14%

Escalation Tickets:

OE6 - 291

OE7 - 70

Decrease of 76%

Average Speed of Answer:

OE6 – 0:37:19

OE7 – 0:00:24

Decrease of 0:36:35

Average Talk Time:

OE6 – 15:51

OE7 – 13:20

Decrease of 2:31

OE6 Abandoned Calls - 12907

OE7 Abandoned Calls - 518