

Service Center & MSU – OE8

Inbound Call Volumes: Calls Answered December 1 - 31:

OE7 – 50,856

OE8 – 46,760

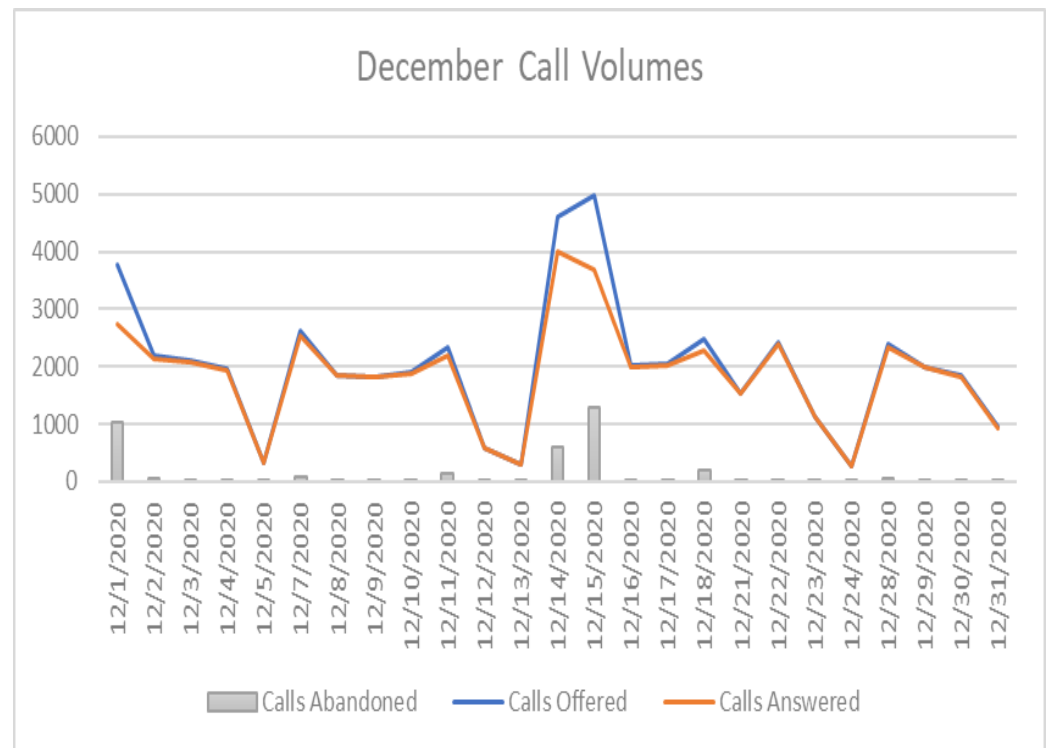
Service Level – 77.51%

Missed SL on 4 Days

OE6 Abandoned Calls – 12,907

OE7 Abandoned Calls – 518

OE8 Abandoned Calls – 3,665



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Statistics:

Average Speed of Answer:

OE7 – 0:00:34

OE8 – 0:02:46

Average Talk Time:

OE7 – 11:38

OE8 – 11:31

Chats Answered:

OE7 – 5,988

OE8 – 12,240