

Service Center & MSU – ARP Update

Inbound **Call Volumes:**

April: Faneuil 13,558	MSU: 2,215
May: Faneuil 11,592	MSU: 1,848
June: Faneuil 11,679	MSU: 1,935
July: Faneuil 11,373	MSU: 1,865

Inbound **Chat Volumes:**

April: 3,240
May: 2,794
June: 2,554
July: 2,422

Service Level:

April: 97.27%
May: 97.56%
June: 95.04%
July: 87.85%

Average Speed of Answer:

April: 15 Seconds
May: 14 Seconds
June: 22 Seconds
July: 49 Seconds