

Service Center & MSU Combined – OE9

Inbound Call Volumes: November 1 – December 7:

OE8: 43,372

OE9: 32,997

Service Level – OE8: 67.10%

Service Level – OE9: 99.17%

Chats Answered:

OE8: 10,971

OE9: 6,503

Average Speed of Answer – OE8: 287 secs

Average Speed of Answer – OE9: 6 secs

Abandoned Calls – OE8: 5,476

Abandoned Calls – OE9: 174

November Customer Satisfaction – 83%

