

Service Center & MSU Combined – OE9

Inbound Call Volumes: November 1 – December 31:

OE9: 55,736

OE8: 77,361

Average Speed of Answer - OE9: 18 secs

Service Level - OE9: 97.19%

OE8 - November: 66.27%

OE8 - December: 77.51%

Abandoned Calls:

OE9: 705

OE8: 7,930

Chats Answered:

OE9: 14,933

OE8: 19,854