

# Service Center & Customer Ops – OE10

## Calls Handled:

November, 2021: 24,605

November, 2022: 26,706

December, 2021: 31,689

December, 2022: 34,784

## Service Level:

November, 2022: 53.42%

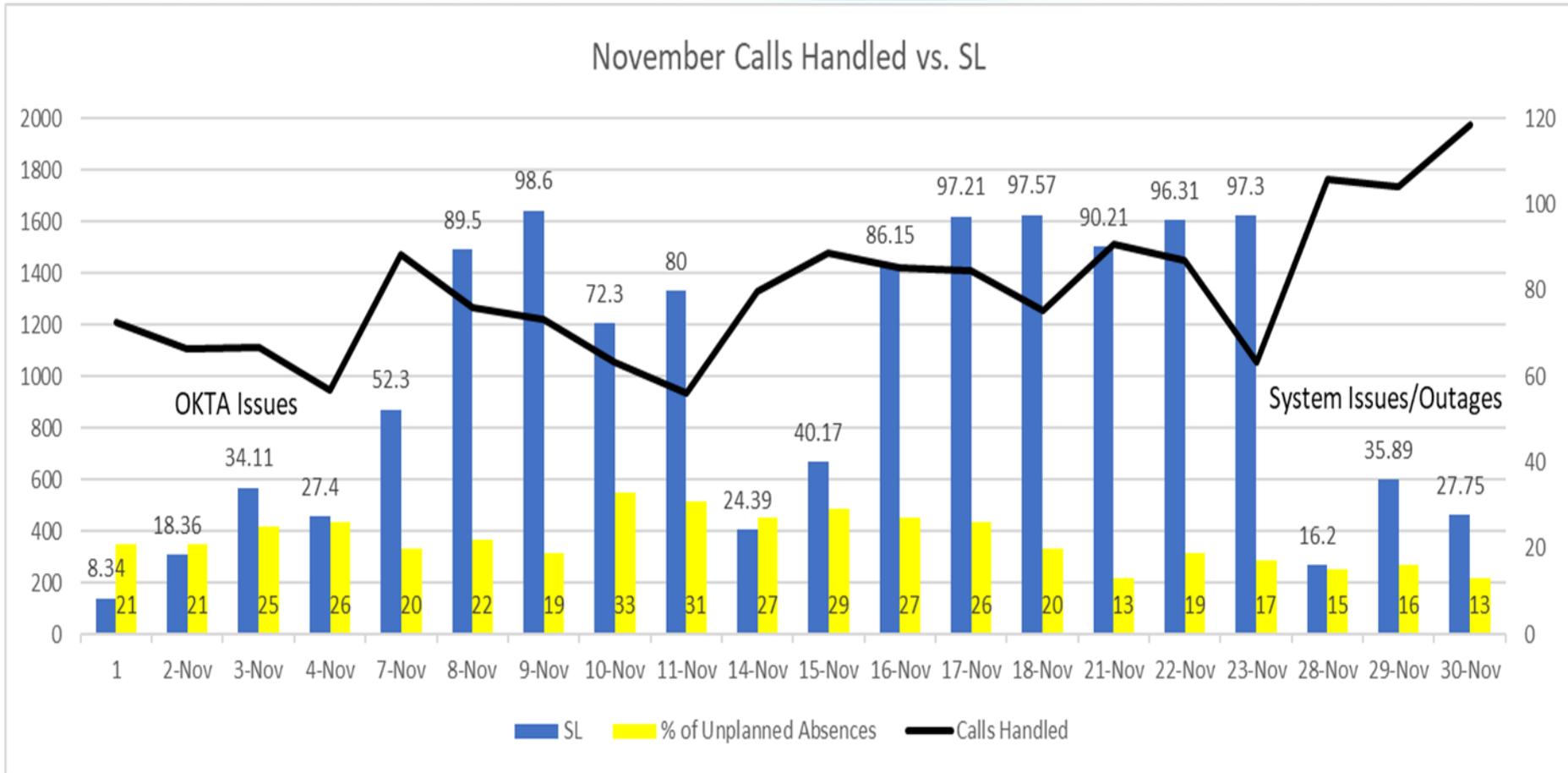
December, 2022: 53.46%

## Average Speed of Answer:

November, 2022: 422 Seconds

December, 2022: 405 Seconds

# November Calls Handled vs Service Level



# December Calls Handled vs SL

