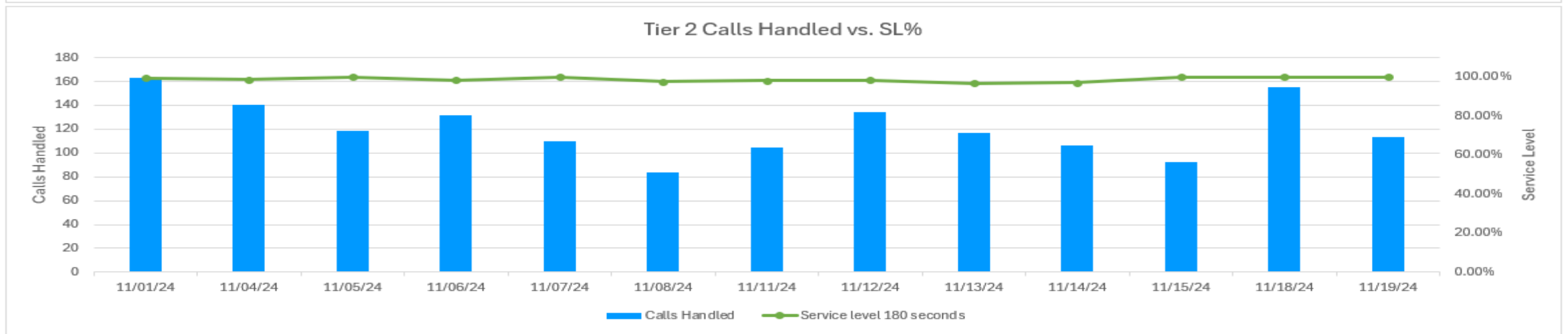
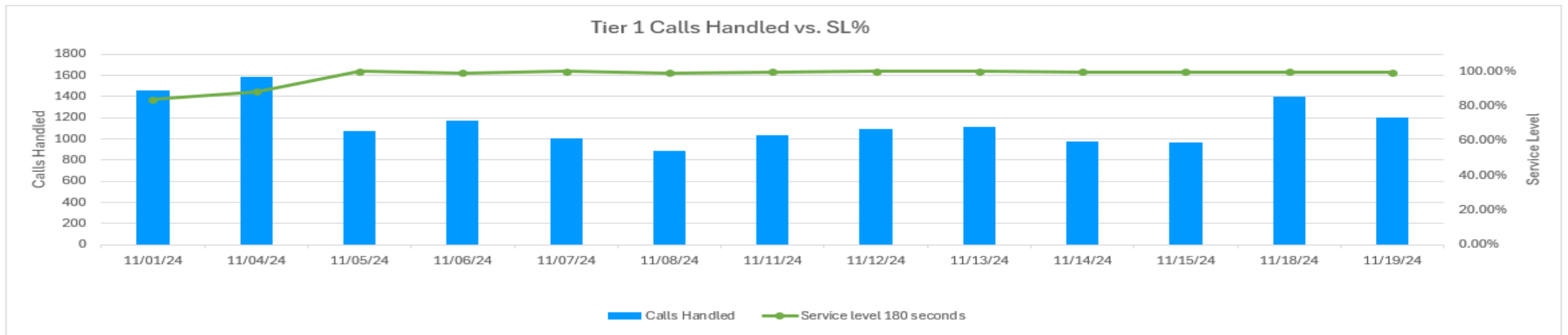


November MTD Performance

November MTD Stats by Group				
Group/ Year	Tier 1 2024	Tier 1 2023	Tier 2 2024	Tier 2 2023
Average Handle Time	17:07	16:19	14:05	19:52
Average Speed of Answer	0:35	0:15	0:30	2:12
Calls Offered	14,961	17,037	1,636	3,353
Calls Handled	14,532	16,751	1,570	3,057
300 Second Service Level %	97.03%	99.83%	98.90%	82.64%

November Calls Handled vs. Service Level



OE Total Calls Offered Comparison

