

Quarter 3 Call Stats by Group

Quarter 3 Call Stats by Group			
Group	Tier 1	Tier 2	Combined
Average Handle Time	13:52	16:22	14:19
Average Speed of Answer	00:48	00:45	00:48
Calls Offered	36,504	8,027	44,531
Calls Handled	35,341	7,744	43,085
180 Second Service Level %	92.69%	93.26%	92.79%

Quarter 3 Work Processed

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MA Applications	4,009
Change Reports	2,954
Documents	8,774