

Quarter 4 Call Stats by Group

Quarter 4 Call Stats by Group			
Group	Tier 1	Tier 2	Combined
Average Handle Time	14:30	16:10	14:43
Average Speed of Answer	01:30	01:03	01:27
Calls Offered	71,715	10,588	82,303
Calls Handled	68,294	10,256	78,550
Service Level %	91.79%	93.87%	92.06%

Quarter 4 Work Processed

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MA Applications	11,951
Change Reports	9,817
Documents	9,721