

ATTACHMENT 18



**Department of
Civil Service**

Call Center Statistics RFP entitled: “Dental Plan Services”

2022	Time Period	Total Calls Received
	January	6,720
	February	6,452
	March	9,152
	April	7,106
	May	6,308
	June	7,453
	July	6,659
	August	7,261
	September	6,957
	October	7,589
	November	6,273
	December	7,377
	Monthly Avg.	7,109

2021	Time Period	Total Calls Received
	January	13,224
	February	8,550
	March	13,209
	April	9,680
	May	6,922
	June	8,619
	July	7,637
	August	7,137
	September	6,722
	October	6,836
	November	6,274
	December	6,770
	Monthly Avg.	8,465

2020	Time Period	Total Calls Received
	January	6,800
	February	5,845
	March	5,058
	April	2,797
	May	2,753
	June	4,907
	July	5,603
	August	5,637
	September	6,393
	October	6,986
	November	6,516
	December	7,504
	Monthly Avg.	5,567

ATTACHMENT 18



**Call Center Statistics
RFP entitled:
“Dental Plan Services”**

	Time Period	Total Calls Received
2019	January	7,358
	February	6,048
	March	6,585
	April	6,426
	May	6,371
	June	5,979
	July	6,223
	August	6,067
	September	5,860
	October	6,232
	November	5,356
	December	5,670
		Monthly Avg.