

Commercial Call Statistics 2016

NYSHIP Commercial (866) 363-8219 & Backdoor (855) 383-9424

MONTHLY	IVR NCO	CCR NCO	NCA	ABN>0	ABN>10	%ABN>10	ATT	ACW	HOLD	AHT	AnsTime	ASA	NCA20	NCA45	%TSF20	%TSF45
Jan 2016	18,561	14,983	14,941	20	14	0.1%	339	4	101	445	48,378	2.6	14,584	14,676	97%	98%
Feb 2016	17,175	13,361	13,306	53	45	0.3%	352	5	106	464	102,544	6.0	12,544	12,703	94%	95%
Mar 2016	17,795	13,542	13,490	51	44	0.2%	350	7	102	459	125,080	7.0	12,710	12,872	94%	95%
Apr 2016	15,230	11,893	11,842	50	43	0.3%	331	8	93	432	65,308	4.3	11,276	11,430	95%	96%
May 2016	15,324	12,377	12,328	49	35	0.2%	316	9	97	422	95,955	6.3	11,652	11,816	94%	96%
Jun 2016	15,813	12,751	12,701	50	38	0.2%	320	7	101	429	73,173	4.6	12,104	12,249	95%	96%
Jul 2016	14,178	11,037	10,973	64	50	0.4%	316	9	92	416	139,745	9.9	9,947	10,176	90%	92%
Aug 2016	15,894	13,054	12,977	76	68	0.4%	304	11	83	398	144,665	9.1	11,852	12,114	91%	93%
Sep 2016	14,442	12,269	12,158	111	89	0.6%	307	16	88	411	264,989	18.3	10,630	10,896	87%	89%
Oct 2016	15,472	12,457	12,298	135	117	0.8%	300	17	91	408	254,180	16.4	11,220	11,418	90%	92%
Nov 2016	14,174	11,743	11,523	102	78	0.6%	301	10	98	409	111,025	7.8	10,528	10,910	90%	93%
Dec 2016	13,876	12,015	11,775	75	63	0.5%	289	11	90	390	100,431	7.2	10,810	11,185	90%	93%

QUARTERLY	IVR NCO	CCR NCO	NCA	ABN>0	ABN>10	%ABN>10	ATT	ACW	HOLD	AHT	AnsTime	ASA	NCA20	NCA45	%TSF20	%TSF45
1st QTR	53,531	41,886	41,737	124	103	0.2%	347	5	103	455	276,002	5.2	39,838	40,251	95.2%	96%
2nd QTR	46,367	37,021	36,871	149	116	0.3%	322	8	97	427	234,436	5.1	35,032	35,495	94.7%	96%
3rd QTR	44,514	36,360	36,108	251	207	0.5%	309	12	87	408	549,399	12.3	32,429	33,186	89.3%	91%
4th QTR	43,522	36,215	35,596	312	258	0.6%	297	13	93	403	465,636	10.7	32,558	33,513	90.0%	93%

YTD Summary	187,934	151,482	150,312	836	684	0.4%	320	9	96	425	1,525,473	8.1	139,857	142,445	92.4%	94%
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COLUMN HEADING LEGEND	
COLUMN TITLE	DEFINITION
IVR NCO	Number of calls offered to an inbound to a custom 800 number, moving through the IVR.
CCR NCO	Number of calls offered from the IVR to a Customer Care Representative.
NCA	Number of calls answered by a Customer Care Representative.
ABN>10	Number of calls abandoned at 10 seconds or greater.
%ABN>10	Percent of calls abandoned at 10 seconds or greater.
ATT	Average Talk Time - the average time, in seconds, engaged in conversation with a member. The number excludes hold time and after call work.
ACW	Average After Call Work - The average time, in seconds, used to wrap up any activities associated with the call.
HOLD	Average Hold Time - The average time, in seconds, spent on hold during the call.
AHT	Average Handle Time - The average time, in seconds, of the Average Talk Time + the Average After Call Work + the HOLD time.
ASA	Average Speed of Answer - The average time, in seconds, it takes a Customer Care Representative to answer a call.
NCA45	Number of calls answered within 45 seconds.
%TSF45	Calls answered within 45 seconds as a percentage of the total calls offered.

EGWP Call Statistics 2016

NYSHIP (State of New York) EGWP (866) 363-8219 & BD (866) 275-3072

MONTHLY	CCR NCO	NCA	ABN>0	ABN>0	%ABN>0	ATT	ACW	HOLD	AHT	AnsTime	ASA	NCA45	NCA60	%TSF45	%TSF60	MAX WAIT	INT DISC
Jan 2016	19,096	19,074	14	14	0.1%	383	5	99	487	24,749	1.3	18,904	18,937	99.0%	99.2%	467	8
Feb 2016	16,998	16,930	62	62	0.4%	374	6	90	470	101,521	6.0	16,256	16,356	95.6%	96.2%	1,108	5
Mar 2016	18,309	18,252	55	55	0.3%	365	6	86	457	125,935	6.9	17,448	17,570	95.3%	96.0%	494	2
Apr 2016	16,376	16,332	42	42	0.3%	360	8	85	453	92,754	5.7	15,754	15,859	96.2%	96.8%	1,282	2
May 2016	15,743	15,696	44	44	0.3%	358	6	88	452	94,237	6.0	15,109	15,235	96.0%	96.8%	1,696	3
Jun 2016	15,774	15,736	37	37	0.2%	366	5	91	463	73,912	4.7	15,236	15,344	96.6%	97.3%	1,422	1
Jul 2016	14,057	14,002	55	55	0.4%	365	7	81	453	118,244	8.4	13,209	13,355	94.0%	95.0%	667	0
Aug 2016	15,286	15,219	65	65	0.4%	349	7	74	430	100,020	6.6	14,513	14,638	94.9%	95.8%	483	2
Sep 2016	14,329	14,180	147	147	1.0%	347	11	72	430	236,412	16.7	12,842	13,011	89.6%	90.8%	912	2
Oct 2016	14,682	14,610	69	69	0.5%	361	14	83	457	142,948	9.8	13,859	13,975	94.4%	95.2%	1,072	3
Nov 2016	14,312	14,269	43	43	0.3%	373	12	93	479	82,734	5.8	13,793	13,907	96.4%	97.2%	600	0
Dec 2016	14,349	14,285	64	64	0.4%	376	14	97	487	111,093	7.8	13,719	13,810	95.6%	96.2%	1,287	0

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1st QTR	54,403	54,256	131	131	0.2%	374	6	91	471	252,205	4.6	52,608	52,863	96.7%	97.2%	1,108	15
2nd QTR	47,893	47,764	123	123	0.3%	362	6	88	456	260,903	5.5	46,099	46,438	96.3%	97.0%	1,696	6
3rd QTR	43,672	43,401	267	267	0.6%	353	8	75	437	454,676	10.5	40,564	41,004	92.9%	93.9%	912	4
4th QTR	43,343	43,164	176	176	0.4%	370	13	91	474	336,775	7.8	41,371	41,692	95.5%	96.2%	1,287	3

YTD Summary	189,311	188,585	697	697	0.4%	365	8	87	460	1,304,559	6.9	180,642	181,997	95.4%	96.1%	1,696	28
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