

Commercial Call Statistics 2017

MONTHLY	IVR NCO	CCR NCO	NCA	ABN>0	ABN>10	%ABN>10	ATT	ACW	HOLD	AHT	AnsTime	ASA	NCA20	NCA45	%TSF20	%TSF45
Jan 2017	16,571	15,569	15,354	20	12	0.1%	312	11	83	405	27,593	1.7	15,175	15,225	98%	98%
Feb 2017	13,190	11,468	11,330	51	43	0.3%	313	11	72	396	74,297	5.6	10,812	10,945	94%	96%
Mar 2017	14,516	12,217	12,121	21	15	0.1%	310	11	64	384	27,451	1.9	11,949	11,995	98%	98%
Apr 2017	12,269	10,034	9,983	11	8	0.1%	295	8	64	366	18,065	1.5	9,867	9,892	98%	99%
May 2017	12,499	10,332	10,280	44	34	0.3%	324	11	63	399	72,724	5.8	9,934	9,988	96%	97%
Jun 2017	12,357	10,159	10,127	31	27	0.2%	315	13	65	393	57,091	4.6	9,773	9,838	96%	97%
Jul 2017	12,271	10,223	10,172	39	33	0.3%	325	13	65	403	82,297	6.7	9,635	9,745	94%	95%
Aug 2017	13,106	11,247	11,201	32	19	0.1%	321	15	69	406	64,226	4.9	10,790	10,872	96%	97%
Sep 2017	11,402	9,475	9,400	72	61	0.5%	335	16	71	422	112,550	9.9	8,787	8,888	93%	94%
Oct 2017	11,871	10,617	10,563	45	36	0.3%	312	16	65	393	81,740	6.9	10,085	10,186	95%	96%
Nov 2017	11,913	10,025	9,897	91	69	0.6%	321	18	69	408	131,566	11.0	9,232	9,339	92%	93%
Dec 2017	11,780	9,950	9,812	116	92	0.8%	325	13	84	423	188,573	16.0	8,986	9,133	91%	92%
QUARTERLY	IVR NCO	CCR NCO	NCA	ABN>0	ABN>10	%ABN>10	ATT	ACW	HOLD	AHT	AnsTime	ASA	NCA20	NCA45	%TSF20	%TSF45
1st QTR	44,277	39,254	38,805	92	70	0.2%	311	11	74	396	129,341	2.9	37,936	38,165	96.7%	97%
2nd QTR	37,125	30,525	30,390	86	69	0.2%	311	11	64	386	147,880	4.0	29,574	29,718	96.9%	97%
3rd QTR	36,779	30,945	30,773	143	113	0.3%	327	15	68	410	259,073	7.0	29,212	29,505	94.5%	95%
4th QTR	35,564	30,592	30,272	252	197	0.6%	319	16	72	407	401,879	11.3	28,303	28,658	92.7%	94%
YTD Summary	153,745	131,316	130,240	573	449	0.3%	317	13	70	400	938,173	6.1	125,025	126,046	95.3%	96%
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.															
NCA20	Number of calls answered within 20 seconds.															
NCA45	Number of calls answered within 45 seconds.															
%TSF20	Calls answered within 20 seconds as a percentage of the total calls offered.															
%TSF45	Calls answered within 45 seconds as a percentage of the total calls offered.															

EGWP Call Statistics 2017

MONTHLY	CCR NCO	NCA	ABN>0	%ABN>0	ATT	ACW	HOLD	AHT	AnsTime	ASA	NCA45	NCA60	%TSF45	%TSF60	MAX WAIT	INT DISC
Jan 2017	16,293	16,272	21	0.1%	354	14	84	453	30,275	1.9	16,069	16,119	98.6%	98.9%	455	0
Feb 2017	13,918	13,853	64	0.5%	341	12	74	427	139,277	10.1	12,998	13,141	93.4%	94.4%	579	0
Mar 2017	15,406	15,374	32	0.2%	346	8	61	415	73,887	4.8	14,895	14,977	96.7%	97.2%	926	0
Apr 2017	12,794	12,785	6	0.0%	374	7	60	441	21,887	1.7	12,670	12,683	99.0%	99.1%	955	3
May 2017	13,548	13,496	49	0.4%	365	7	53	425	72,191	5.3	13,146	13,179	97.0%	97.3%	868	2
Jun 2017	13,508	13,448	58	0.4%	370	9	55	434	88,057	6.5	13,029	13,072	96.5%	96.8%	986	2
Jul 2017	13,242	13,145	87	0.7%	352	14	51	417	138,984	10.6	12,575	12,633	95.0%	95.4%	1,461	0
Aug 2017	13,995	13,932	43	0.3%	350	19	54	423	79,013	5.7	13,505	13,553	96.5%	96.8%	905	3
Sep 2017	12,698	12,626	57	0.4%	369	19	62	449	105,120	8.3	12,000	12,094	94.5%	95.2%	957	5
Oct 2017	13,929	13,865	47	0.3%	349	15	56	419	87,482	6.3	13,423	13,493	96.4%	96.9%	1,155	1
Nov 2017	14,504	14,345	110	0.8%	348	19	56	424	129,442	9.0	13,666	13,764	94.2%	94.9%	1,113	10
Dec 2017	14,089	13,957	93	0.7%	351	14	69	433	177,303	12.7	13,021	13,136	92.4%	93.2%	1,313	4
QUARTERLY	CCR NCO	NCA	ABN>0	%ABN>0	ATT	ACW	HOLD	AHT	AnsTime	ASA	NCA45	NCA60	%TSF45	%TSF60	MAX WAIT	INT DISC
1st QTR	45,617	45,499	117	0.3%	347	12	74	432	243,439	5.4	43,962	44,237	96.4%	97.0%	926	0
2nd QTR	39,850	39,729	113	0.3%	370	8	56	433	182,135	4.6	38,845	38,934	97.5%	97.7%	986	7
3rd QTR	39,935	39,703	187	0.5%	357	17	56	429	323,117	8.1	38,080	38,280	95.4%	95.9%	1,461	8
4th QTR	42,522	42,167	250	0.6%	349	16	60	425	394,227	9.3	40,110	40,393	94.3%	95.0%	1,313	15
YTD Summary	167,924	167,098	667	0.4%	355	13	62	430	1,142,918	6.8	160,997	161,844	95.9%	96.4%	1,461	30

COLUMN HEADING LEGEND	
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NCA	Number of calls answered by a Customer Care Representative.
ABN>10	Number of calls abandoned at 10 seconds or greater.
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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.
NCA60	Number of calls answered within 60 seconds.
%TSF45	Calls answered within 45 seconds as a percentage of the total calls offered.
%TSF60	Calls answered within 60 seconds as a percentage of the total calls offered.