# OE5 UPDATE

December 18, 2017

# System Performance

- November's system performance exceeded agreed upon SLAs.
  - 100% System Availability during all hours of operation
  - 100% of all real time transactions under 5 seconds.
  - Average web page response time of .22 seconds.
  - Quick Cost & Plan Finder tool traffic has increased by 400%. In 2016 we had 22,368 users and for the same time period in 2017 we had 86,038.
- Continue to see the results of high quality open enrollment code.
- Next planned system release will be the closed enrollment release in January.

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# OE5 Service Center Stats

**Service Center OE5 Highlights**
- o **79% of the forecasted call volume for November occurred within the first 14 days of OE.**
- o **3406 Calls were offered on 11/1/17 – Approx. 50% more than anticipated.**
- o **YOY Comparison Week of December 15**
  - • **Wednesday December 13**
    - – **273 more calls that offered same day last year**
    - – **Service levels improved from 31% in 2016 to 96% in 2017**
    - – **Average Speed of Answer (ASA) improved from 21:04 min down to 1:22 min**
- o **Service Levels have remained at or above 90% throughout OE.**
  - • **Service Level is a measurement of all calls answered within the first 300 seconds**
  - • **Service Level Goal is 80%**
- • **Service Center YOY Improvements**
  - o **First Call Resolution**
    - • **From 54% to 79%**
  - o **Customer Satisfaction**
    - • **From 54% to 70%**
  - o **Ticket Volume**
    - • **25% reduction in pending/open tickets**
- • **Call Drivers - YTD**
  - o **Enrollment/Technical Support (includes user name/password reset) – 58%**
  - o **Life Change Events – 11%**
  - o **Account or Application Corrections – 9%**
  - o **Medicaid/CHP+ Support – 5%**

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