Service Center Ticket Process

One "Issue" Ticket Process

1. **All activity needs to be noted in a single "issue" ticket**

2. **Ticket is considered resolved when the "issue" is confirmed resolved**
   - **Issue is defined as the issue being reported by the customer/Broker/Assistor**

3. **3 attempt – 2 day rule for closing ticket without customer consent**
   - **Two phone calls followed by an email notification**

Escalation Identification

1. Resolution exceeds established timeframe
2. Member or Member Representative requests supervisor
3. Member or Member Representative has called four times in the past 30 days for the same issue

Escalation Path

1. Supervisor/Lead
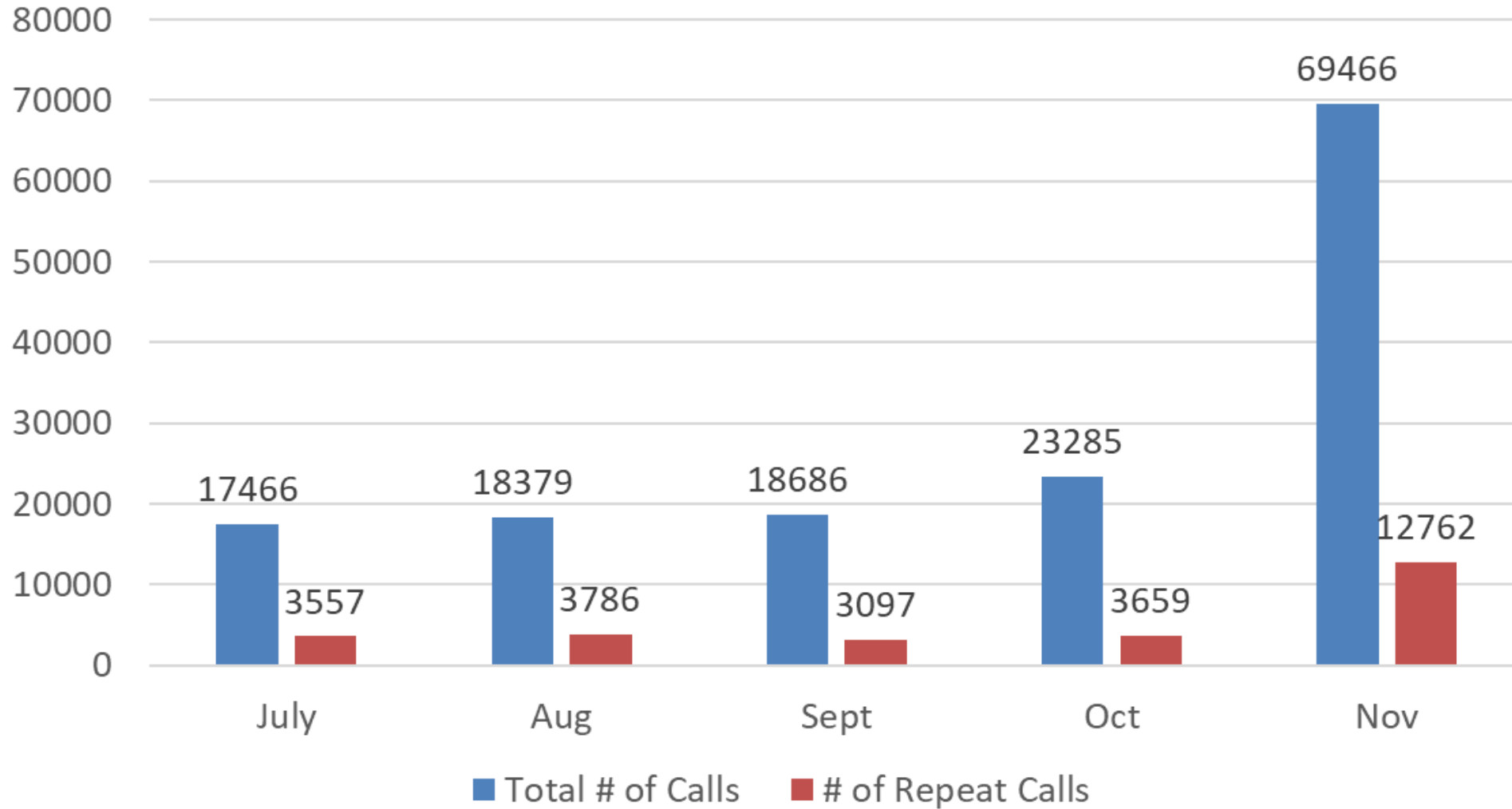2. Manager
3. Director

Ticket "Abandonment" Monitoring Process

1. Tickets are monitored by aging vs. abandonment with aging reports and active aging protocols
2. Tickets under go a monthly QA and audit process

Escalation Percentage of Volume
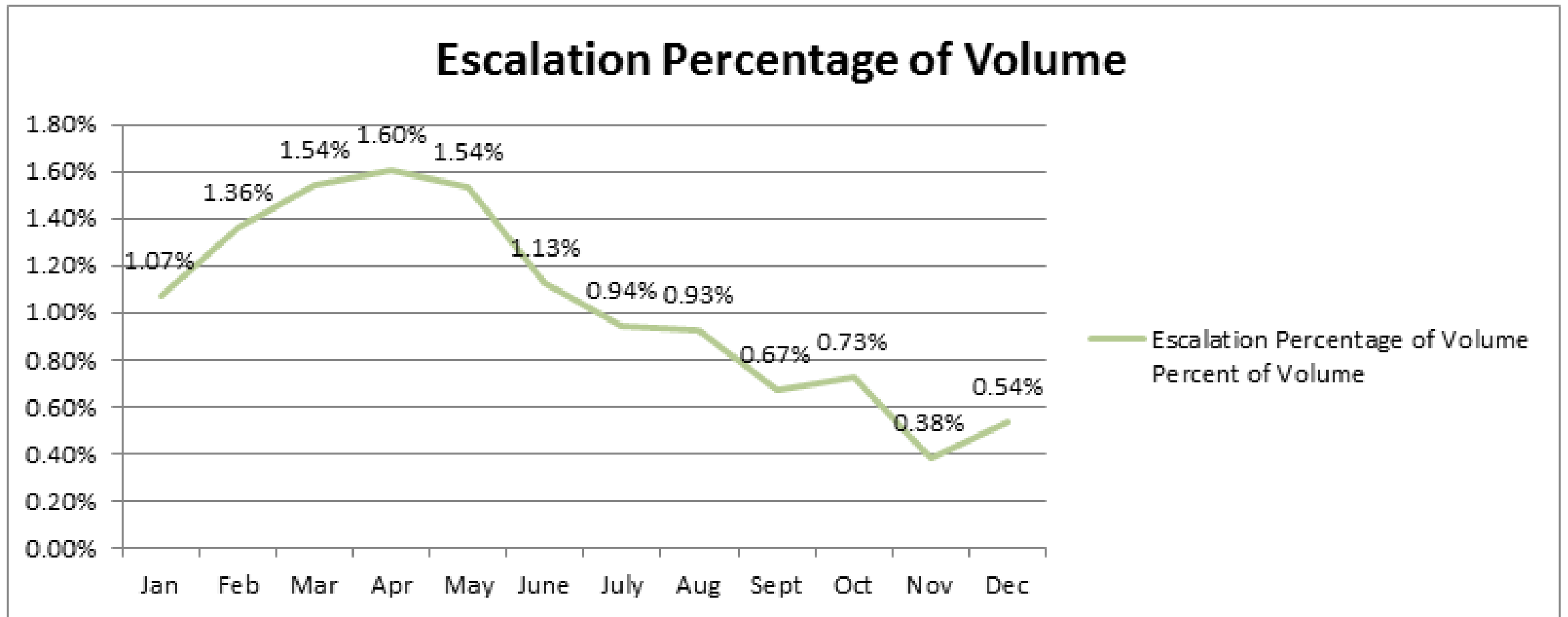
Repeat Callers

Repeat Caller statistics are monitored and reviewed to ensure the one-ticket process and first call resolution protocols are being followed.

Note: Repeat calls as an overall statistic do not represent an unresolved issue but also include a repeat call from the member with a new issue

Legend: ■ Total # of Calls ■ # of Repeat Calls

Month	Total # of Calls	# of Repeat Calls
July	17466	3557
Aug	18379	3786
Sept	18686	3097
Oct	23285	3659
Nov	69466	12762

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