OE6 SERVICE CENTER UPDATES

CONNECT *for* **HEALTH**
COLORADO®
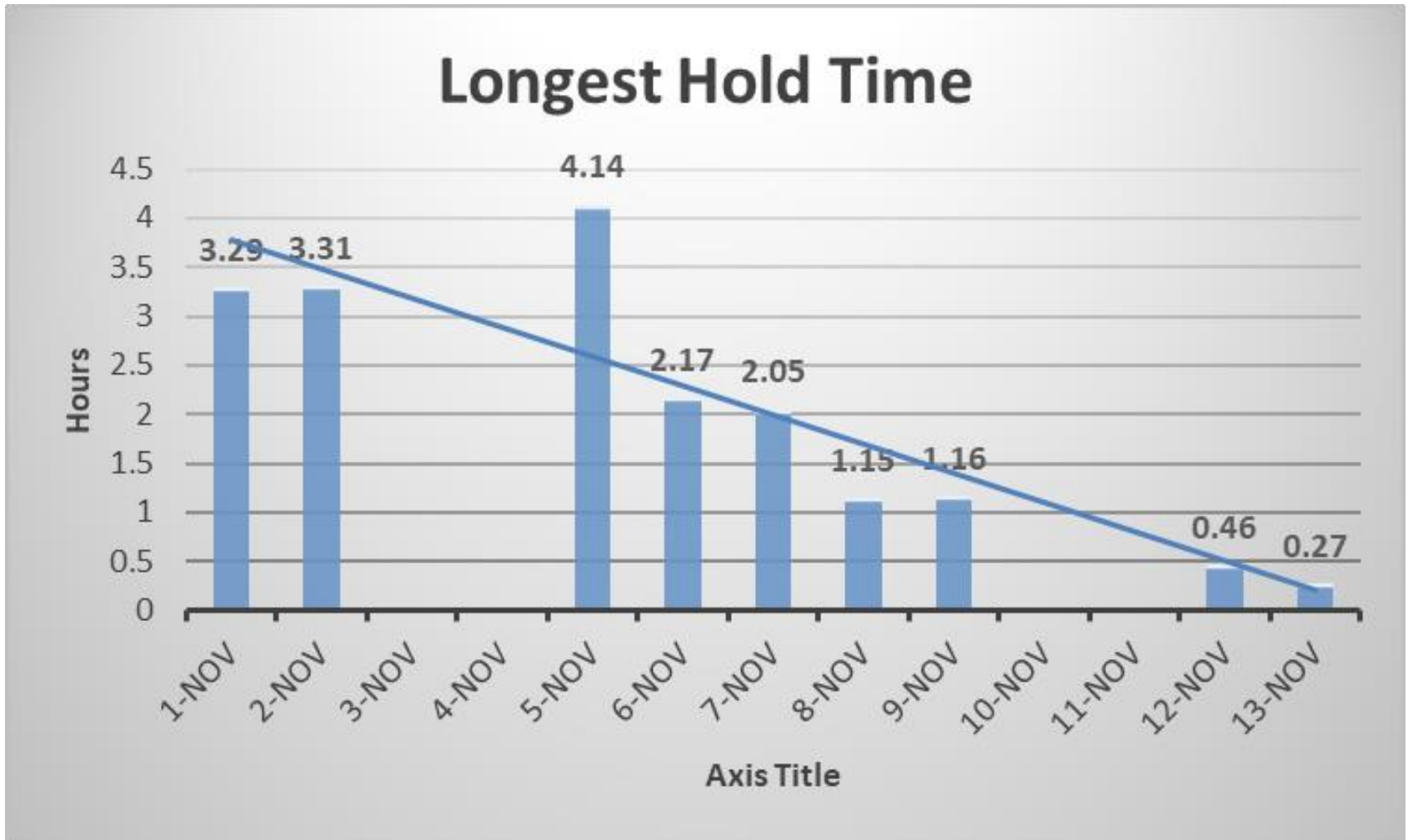
Calls
November 2018
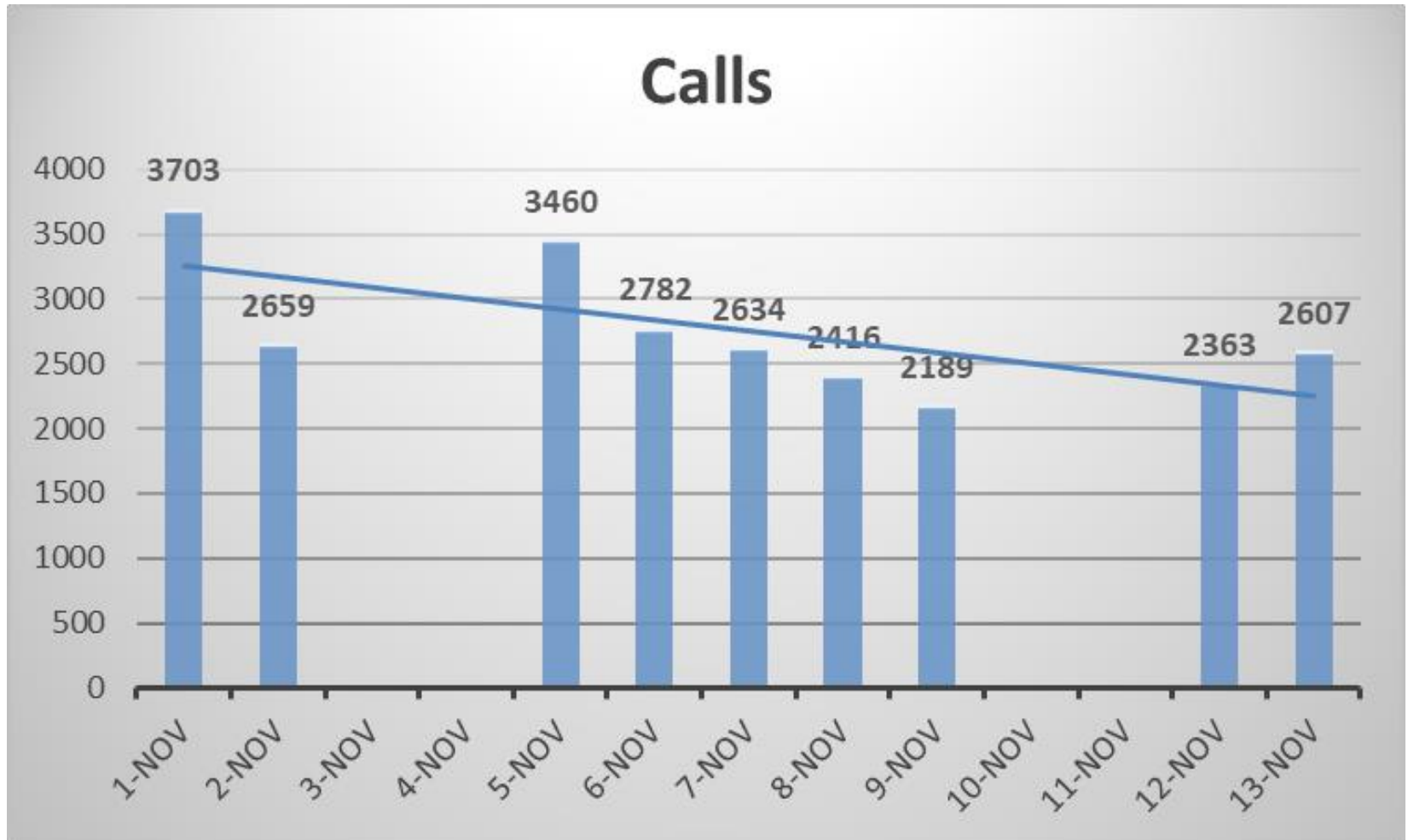
Average Speed of Answer
November 2018

3
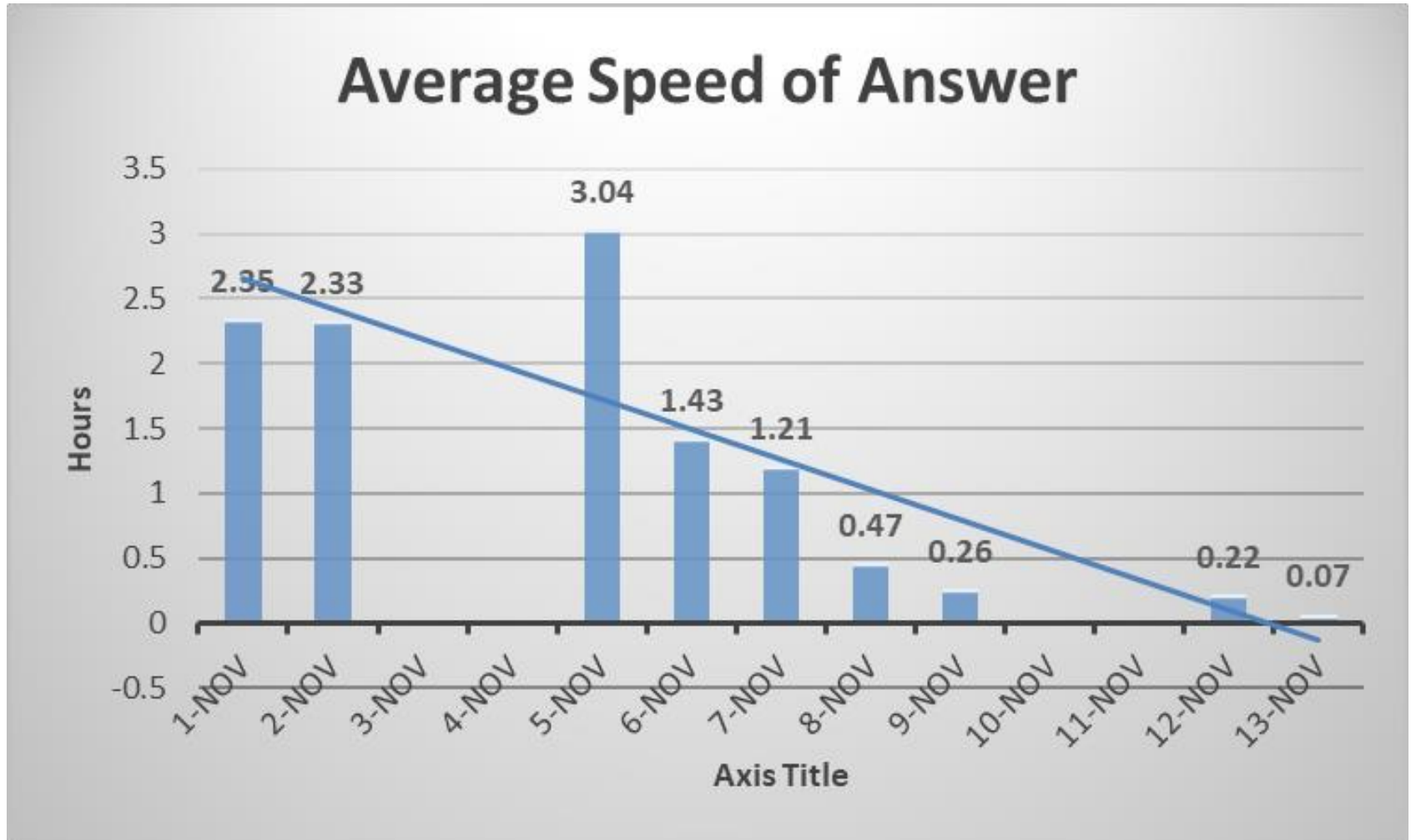
Service Center
Month to Date

Performance Summary November 2018	WEEK-TO-DATE	MONTH-TO-DATE
	11/12/18 - 11/13/18	11/1/18 - 11/13/18
CALL QUEUES		
RECEIVED	3,942	19,148
ABANDONMENT RATE	6.06%	19.34%
VIRTUAL HOLD STATISTICS:		
ASA	0:14:20	1:22:51
RECEIVED - VCH QUEUE (Virtual Hold)	777	7,228
CHAT STATISTICS:		
RECEIVED	910	4,862
ANSWERED	766	3,610
ABANDONMENT RATE	4%	9%
ASA (Chat Average Speed of Answer)	0:02:02	0:04:10
AHT (Average Handle Time)	0:08:29	0:11:09

OE6 Call Management Strategies

Strategy	Impact	Date of Implementation
Average hold time announcement implemented	Improved customer experience/potential increase in abandoned calls	11/6/2018
Password reset only queue and staff live	Decreased wait times for password reset requests	11/7/2018
Ticket Palozza (300+ tickets closed)	Resolved issues to minimize repeat calls and escalations	11/10/2018
Broker/assistor requests via email	Reduces call volume and wait time for brokers and assistors	11/14/2018
Callback schedule option in place	Improved customer experience/decreased wait times/potential decrease in calls	11/20/2018
Additional group of approximately 100 service center reps 11/28-11/30	Needed to handle anticipated December volume	11/28/2018-11/30/2018
Second class of password reset in preparation for the busiest week of open enrollment	Decreased wait times for password reset requests	12/3/2018
IVR Updates	Improved customer experience and call management	Ongoing