

# Service Center & MSU

## Inbound Call Volumes: Calls Answered

March 2020 – 23331      March 2019 - 21497

April 2020 – 22136      April 2019 – 21157

## April Service Level – Calls Answered in Under 180 Seconds

Service Center – 67.80%      MSU – 62.21%

April 1 – 2032 Calls Answered      April 29 – 1864 Calls Answered

## Chat Volume:

March 2020 - 5034      March 2019 – 3662

April 2020 - 5385      April 2019 – 2730

## First Call Resolution:

March 2020 – 88%      April 2020 – 92%