

# Service Center & MSU – OE8

Inbound Call Volumes: Calls Answered November 1 - 30:

OE7 – 32,178

OE8 – 31,724

Service Level – 66.67%

Missed SL on 8 days

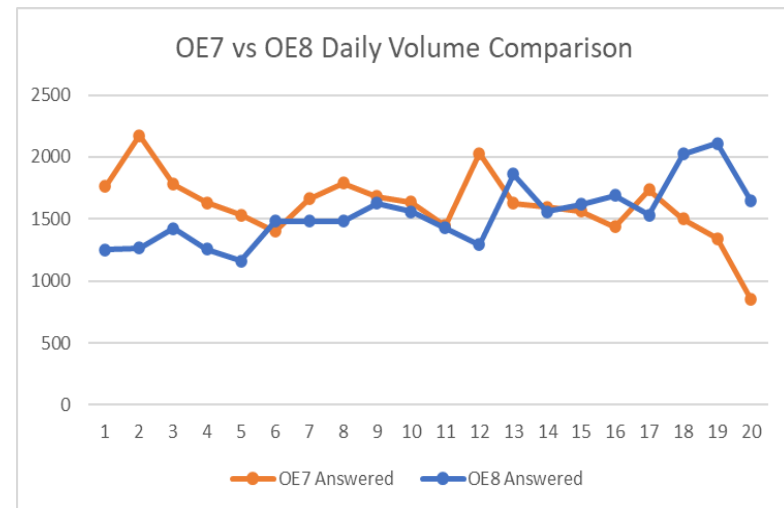
Chats Answered:

OE7 – 5,296

OE8 - 10,971

Password Resets – 3.68% of total volume

This was 12.4% last year



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## Statistics:

### Average Speed of Answer:

OE6 – 0:37:19

OE7 – 0:00:24

OE8 – 0:04:47

### Average Talk Time:

OE6 – 15:51

OE7 – 13:20

OE8 – 15:25

OE6 Abandoned Calls – 12,907

OE7 Abandoned Calls – 518

OE8 Abandoned Calls – 4,266