

Service Center & MSU – OE8 Summary

Inbound Call Volumes: Calls Answered

November: 31,724 (MSU – 4,266, SC - 27,458)

December: 45,637 (MSU – 5,966, SC - 39,671)

January (Jan 1- 15): 15,067 (MSU – 2,611, SC - 15,067)

Total Calls Answered from November 1 – January 15:

OE8: 92,428

OE7: 105,211

Service Level:

November: 66.27% (MSU – 75%, SC - 65%)

December: 77.51% (MSU – 71%, SC - 79%)

January: 93.93% (MSU – 85%, SC - 96%)