

Service Center & MSU Combined – OE9

Inbound Call Volumes: November 1 – January 31:

OE8: 106,291 OE9: 77,746

Chat Volumes:

OE8: 28,841 OE9: 18,600

Average Speed of Answer: 16 seconds

Service Level: 97.57%

Abandoned Calls: 786

Customer Satisfaction Surveys:

November: 80%

December: 83%

January: 83%