

2022
Vs.
2023 by
Group

Phone Metrics

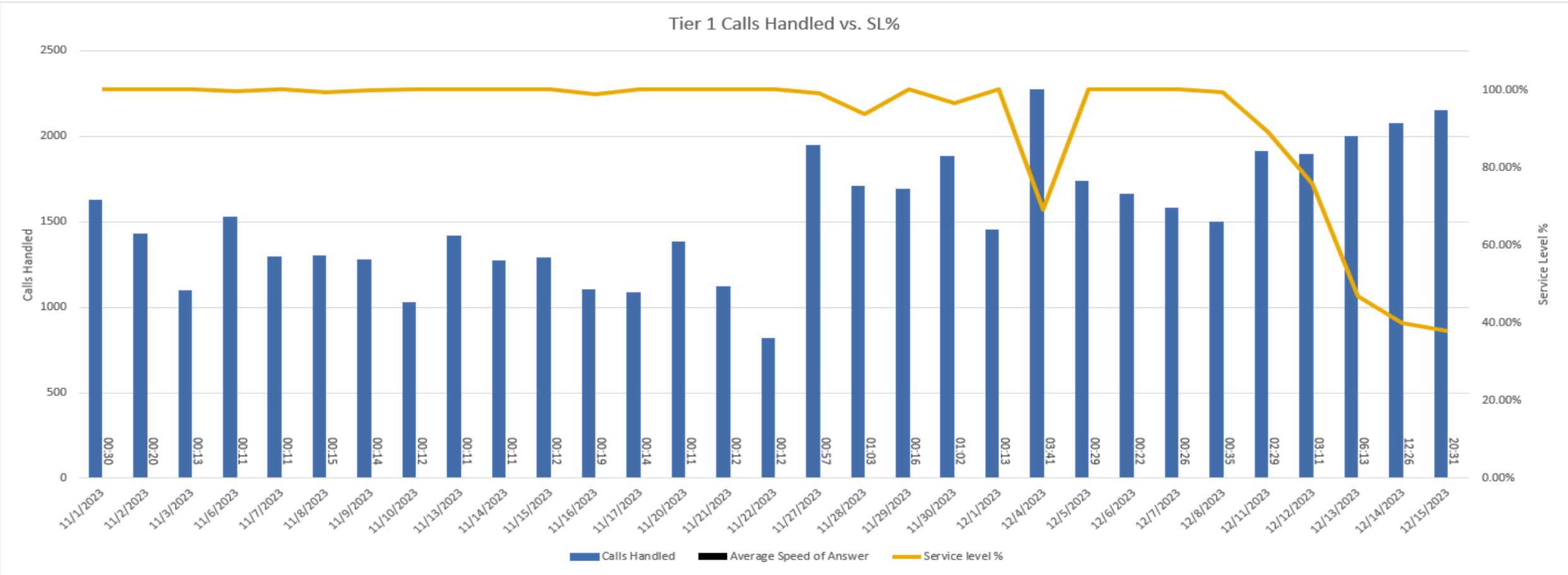


Tier 1 (Exchange) -11/1/ to 12/15	2022	2023	2023 Broker Calls
Contacts queued	50,298	51,737	4,146
Contacts handled	41,027	47,548	4,024
Contacts abandoned	9,272	4,102	122
Average Speed of Answer	07:07	02:26	00:45
Service level 300 seconds	48.03%	86.37%	97.66%

Tier 2 (MA Site) -11/1/ to 12/15	2022	2023
Contacts queued	8,182	8,648
Contacts handled	6,515	8,006
Contacts abandoned	1,661	539
Average Speed of Answer	06:11	01:44
Service level 300 seconds	52.01%	87.85%

Applications: 6/7 Day Processing Time (45 Day SLA)

Tier I (Exchange): November 1 – December 15



Tier II (MA Site): November 1 – December 15

