

2022
Vs.
2023 by
Group

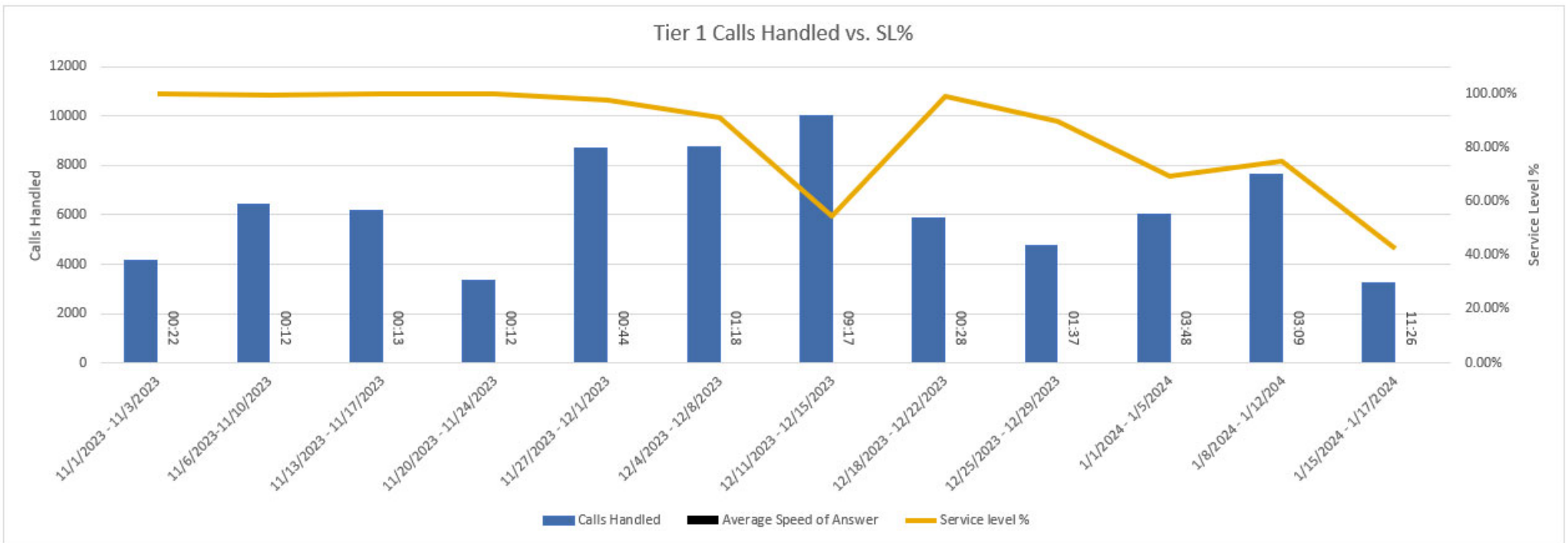


Customer Operations – OE Performance

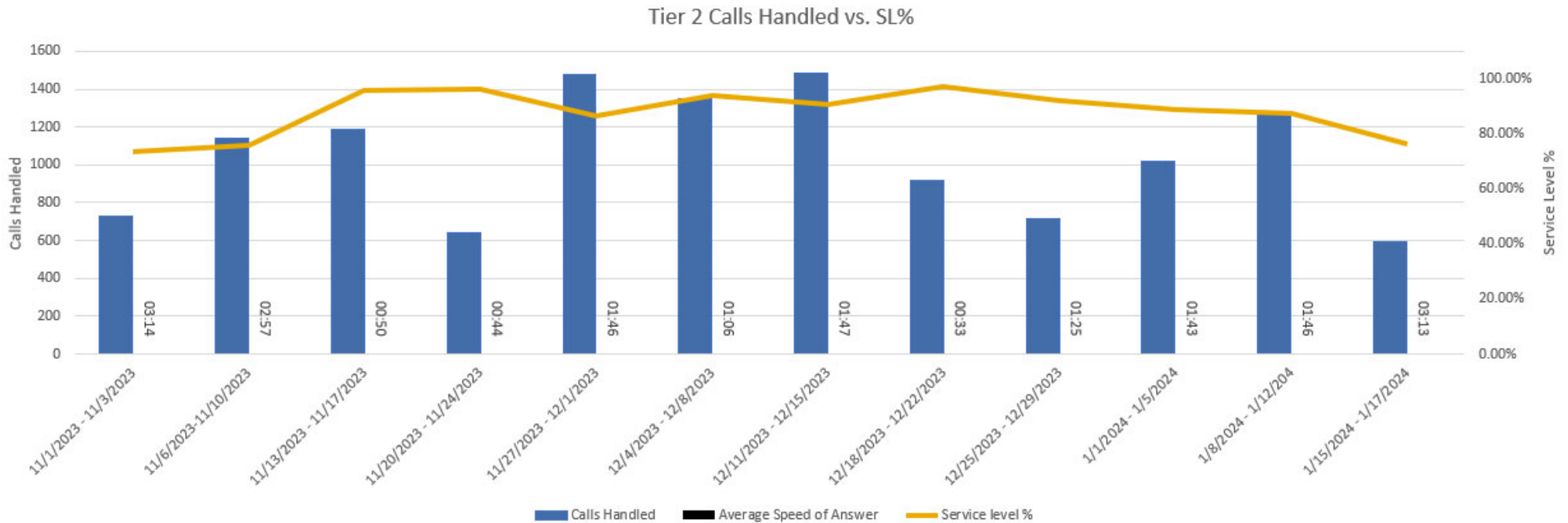
Tier 1 (Exchange) -11/1/ to 1/17	2022	2023	2023 Broker Calls
Contacts queued	80,198	82,339	6,748
Contacts handled	68,239	75,102	6,535
Contacts abandoned	11,970	6,874	213
Average Speed of Answer	05:53	02:48	00:48
Service level 300 seconds	55.57%	82.64%	98.13%

Tier 2 (MA Site) -11/1/ to 1/17	2022	2023
Contacts queued	12,792	13,518
Contacts handled	10,147	12,535
Contacts abandoned	2,639	818
Average Speed of Answer	06:15	01:42
Service level 300 seconds	51.44%	88.24%

Tier I (Exchange): November 1 – January 17



Tier II (MA Site): November 1 – January 17



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