

Month of Report:

<b>OOH</b>	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Target	YTD
<i>Calls In</i>	401	361										401
<i>Calls Answered</i>	343	326										343
<i>Calls Answered %</i>	85.5%	90.3%									85.0%	85.5%
<i>Calls Abandoned</i>	58	35										58
<i>% Abandoned</i>	14.46%	9.70%									10.00%	14.46%
<i>Ave Wait time</i>	00:02:12	00:01:59										
<i>Longest wait</i>	0:16:59	00:15:05										
<i>Avg Handling Time</i>	0.002847	00:03:08										
<i>Avg Idle Time</i>												
<i>Escalated calls</i>	7	7										
<i>% Escalated calls</i>	2.04%	2.15%									5%	
<i>First call resolution</i>	336	319										
<i>% first call resolution</i>	97.96%	97.85%									95%	
<i>Avg Hold time</i>												

Item 5 - Appendix D