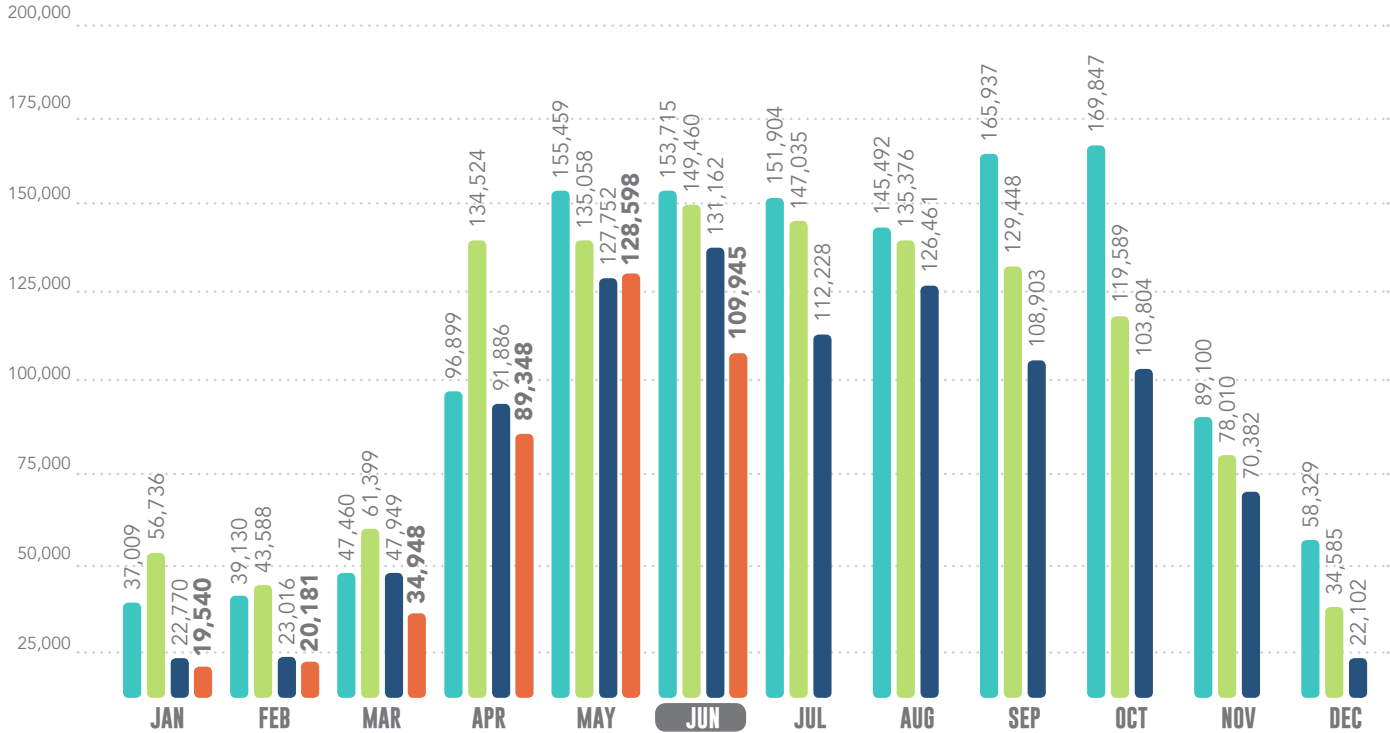


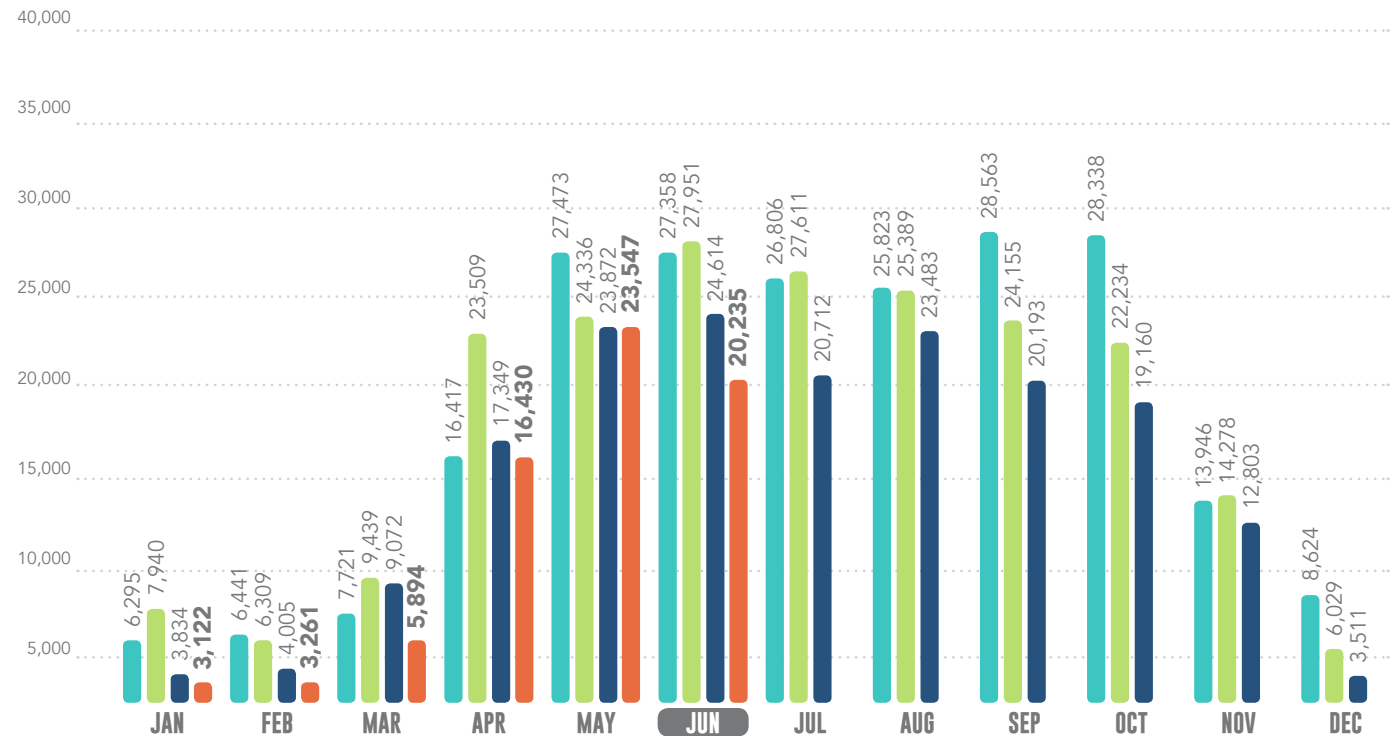
## CHARGEABLE OUTBOUND TICKETS

2014 2015 2016 2017



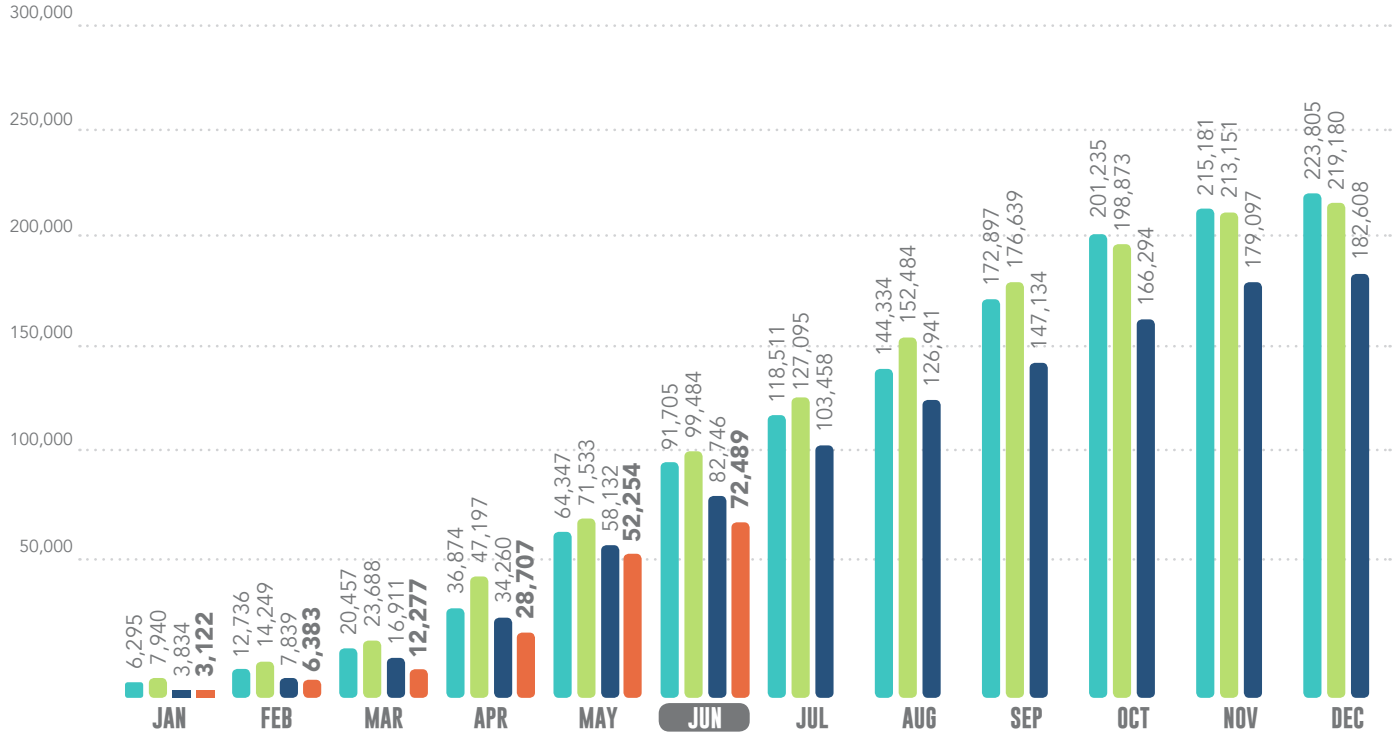
## INCOMING TICKETS

2014 2015 2016 2017



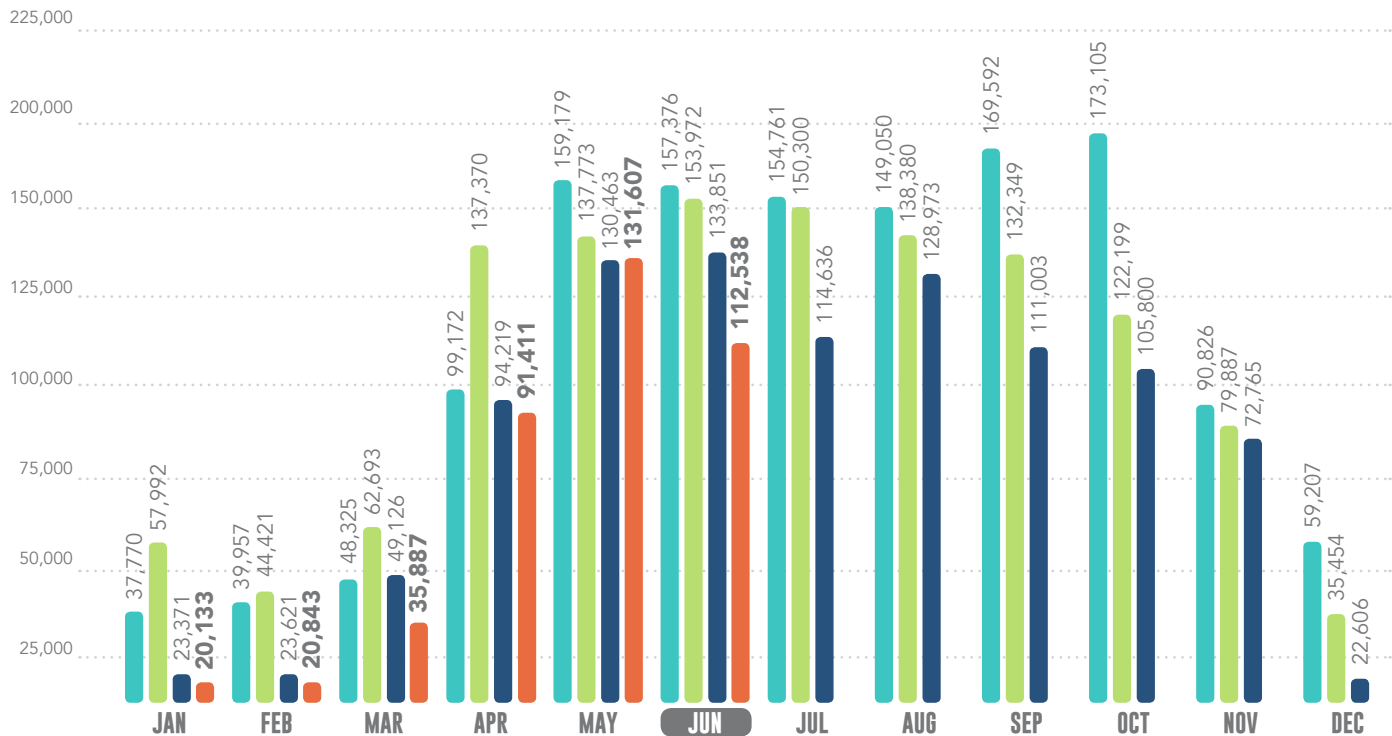
## INCOMING TICKETS Y-T-D

2014 2015 2016 2017



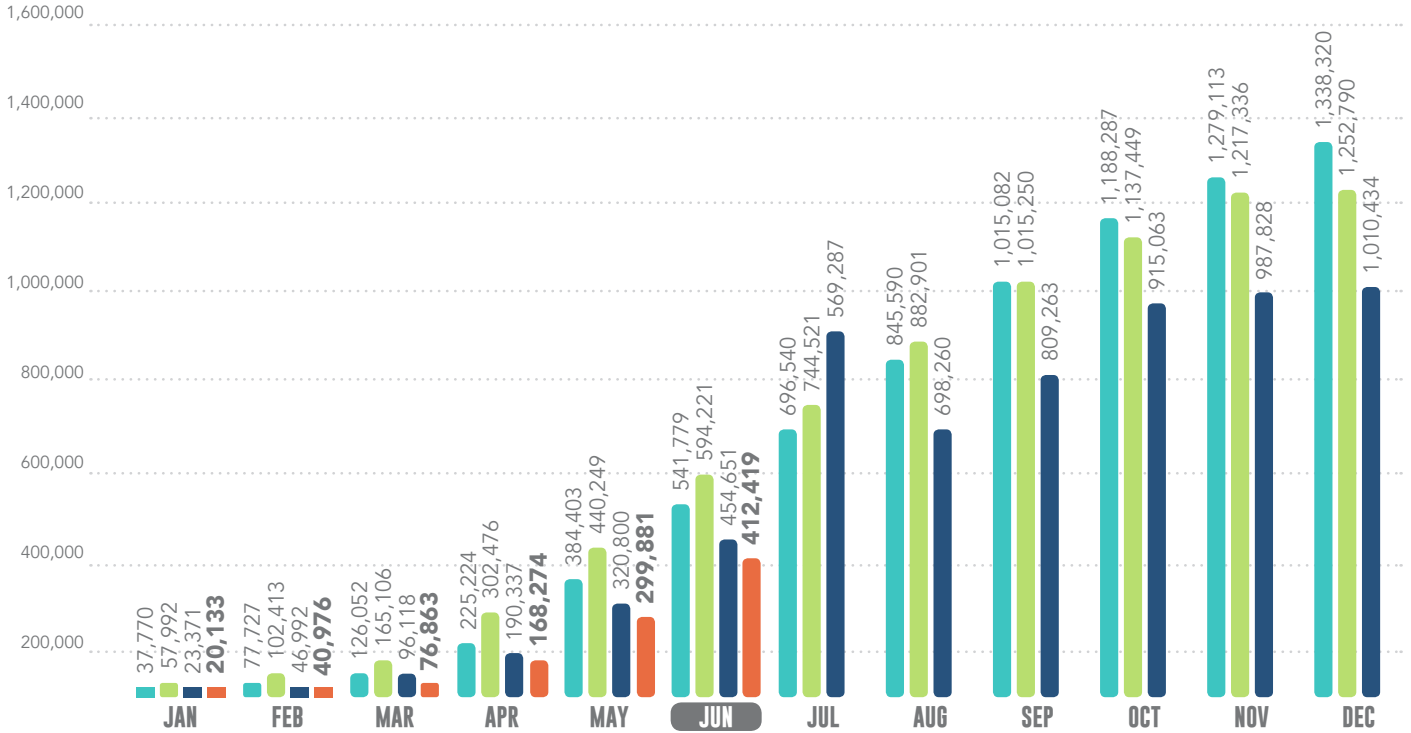
## OUTGOING MESSAGES

2014 2015 2016 2017



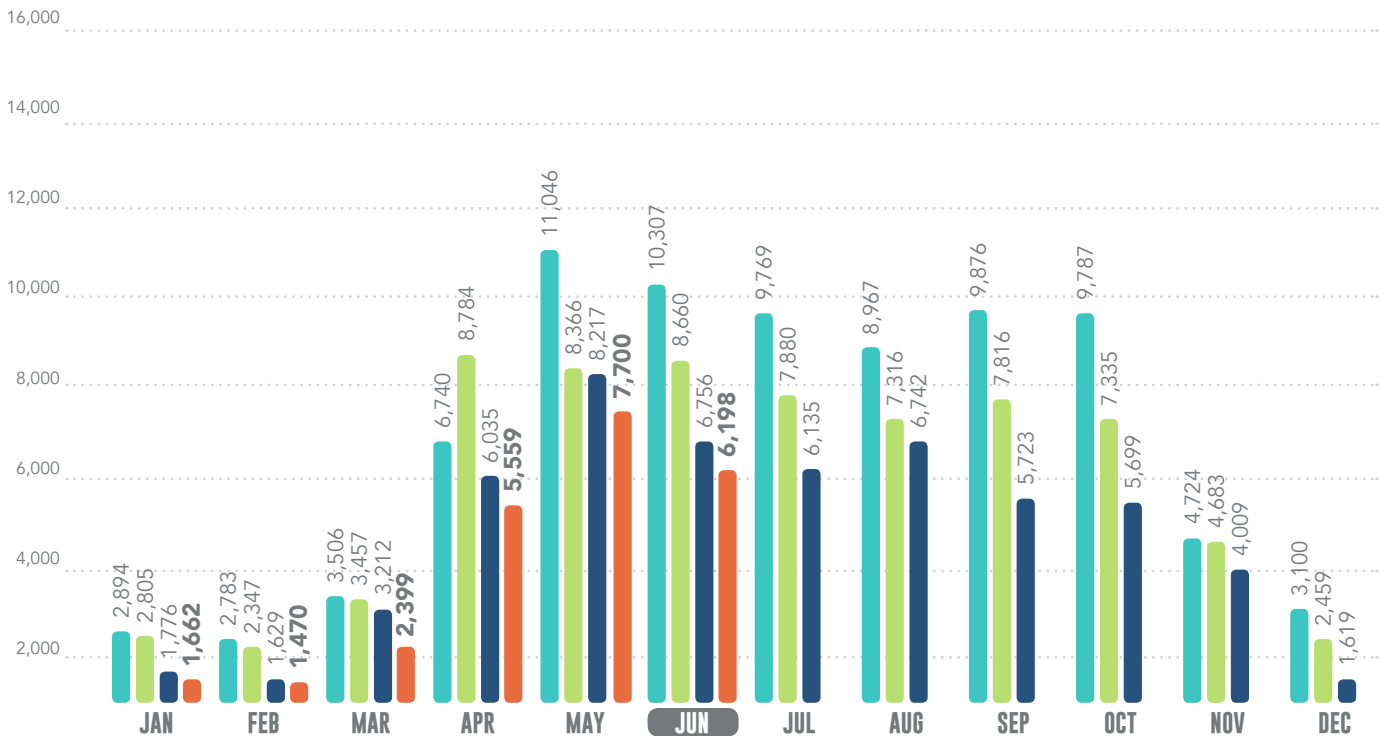
## OUTGOING TICKETS Y-T-D

2014 2015 2016 2017



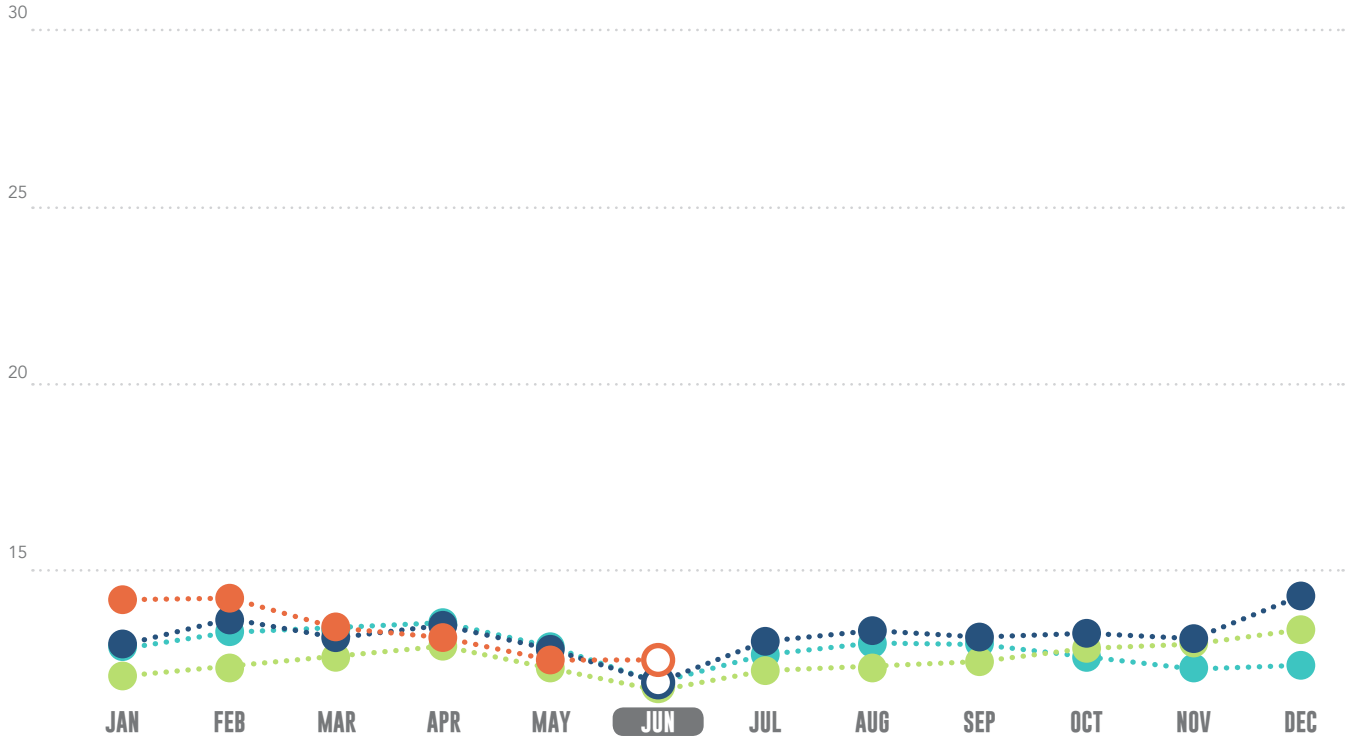
## INCOMING CALLS

2014 2015 2016 2017



## OPERATOR CALL VOLUMES

2014 2015 2016 2017

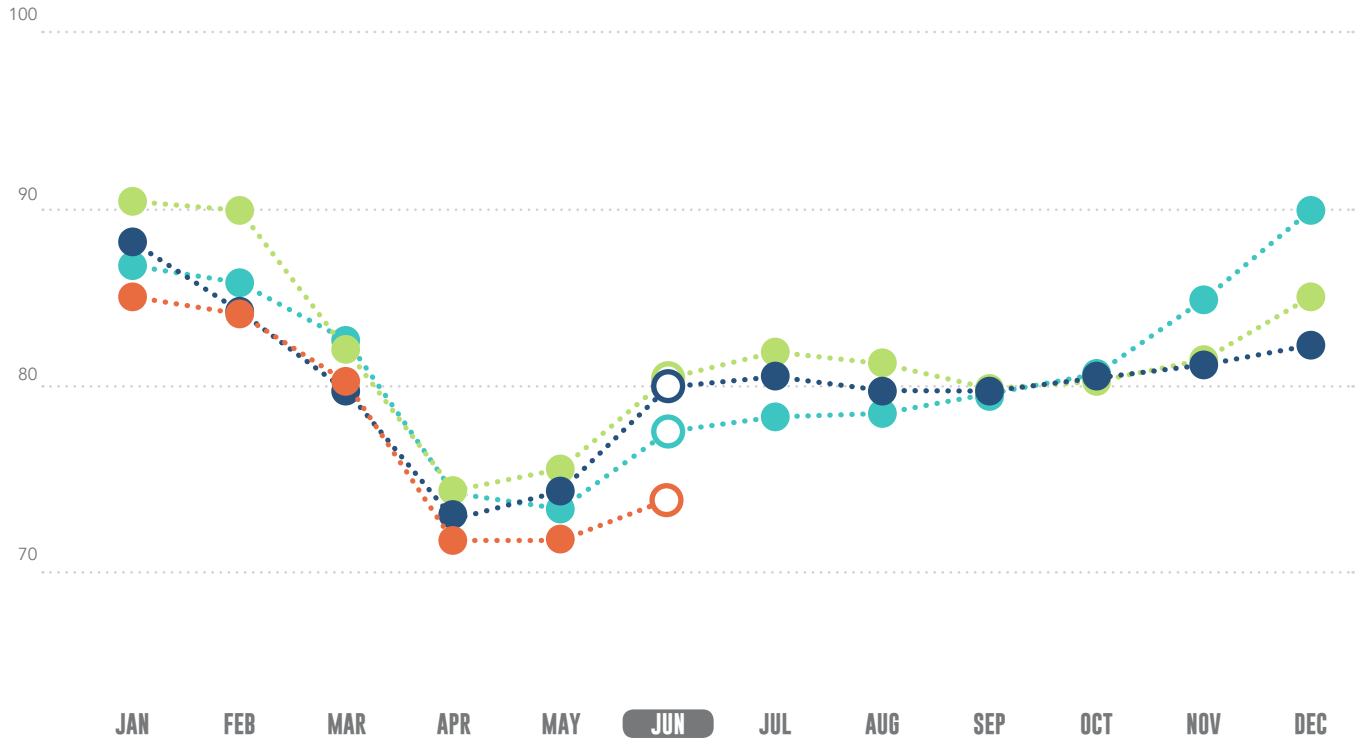


2014 2015 2016 2017

	2014	2015	2016	2017
<b>JAN</b>	9.91	7.00	9.60	14.09
<b>FEB</b>	10.63	7.69	12.68	14.04
<b>MAR</b>	11.46	8.50	10.60	11.35
<b>APR</b>	12.26	9.65	12.02	11.50
<b>MAY</b>	9.71	7.87	9.56	11.32
<b>JUN</b>	8.94	7.11	8.42	11.63
<b>JUL</b>	9.33	7.52	10.38	
<b>AUG</b>	10.03	7.81	11.28	
<b>SEP</b>	9.80	8.18	10.53	
<b>OCT</b>	8.67	9.64	10.99	
<b>NOV</b>	7.60	10.05	10.47	
<b>DEC</b>	7.94	11.16	14.53	

## EXCAVATOR CALL VOLUMES

2014 2015 2016 2017

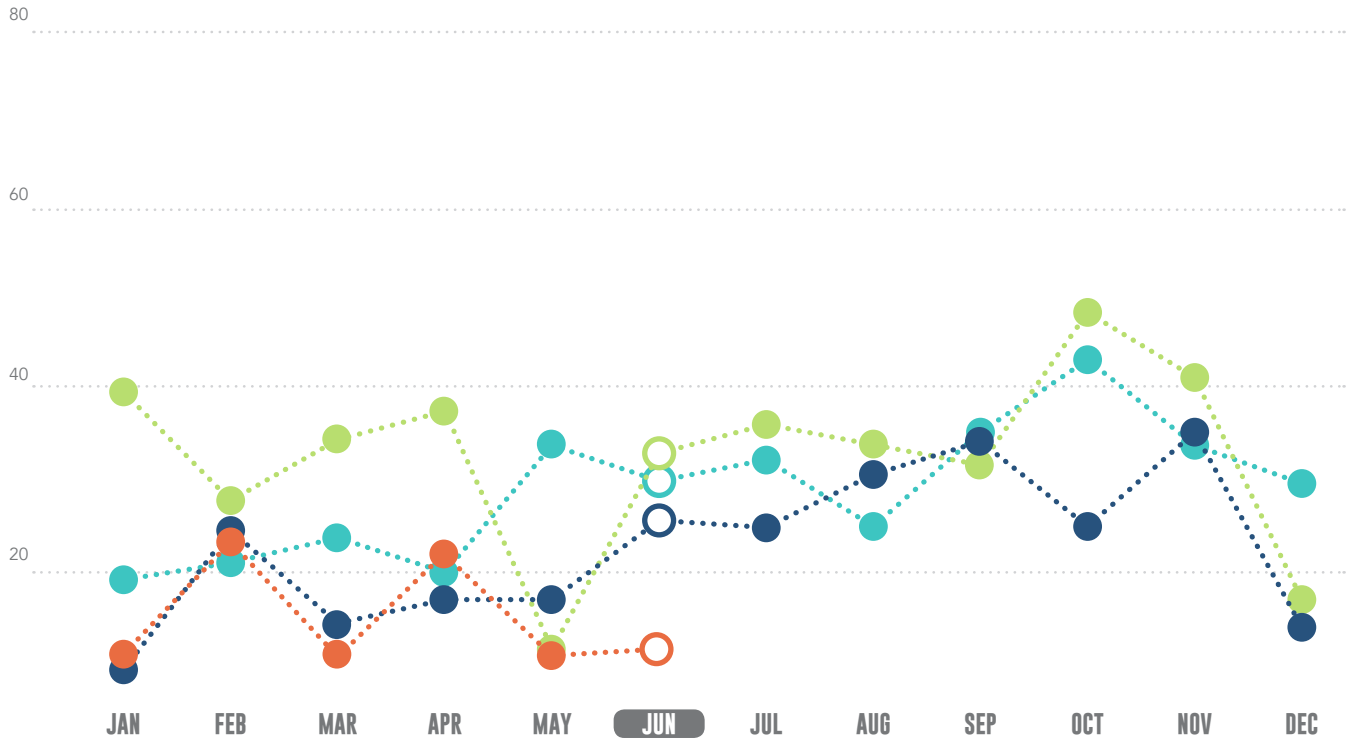


2014 2015 2016 2017

	2014	2015	2016	2017
<b>JAN</b>	87.74	90.93	88.68	84.79
<b>FEB</b>	86.01	89.84	84.37	84.02
<b>MAR</b>	83.22	82.99	79.06	80.86
<b>APR</b>	74.06	74.40	73.14	72.41
<b>MAY</b>	73.25	75.95	74.64	72.22
<b>JUN</b>	77.13	80.66	80.07	74.51
<b>JUL</b>	78.38	82.80	80.60	
<b>AUG</b>	78.93	82.56	79.64	
<b>SEP</b>	79.25	80.32	79.67	
<b>OCT</b>	81.68	80.28	80.77	
<b>NOV</b>	85.75	82.35	81.99	
<b>DEC</b>	89.56	85.07	83.31	

## AVERAGE HOLD TIME

2014 2015 2016 2017

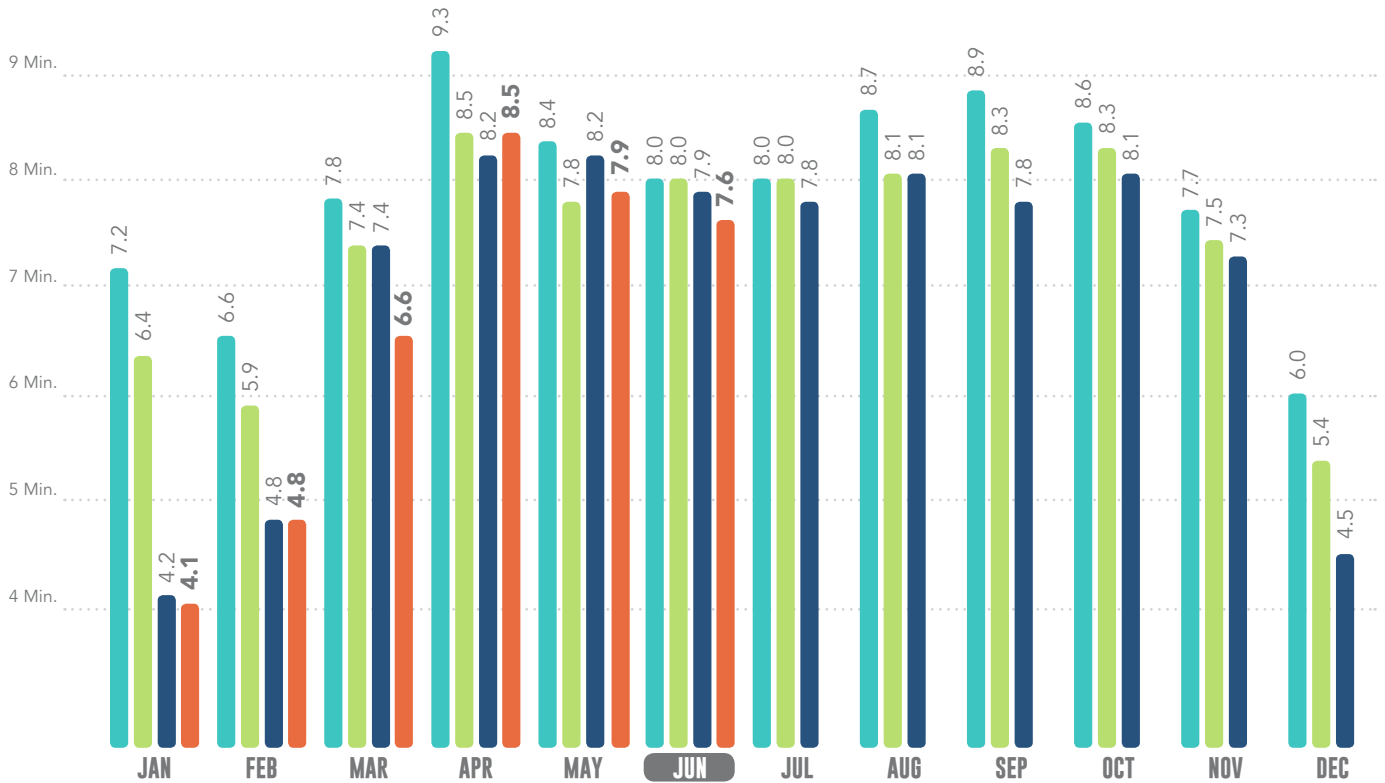


2014 2015 2016 2017

	2014	2015	2016	2017
<b>JAN</b>	19	39	9	12
<b>FEB</b>	21	28	24	23
<b>MAR</b>	24	35	16	12
<b>APR</b>	20	38	18	22
<b>MAY</b>	35	13	18	12
<b>JUN</b>	31	33	26	13
<b>JUL</b>	32	37	25	
<b>AUG</b>	25	36	31	
<b>SEP</b>	36	32	35	
<b>OCT</b>	42	47	24	
<b>NOV</b>	33	41	36	
<b>DEC</b>	30	18	15	

## AVERAGE PROCESSING TIMES

2014 2015 2016 2017



Answered - 6,473

Abandoned - 283

Offered - 6,756



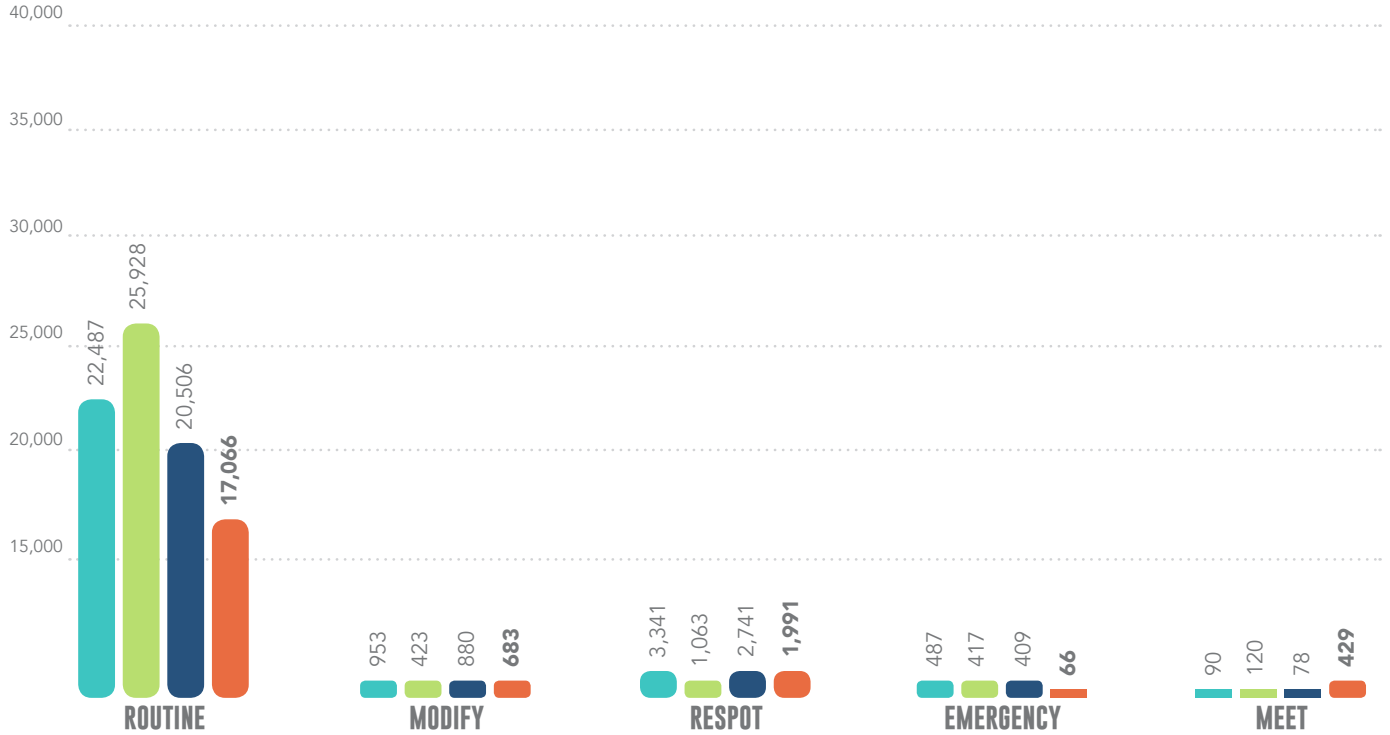
Answered - 5,963

Abandoned - 235

Offered - 6,198

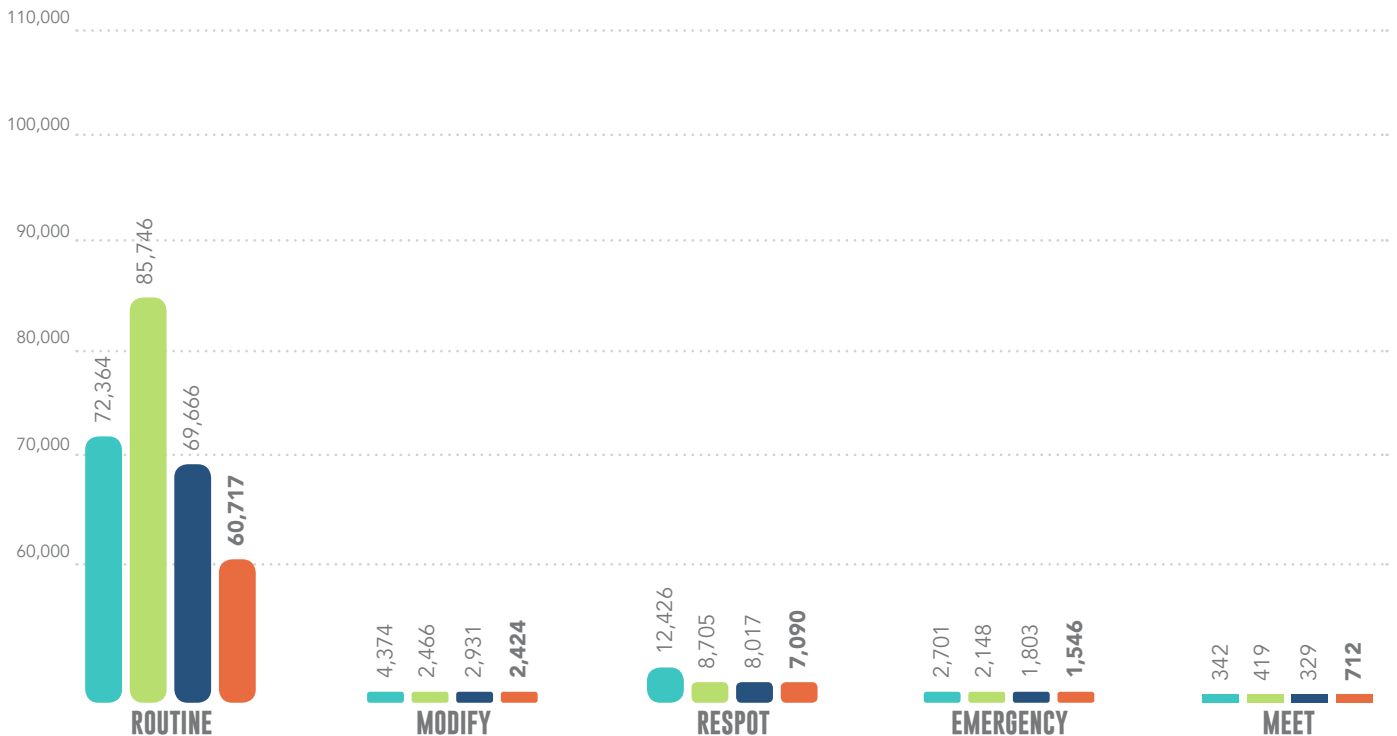
## INCOMING TICKET TYPES JUN

2014 2015 2016 2017



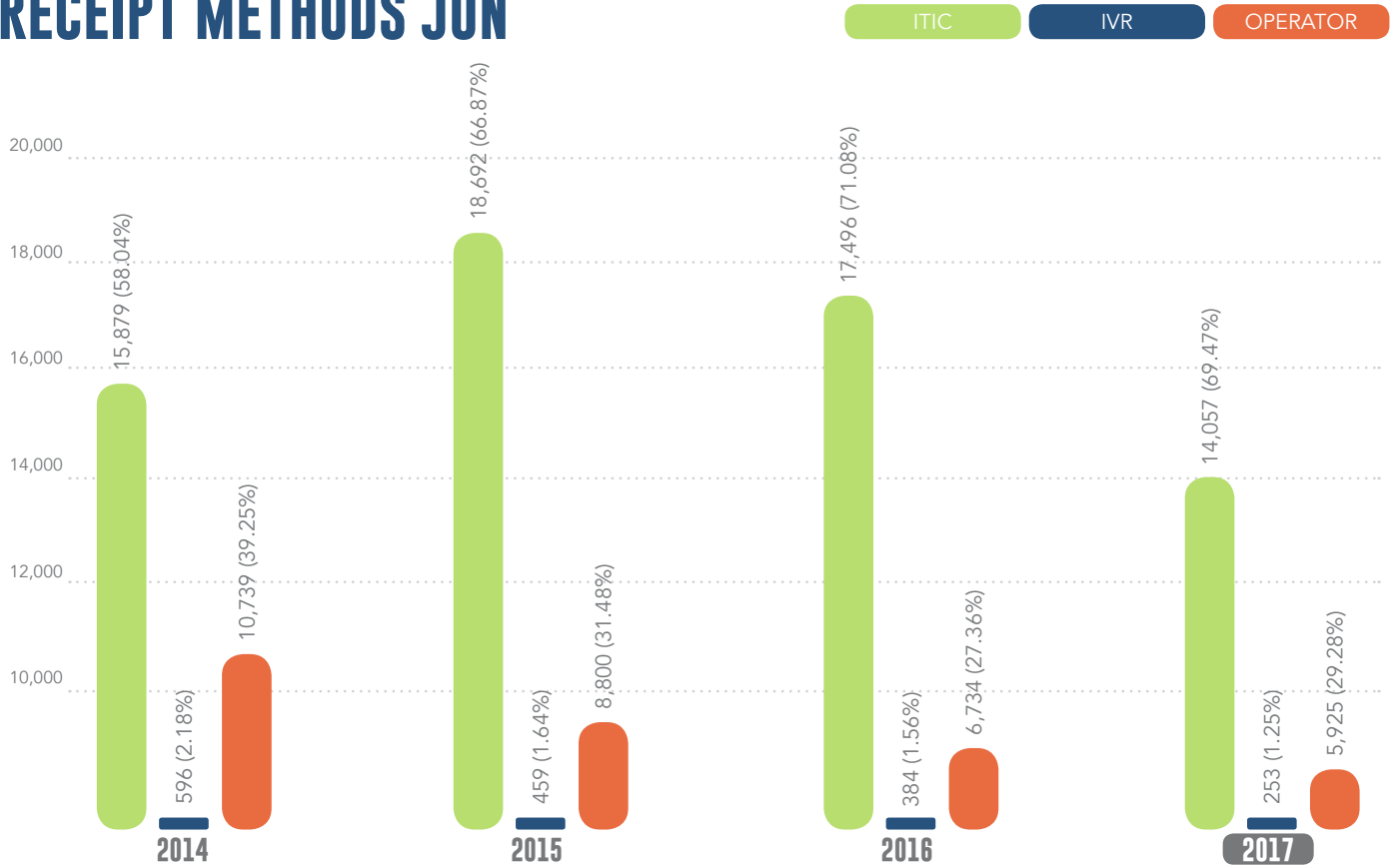
## INCOMING TICKETS TYPES JUN Y-T-D

2014 2015 2016 2017

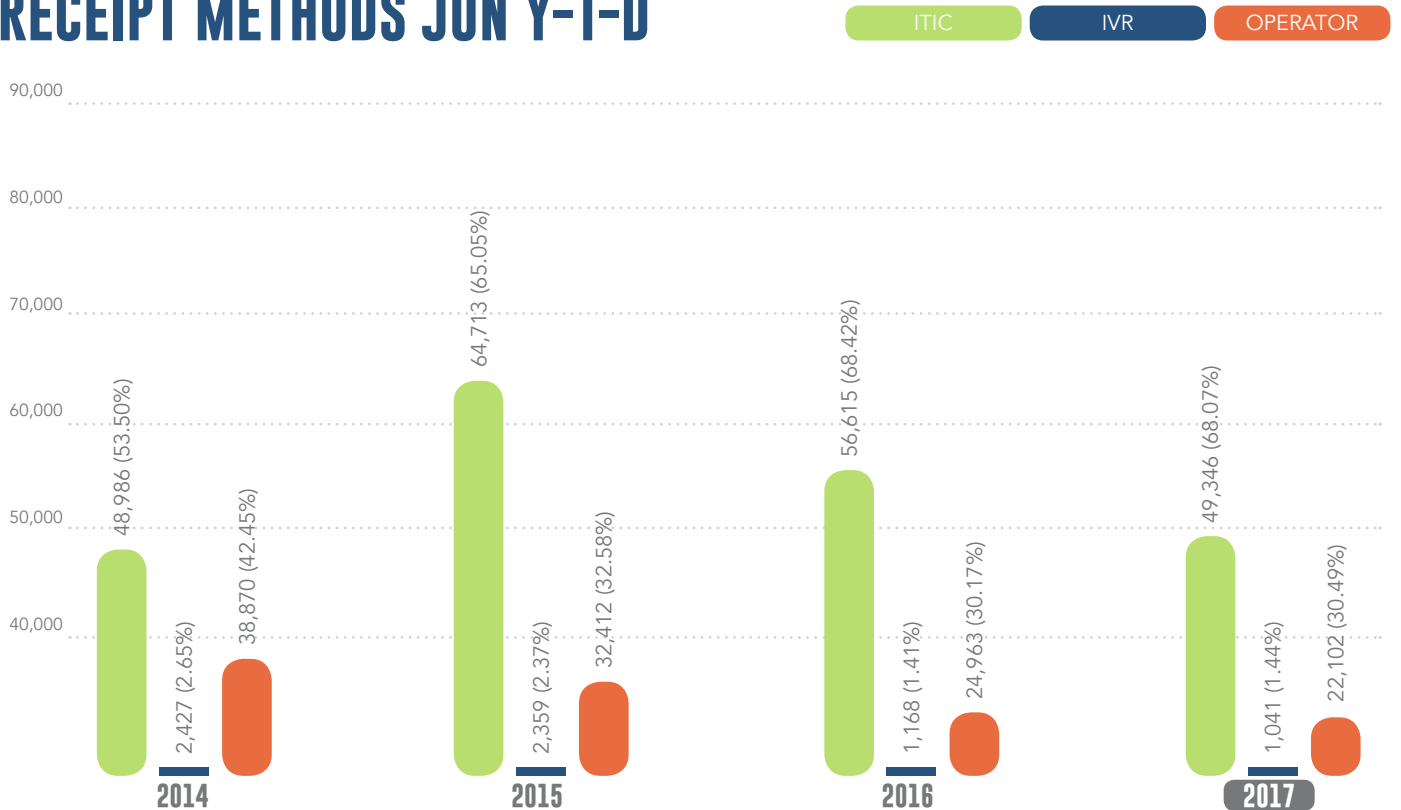




## RECEIPT METHODS JUN



## RECEIPT METHODS JUN Y-T-D

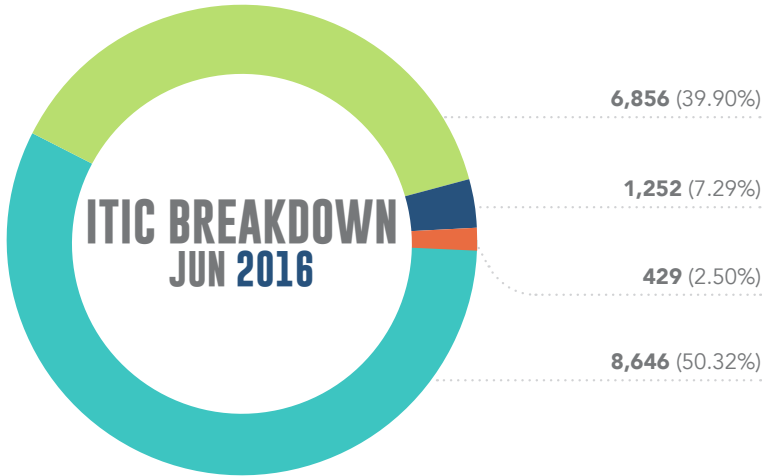


WEBUSER 5 (ON THEIR OWN)

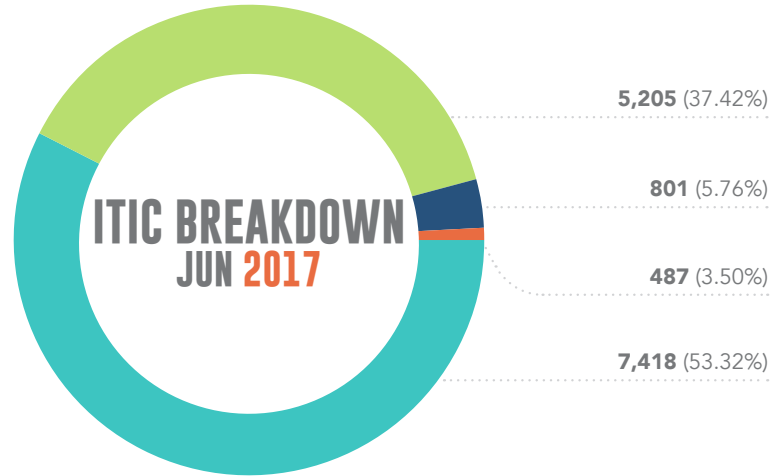
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC % - 71.08%



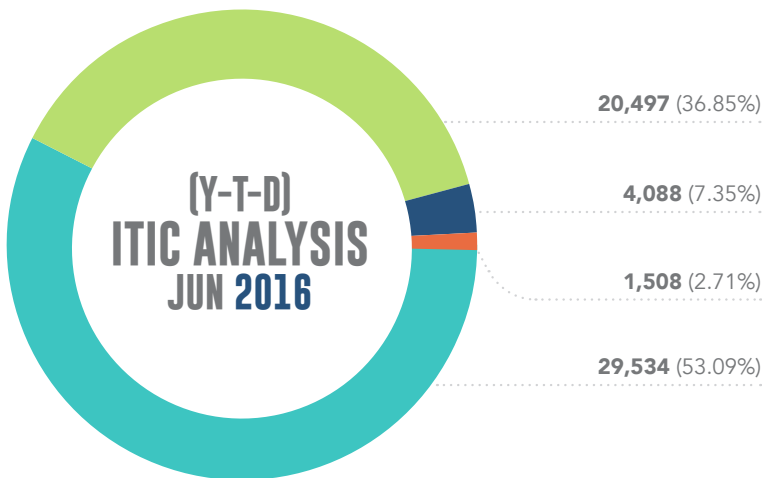
OVERALL ITIC % - 69.47%

WEBUSER 5 (ON THEIR OWN)

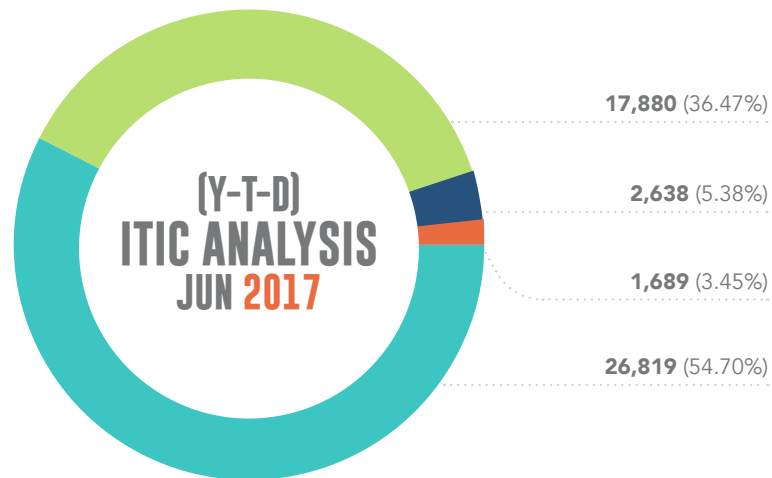
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC Y-T-D % - 68.42%



OVERALL ITIC Y-T-D % - 68.07%