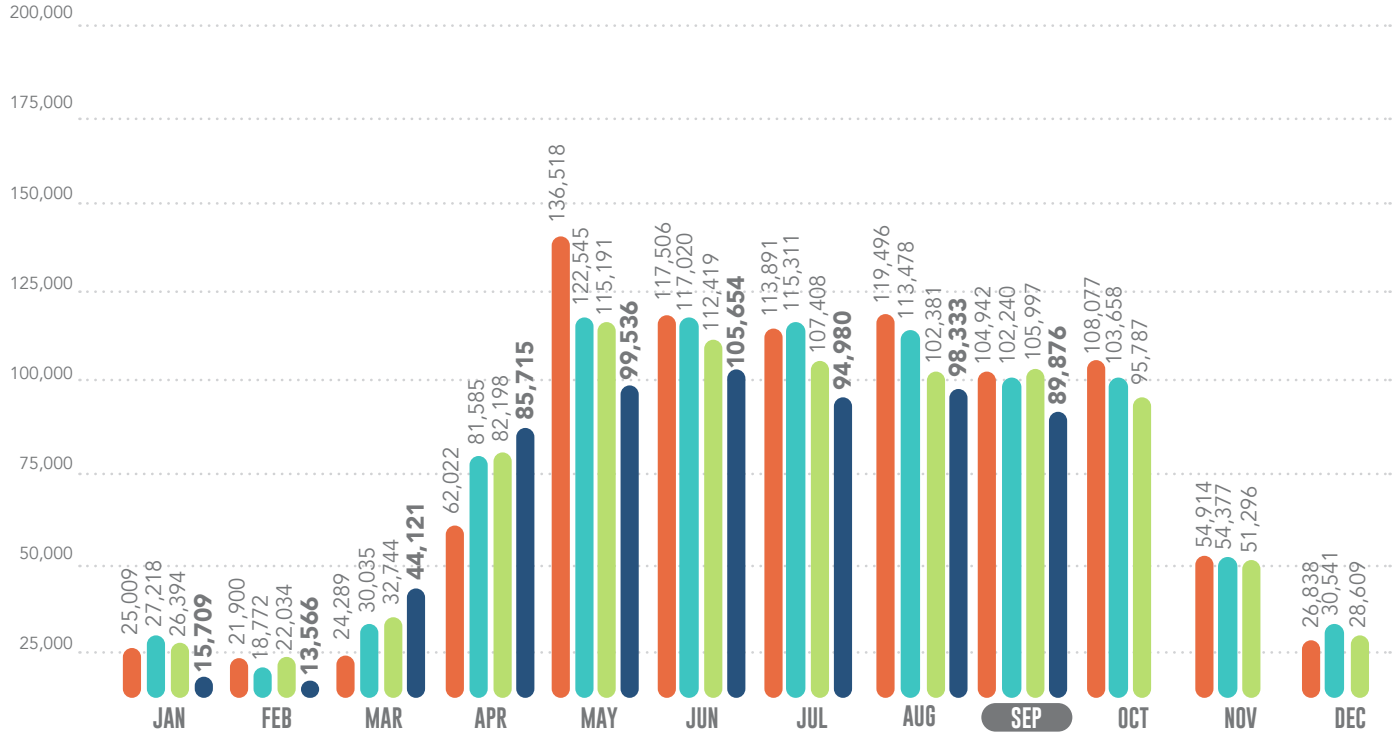


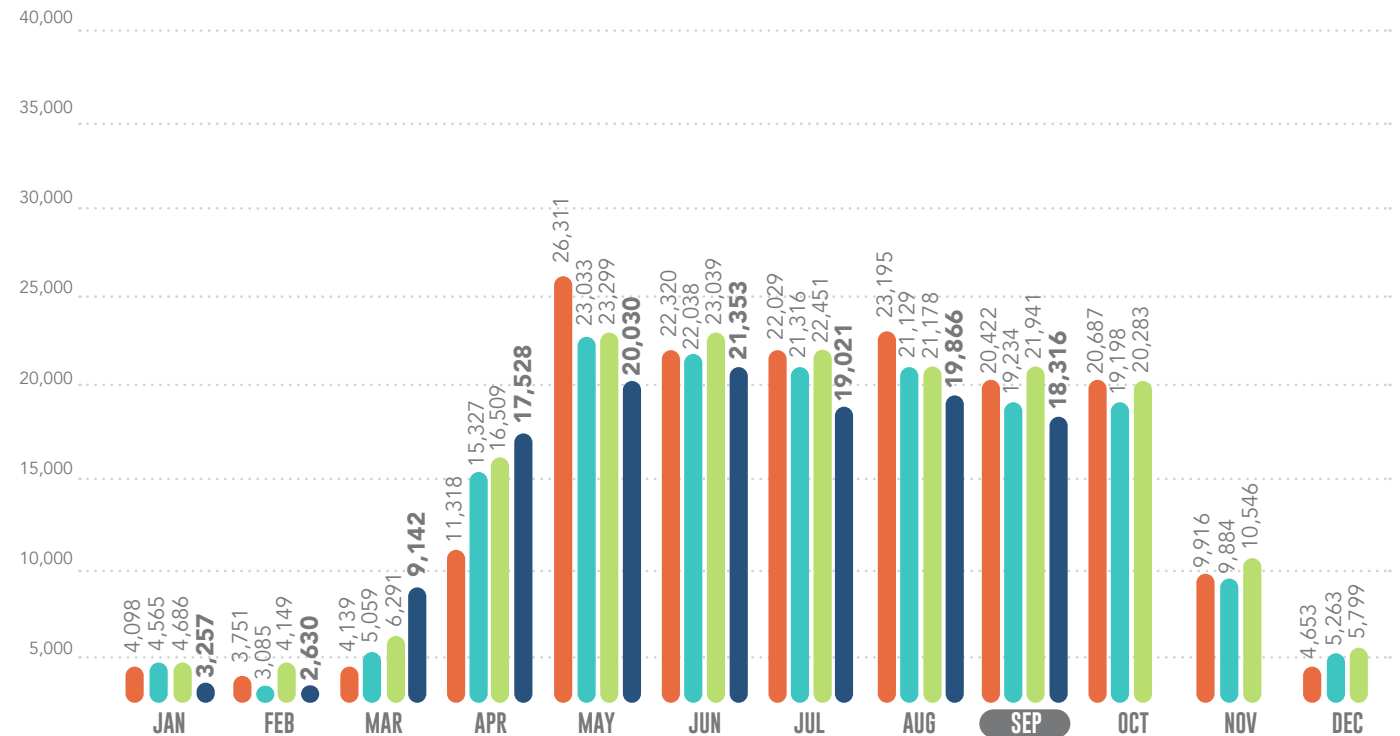
## CHARGEABLE OUTBOUND TICKETS

2018 2019 2020 2021



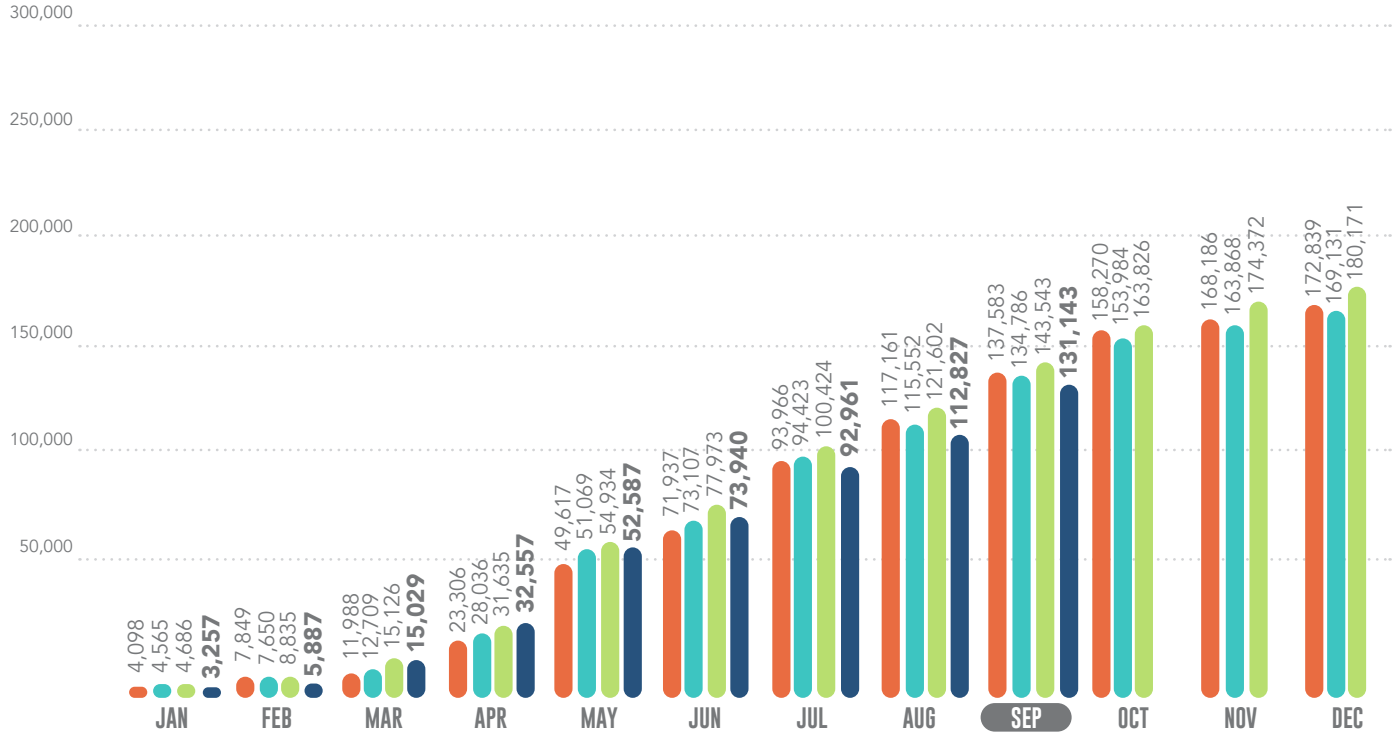
## INCOMING TICKETS

2018 2019 2020 2021



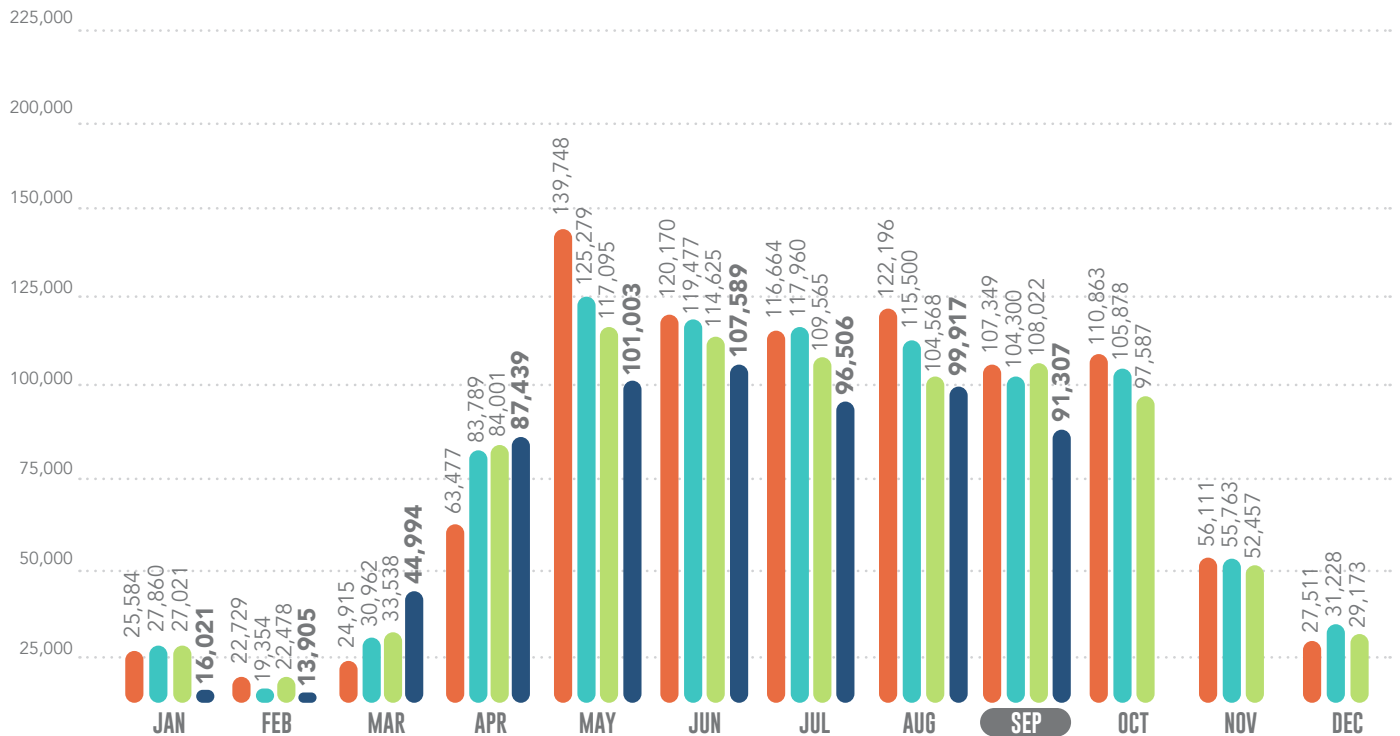
## INCOMING TICKETS Y-T-D

2018 2019 2020 2021



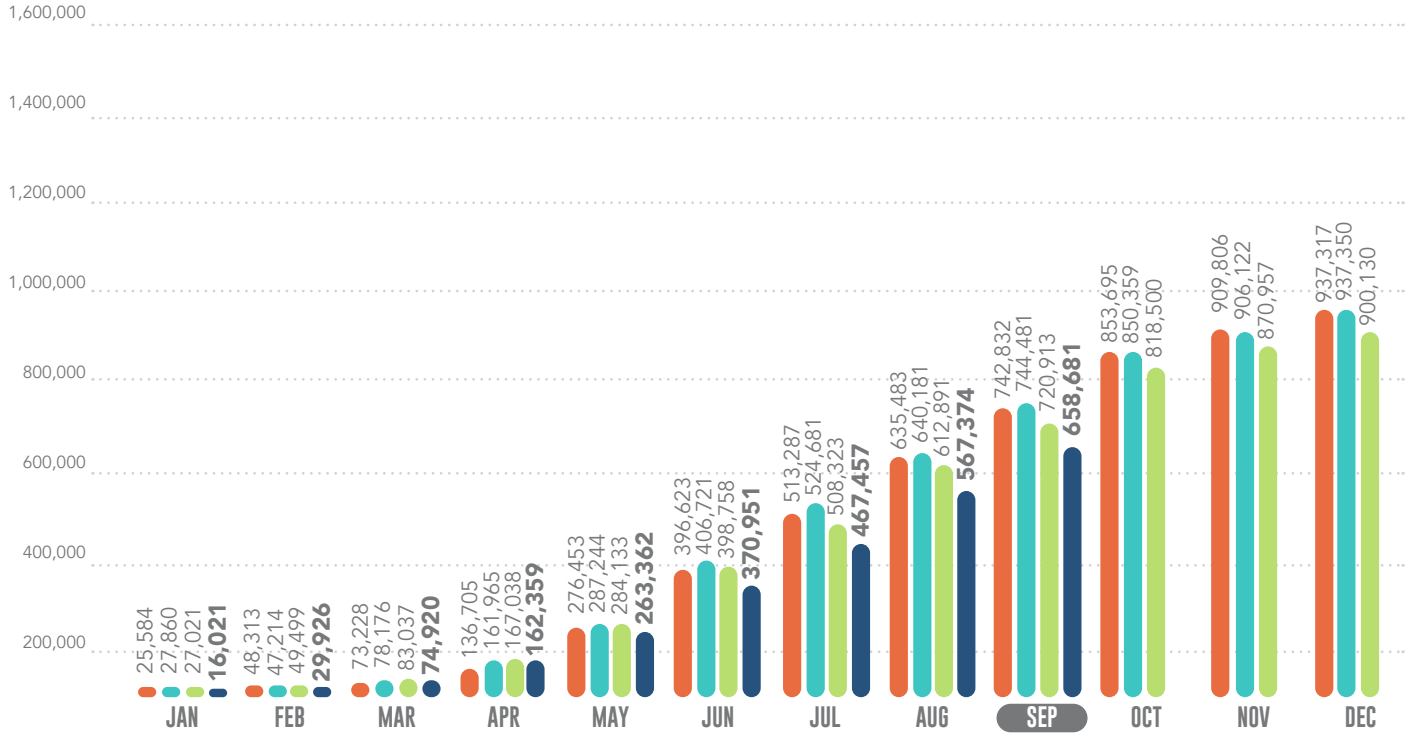
## OUTGOING MESSAGES

2018 2019 2020 2021



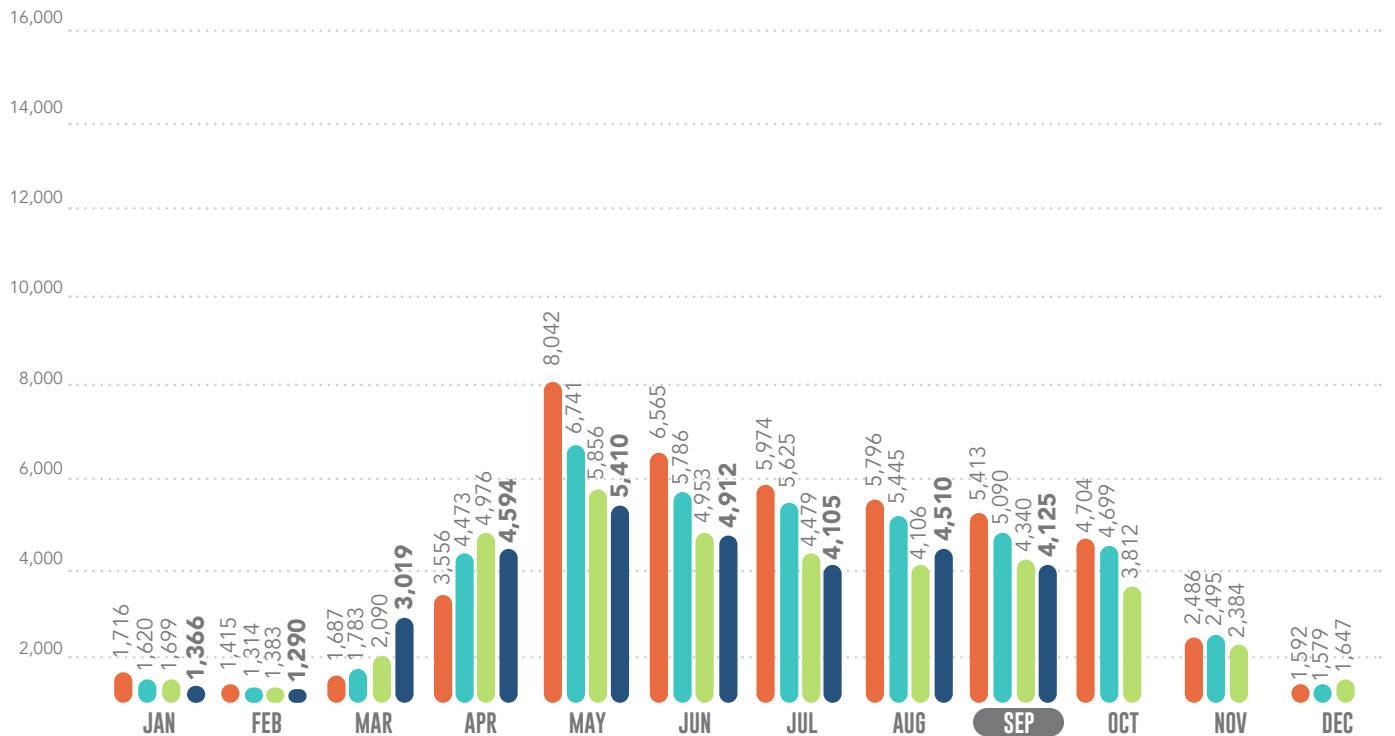
## OUTGOING TICKETS Y-T-D

2018 2019 2020 2021



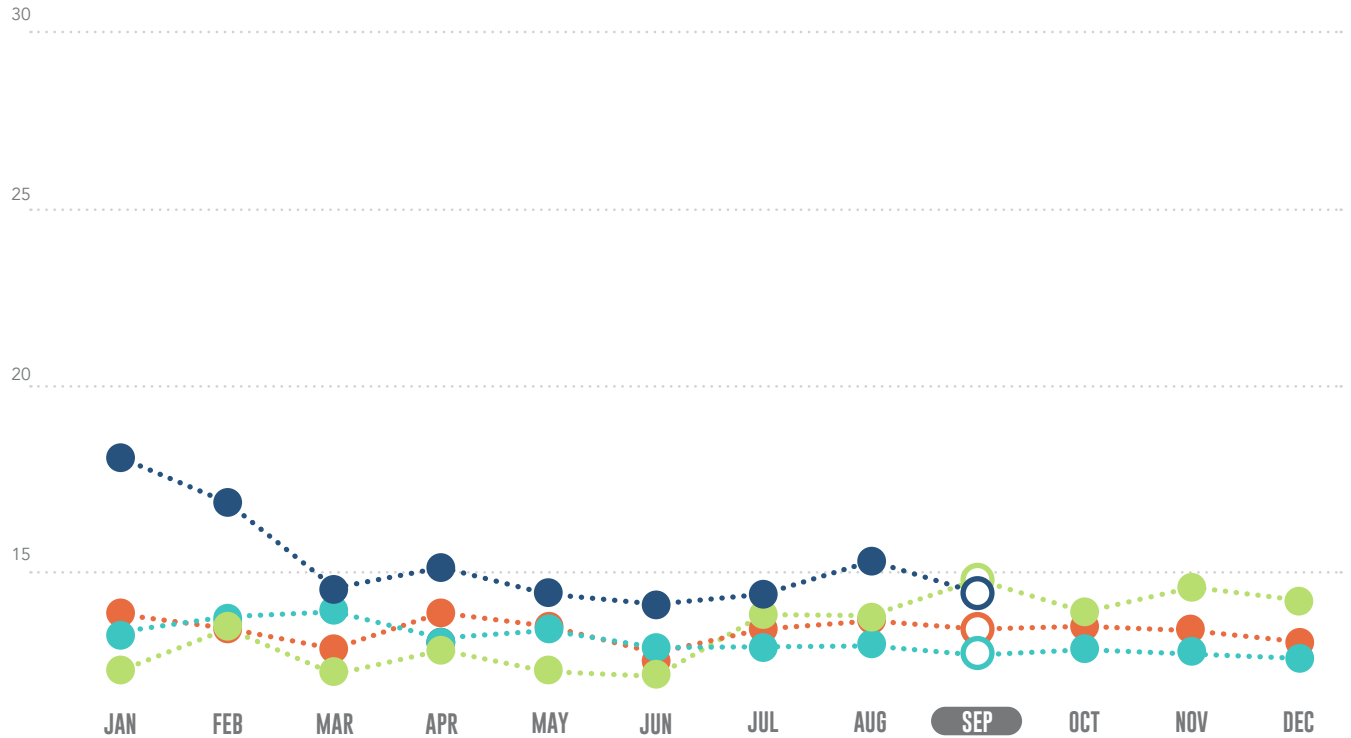
## INCOMING CALLS

2018 2019 2020 2021



## OPERATOR CALL VOLUMES

2018 2019 2020 2021

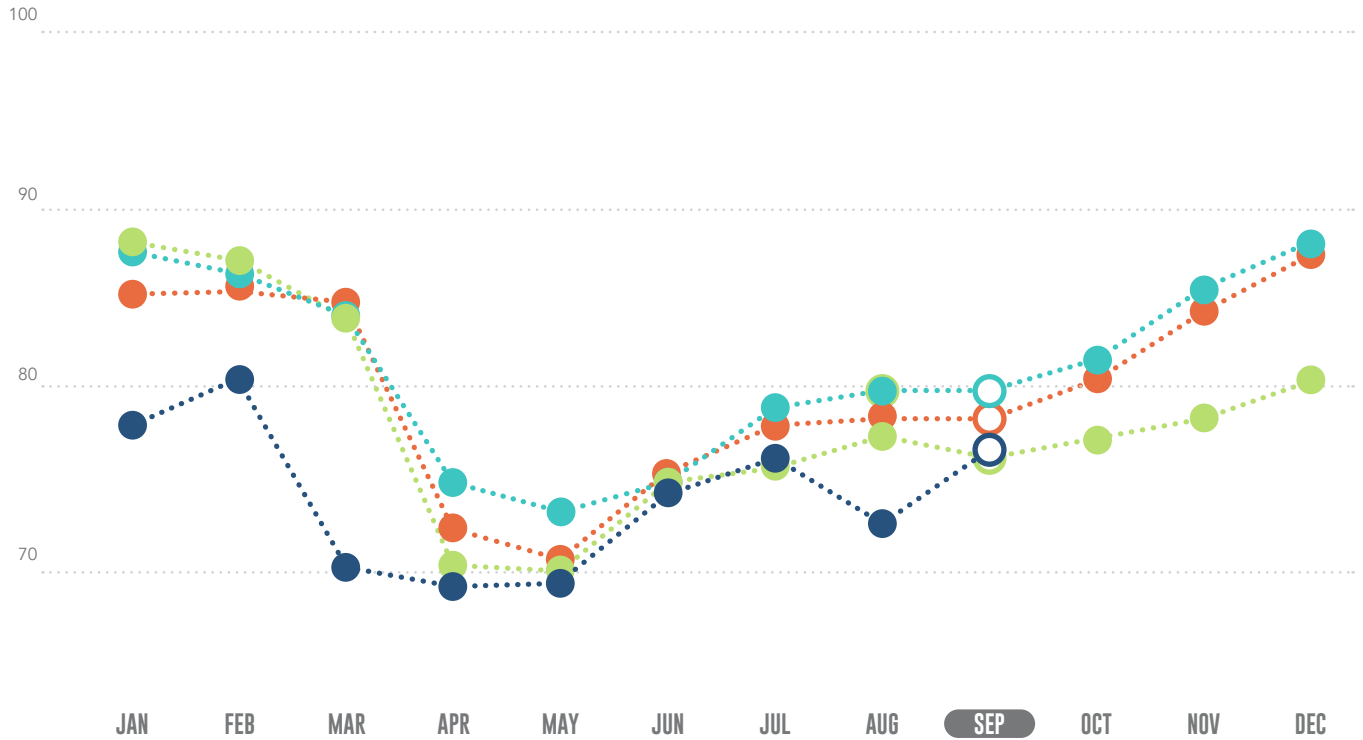


2018 2019 2020 2021

	2018	2019	2020	2021
JAN	12.45	10.89	8.94	17.96
FEB	11.36	12.22	11.38	16.46
MAR	11.07	12.77	8.04	14.12
APR	13.05	11.50	10.16	15.19
MAY	11.65	11.79	9.77	14.18
JUN	10.39	11.48	9.18	13.58
JUL	12.13	10.40	13.95	14.64
AUG	12.61	10.59	13.42	15.97
SEP	11.89	10.25	14.95	14.21
OCT	11.95	10.54	12.18	
NOV	11.33	9.57	14.17	
DEC	10.60	9.16	13.71	

## EXCAVATOR CALL VOLUMES

2018 2019 2020 2021

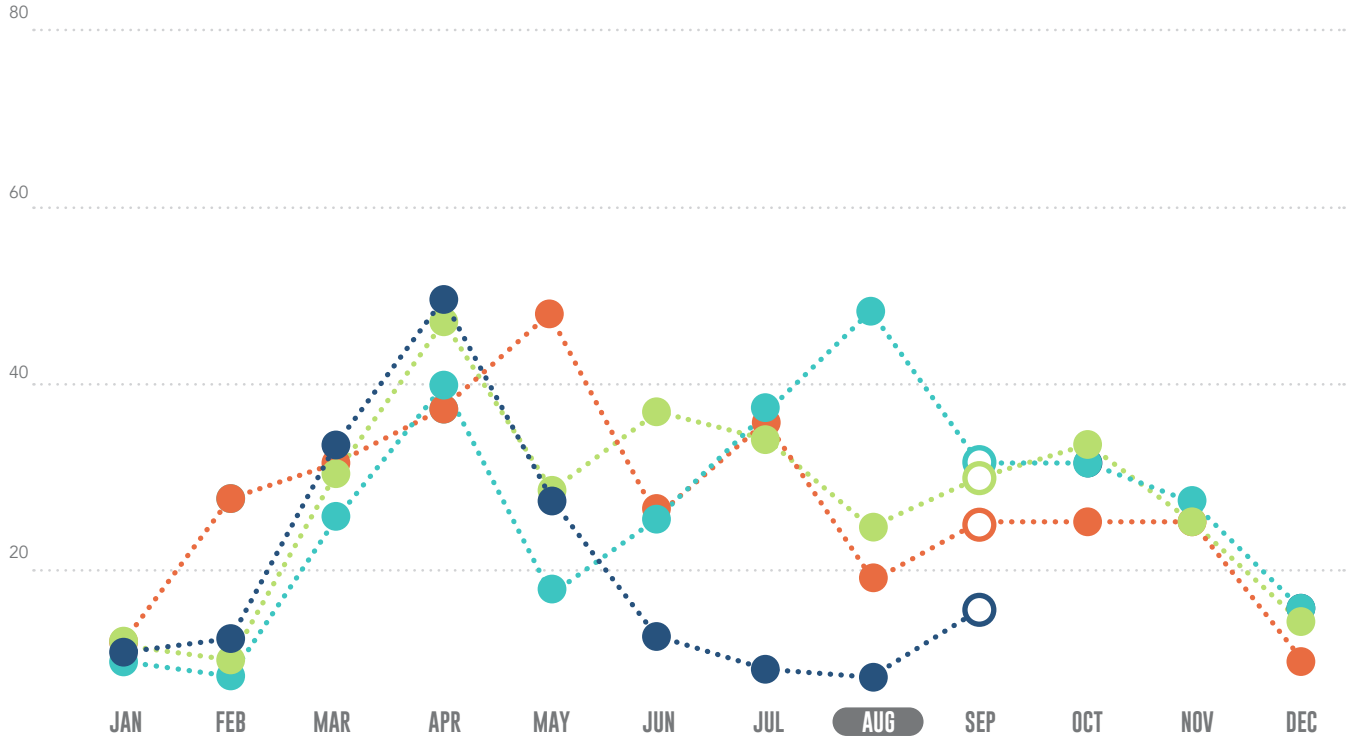


2018 2019 2020 2021

	2018	2019	2020	2021
JAN	84.97	87.73	89.69	78.81
FEB	86.03	86.39	87.01	80.87
MAR	85.77	84.50	84.37	70.32
APR	72.89	75.15	71.14	68.63
MAY	71.30	72.98	70.72	68.90
JUN	76.21	75.83	75.96	74.03
JUL	77.05	78.50	75.47	75.87
AUG	78.53	79.22	76.39	73.70
SEP	78.13	79.96	74.02	74.34
OCT	81.31	82.35	75.51	
NOV	84.80	86.05	78.10	
DEC	87.30	88.77	80.62	

## AVERAGE HOLD TIME

2018 2019 2020 2021

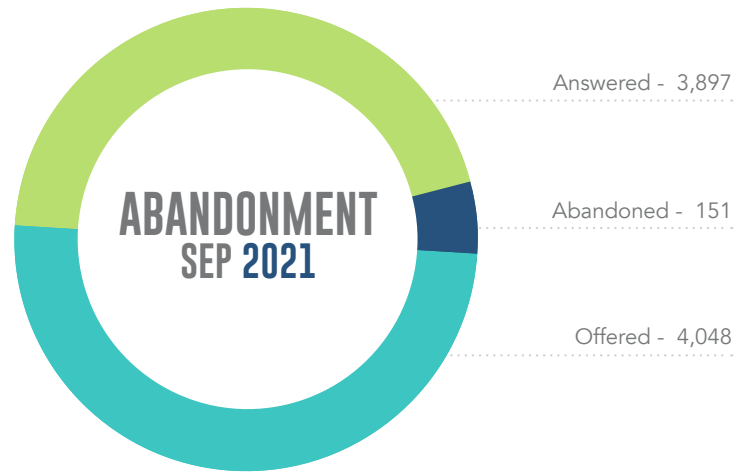
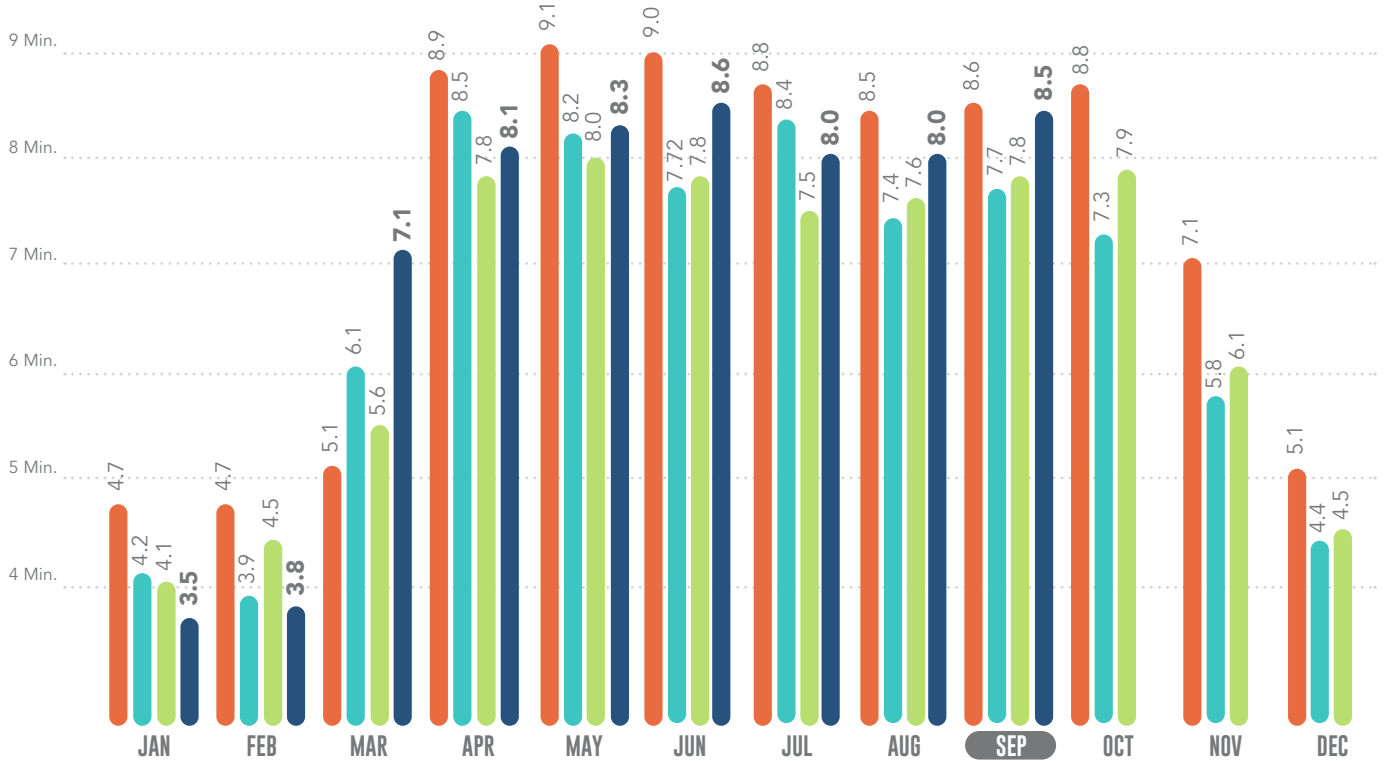


2018 2019 2020 2021

	2018	2019	2020	2021
JAN	14	11	14	12
FEB	28	6	12	15
MAR	32	26	31	33
APR	38	40	44	50
MAY	46	19	29	28
JUN	26	25	38	15
JUL	37	38	36	9
AUG	19	47	25	8
SEP	26	32	29	14
OCT	25	32	34	
NOV	25	28	25	
DEC	14	17	16	

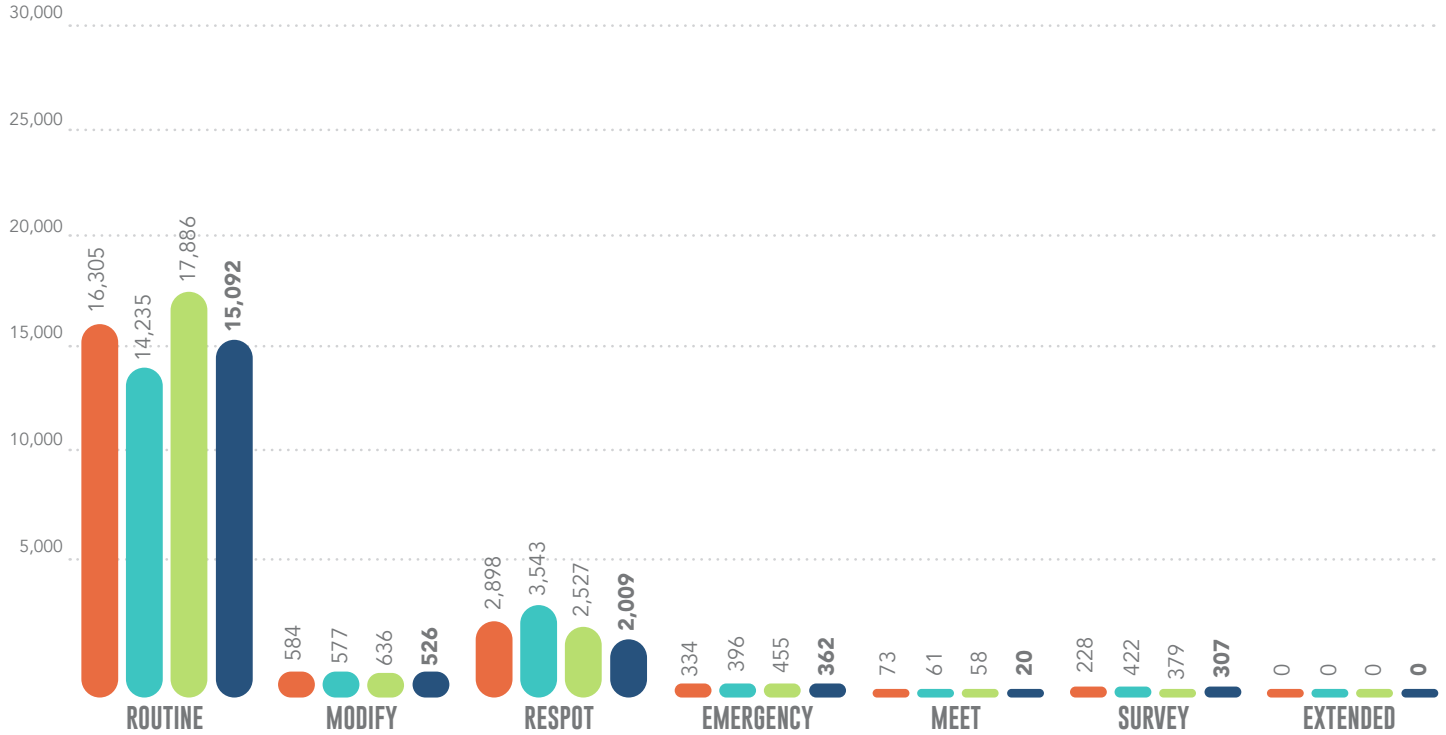
## AVERAGE CALL DURATION

2018 2019 2020 2021



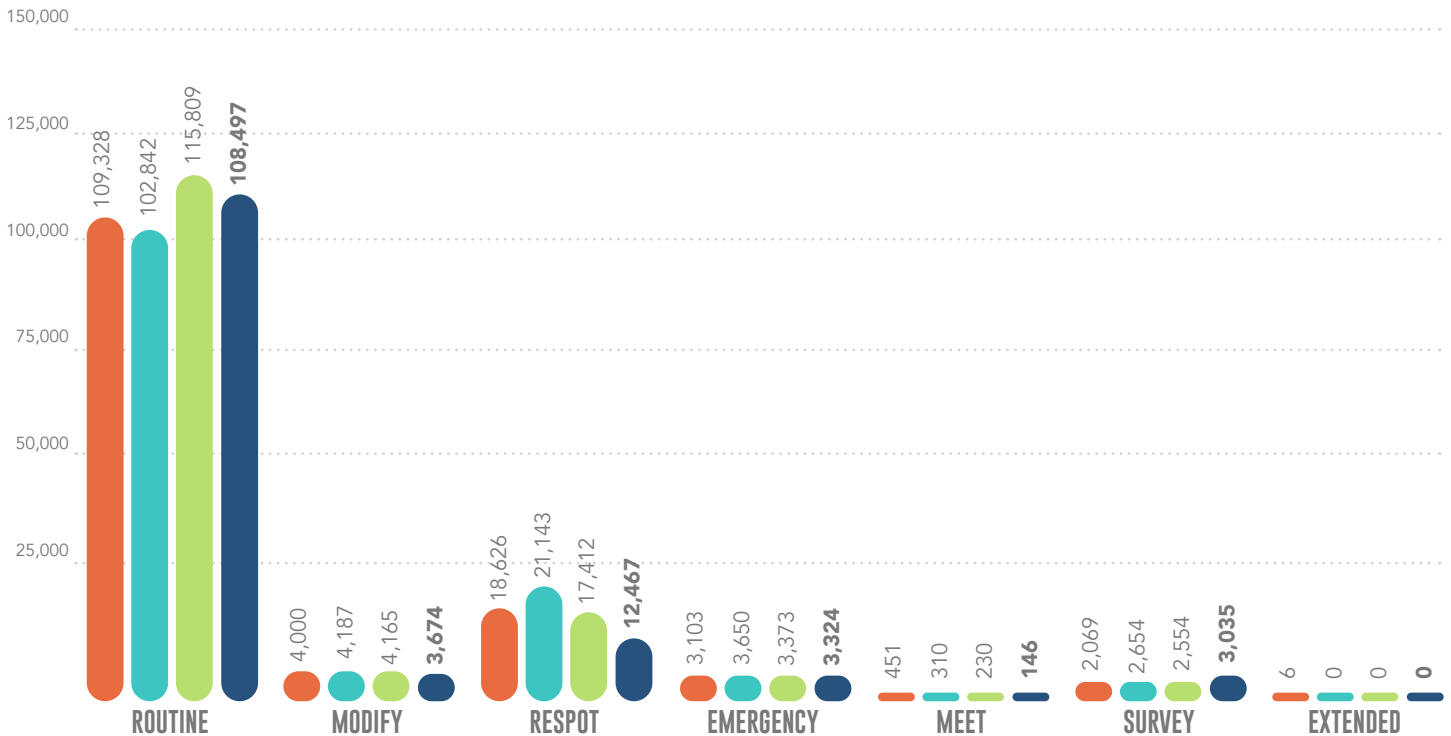
## INCOMING TICKET TYPES SEP

2018 2019 2020 2021



## INCOMING TICKETS TYPES SEP Y-T-D

2018 2019 2020 2021

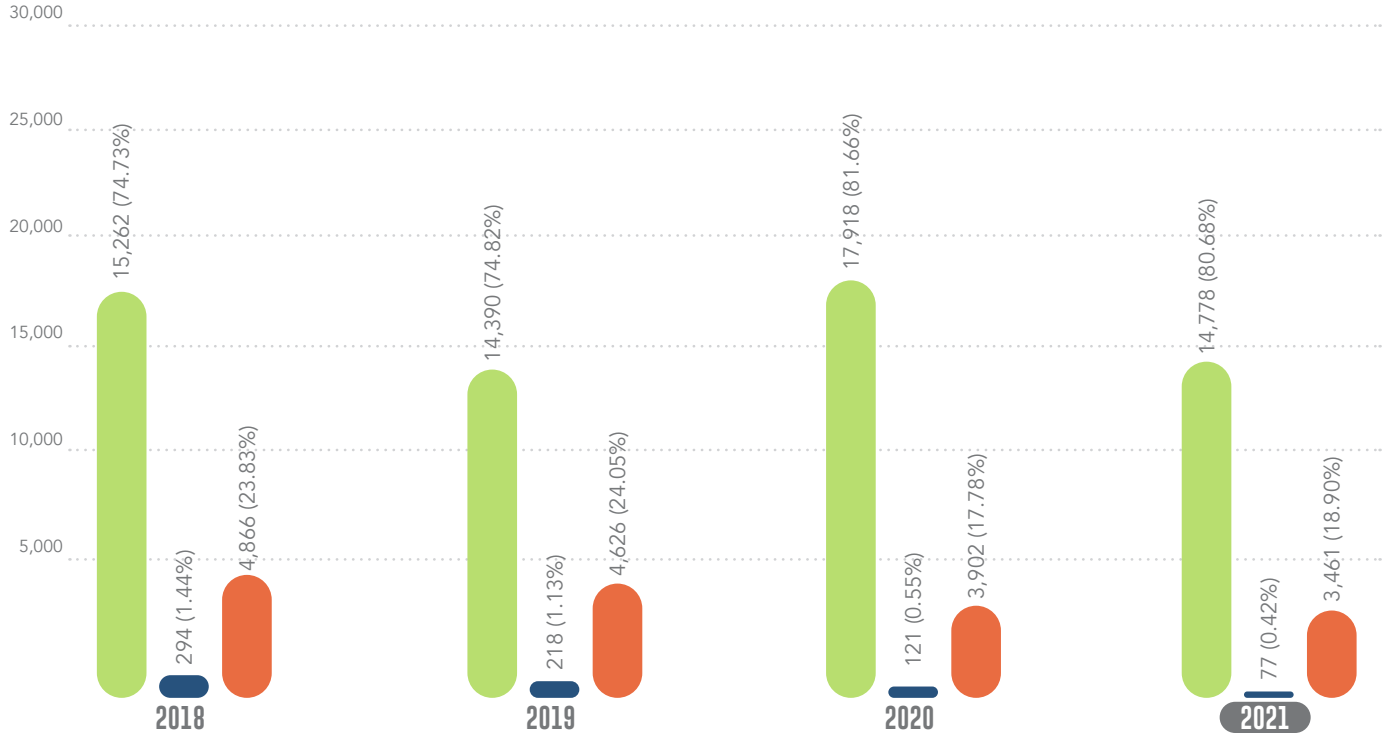




## RECEIPT METHODS SEP

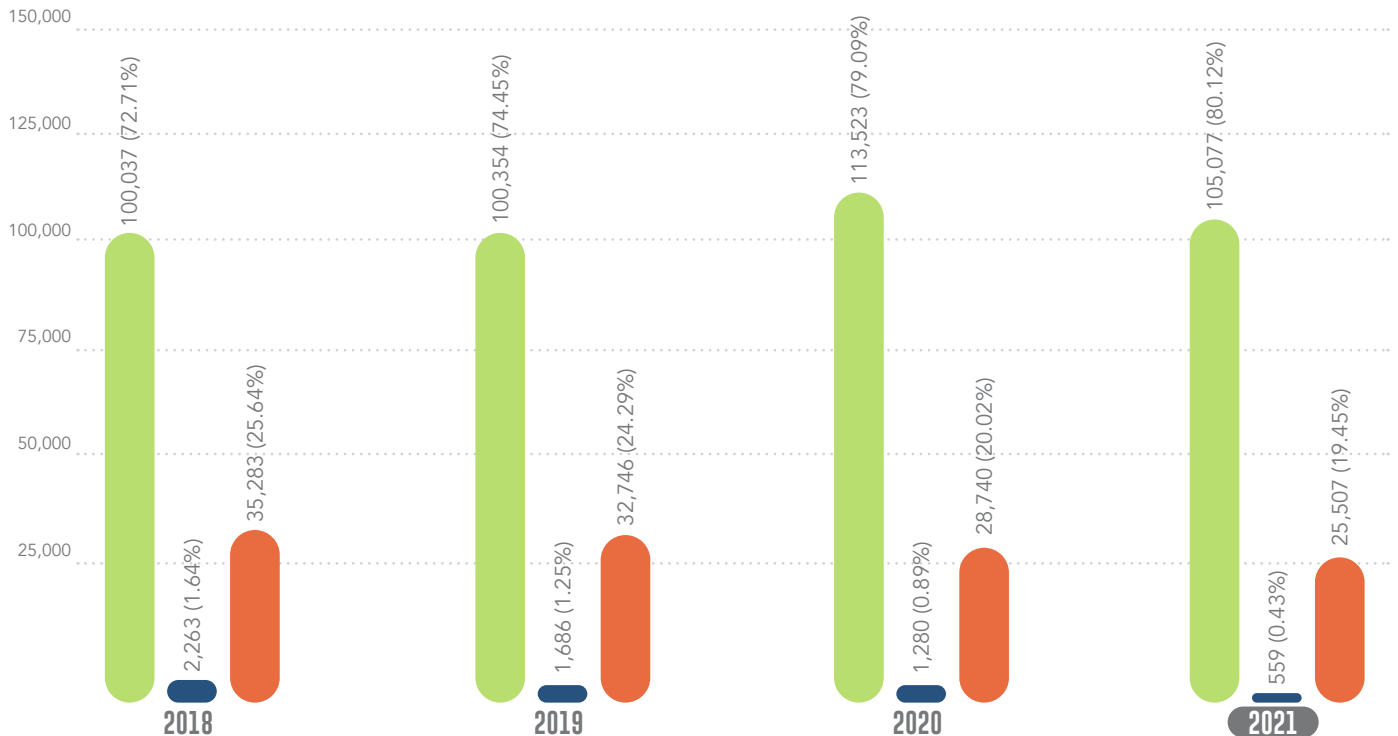
ITIC IVR OPERATOR

ITIC Mobile = 0



## RECEIPT METHODS SEP Y-T-D

ITIC IVR OPERATOR

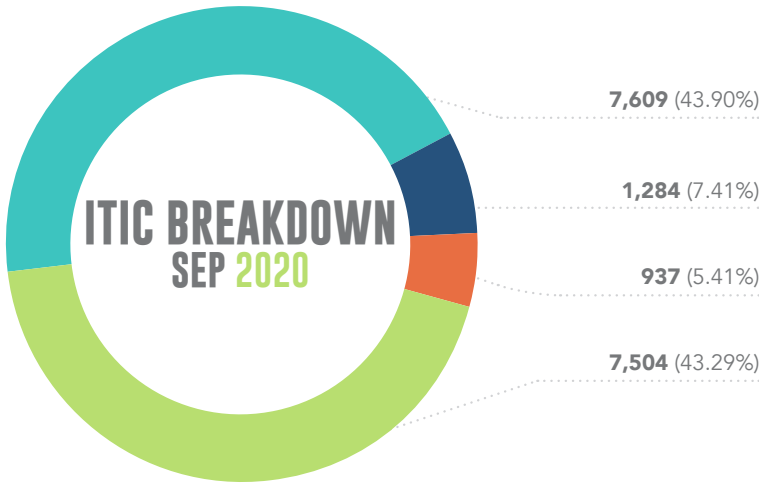


WEBUSER 5 (ON THEIR OWN)

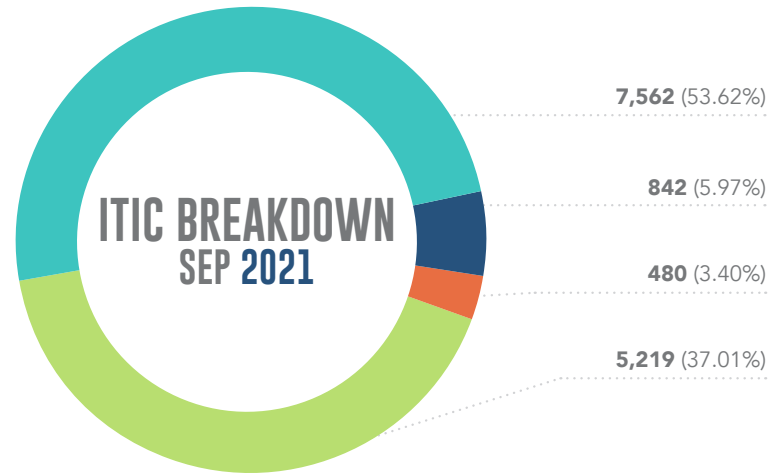
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC % - 81.66%



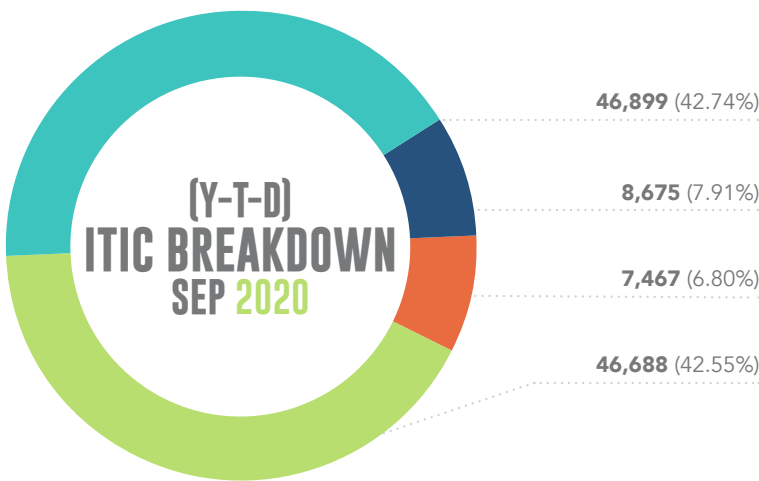
OVERALL ITIC % - 80.68%

WEBUSER 5 (ON THEIR OWN)

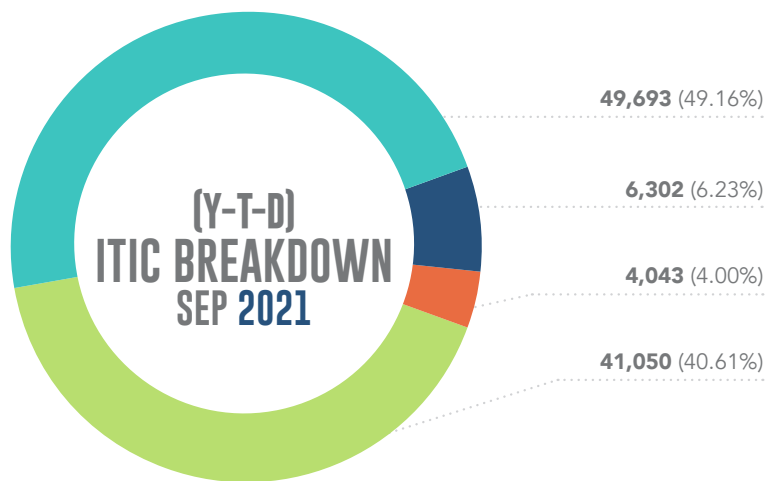
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)

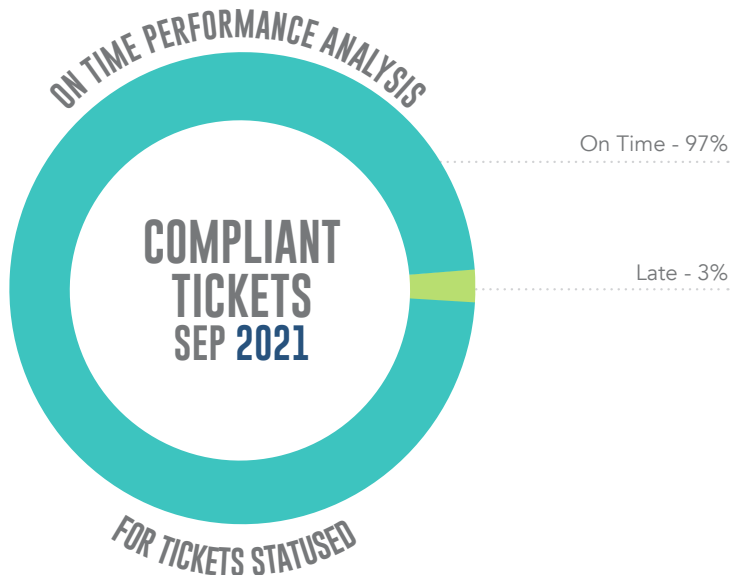


OVERALL ITIC % - 79.09%



OVERALL ITIC % - 80.12%

## POSITIVE RESPONSE COMPLIANCE



## CREATIVE HOURS - 2<sup>ND</sup> QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Dashboards	15:15
NDOC Social Media	20:30
NDOC State Fair	28:08
NDOC State Fair Sponsors	7:00
NDOC Website Changes	1:30
Subtotal	72:23
Management Review (+15%)	10:51
<b>Grand Total with Review</b>	<b>83:14</b>

## CREATIVE HOURS - 2021

