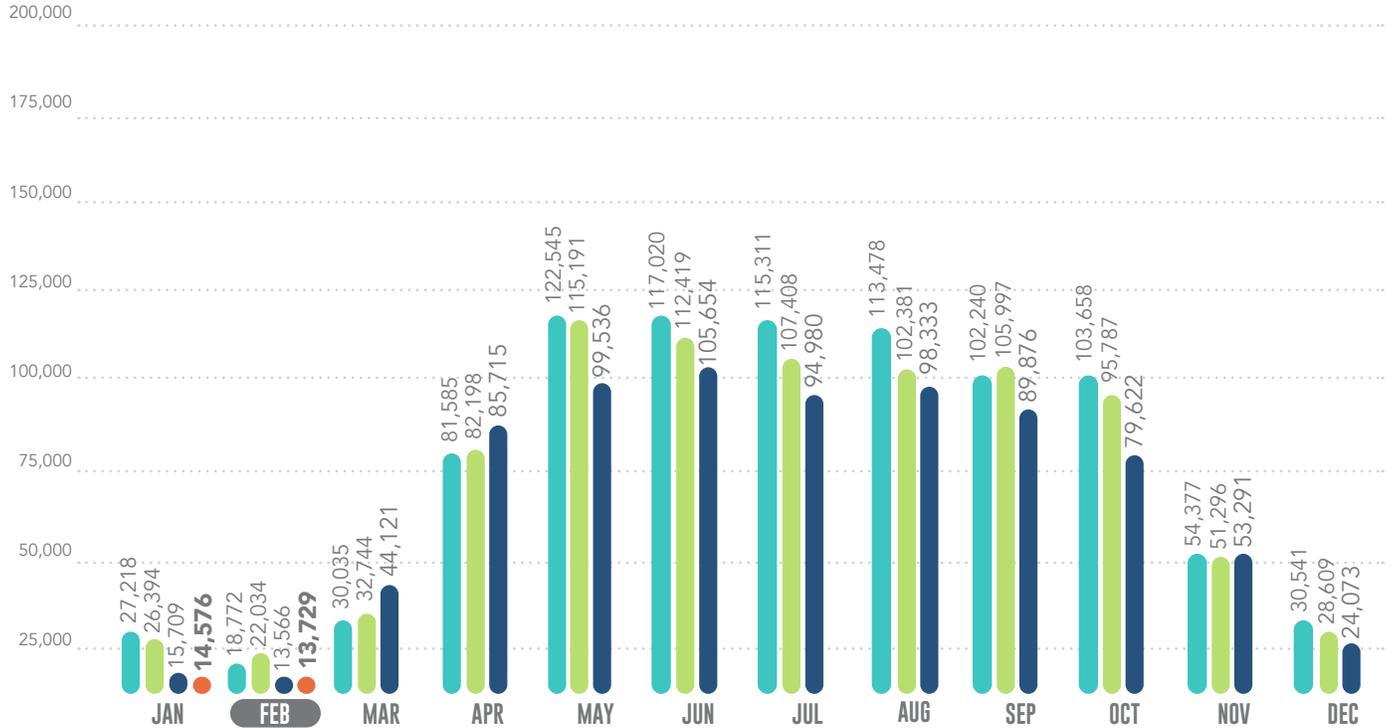


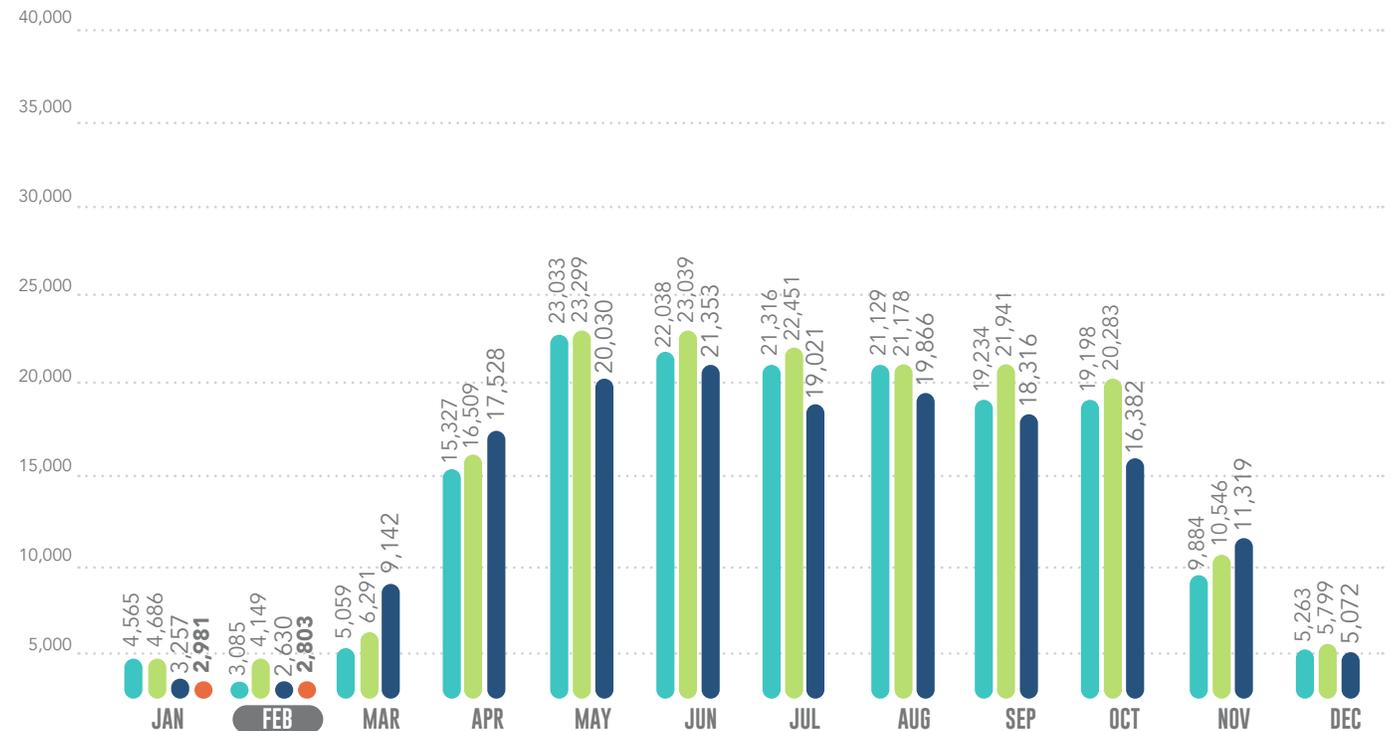
CHARGEABLE OUTBOUND TICKETS

2019 2020 2021 2022



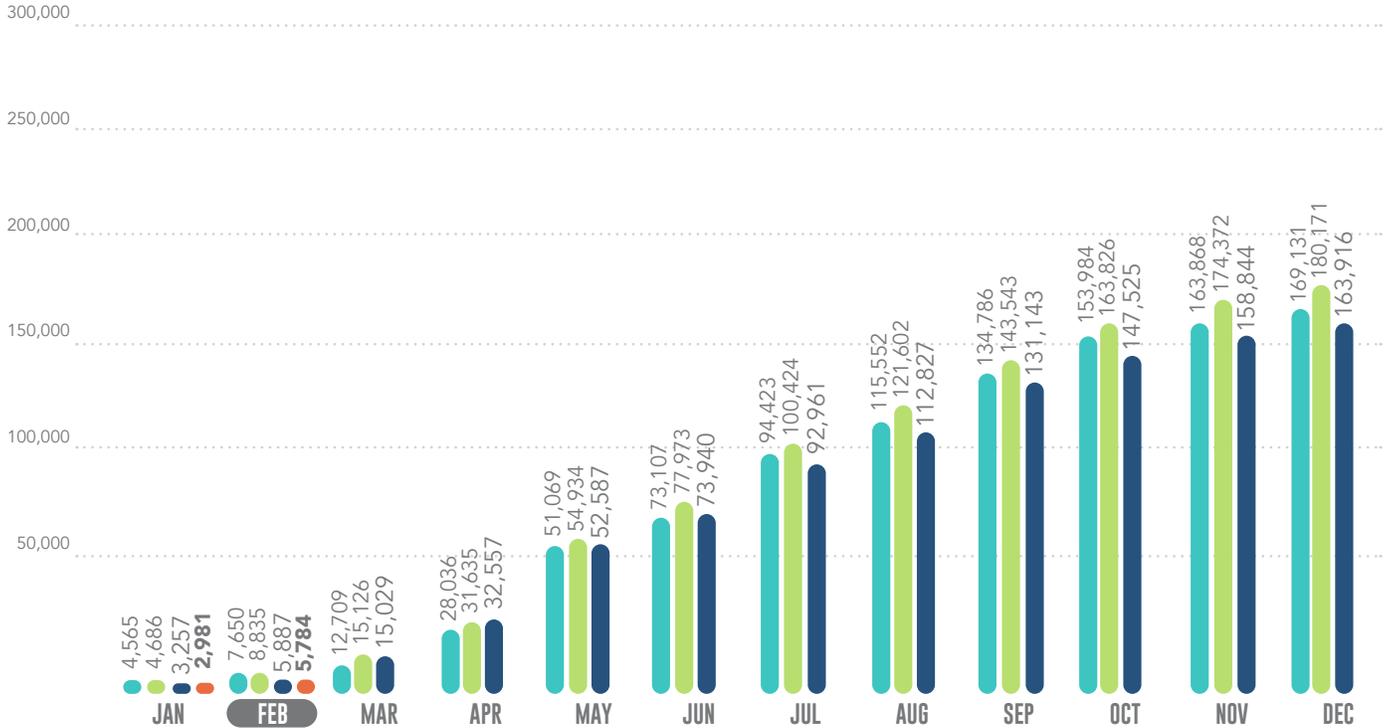
INCOMING TICKETS

2019 2020 2021 2022



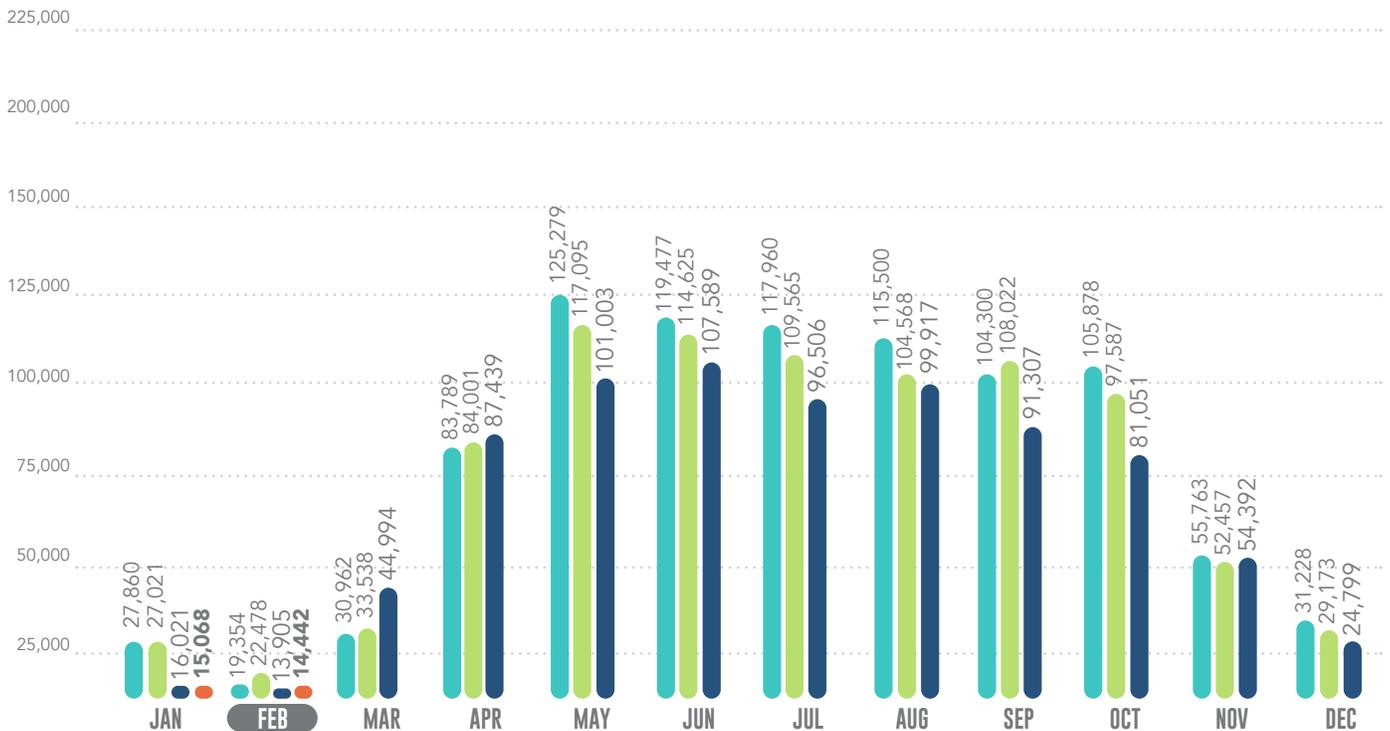
INCOMING TICKETS Y-T-D

2019 2020 2021 2022



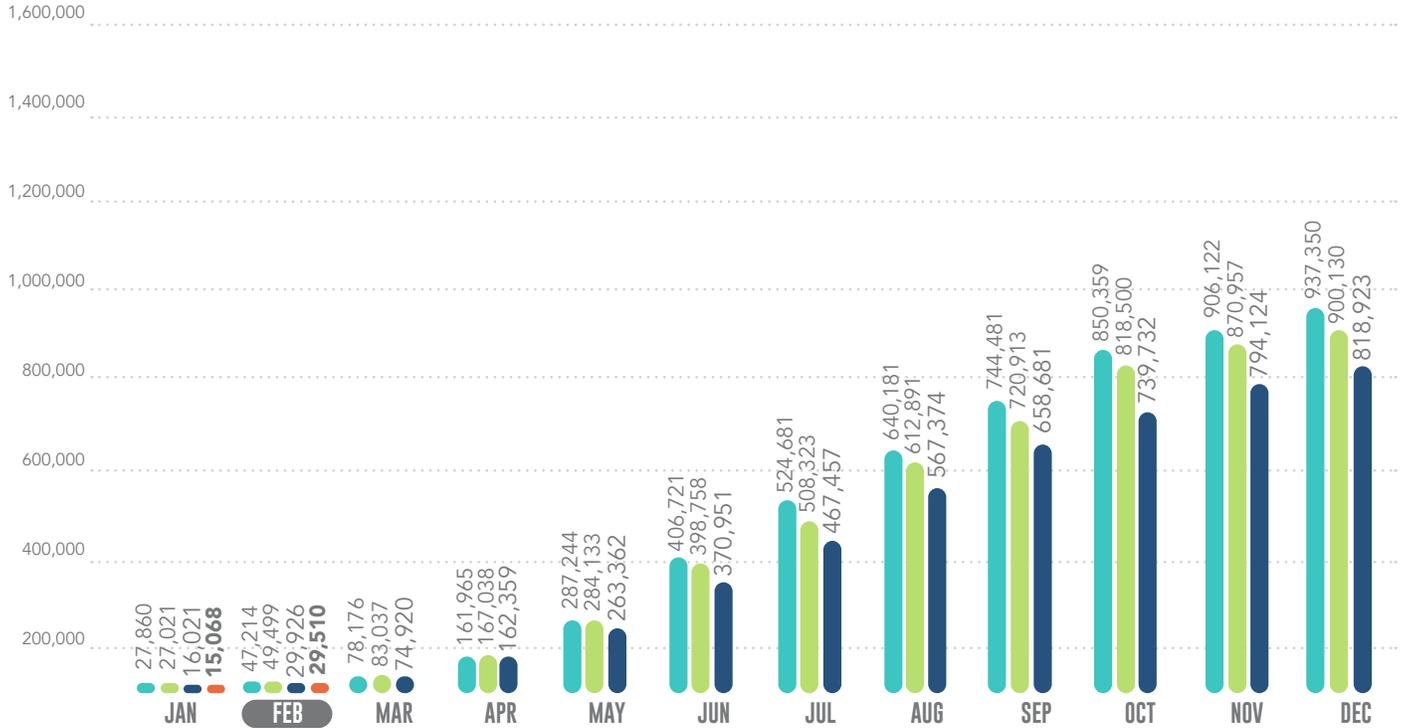
OUTGOING MESSAGES

2019 2020 2021 2022



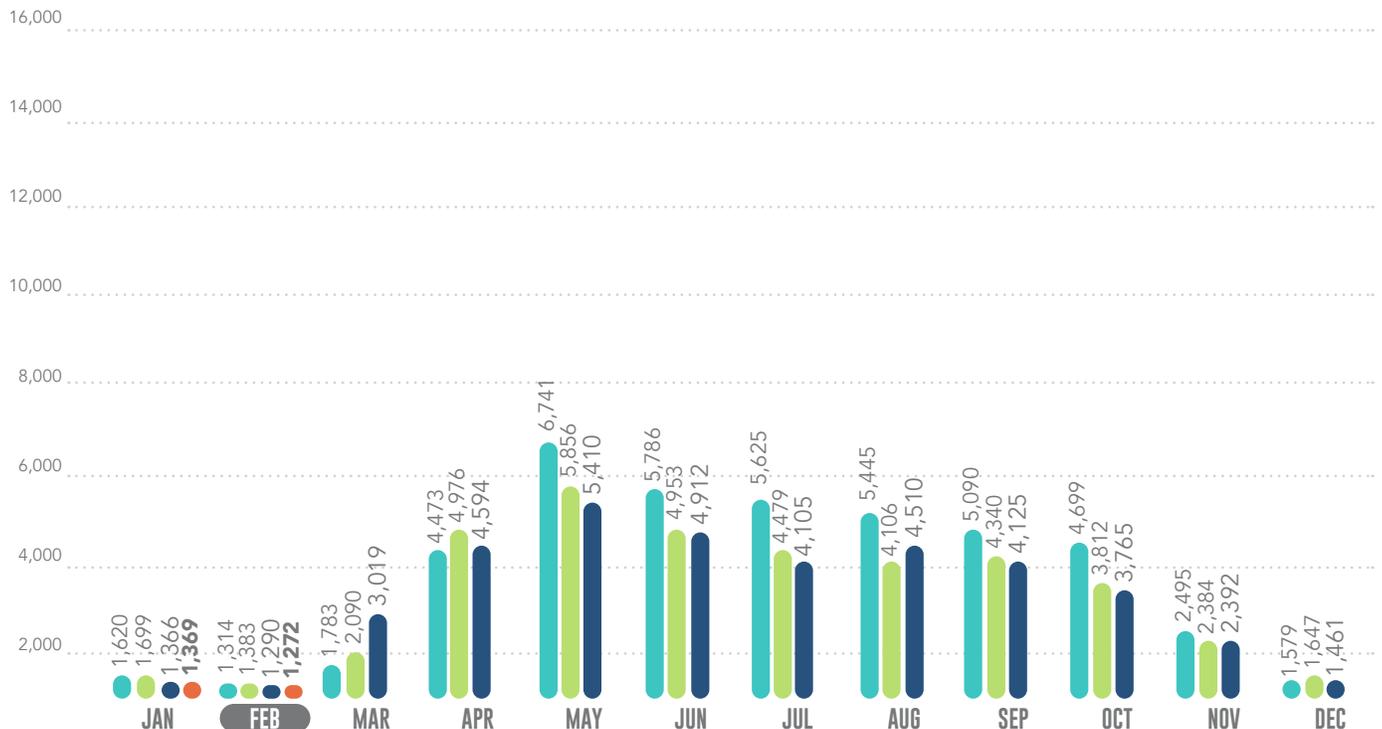
OUTGOING TICKETS Y-T-D

2019 2020 2021 2022



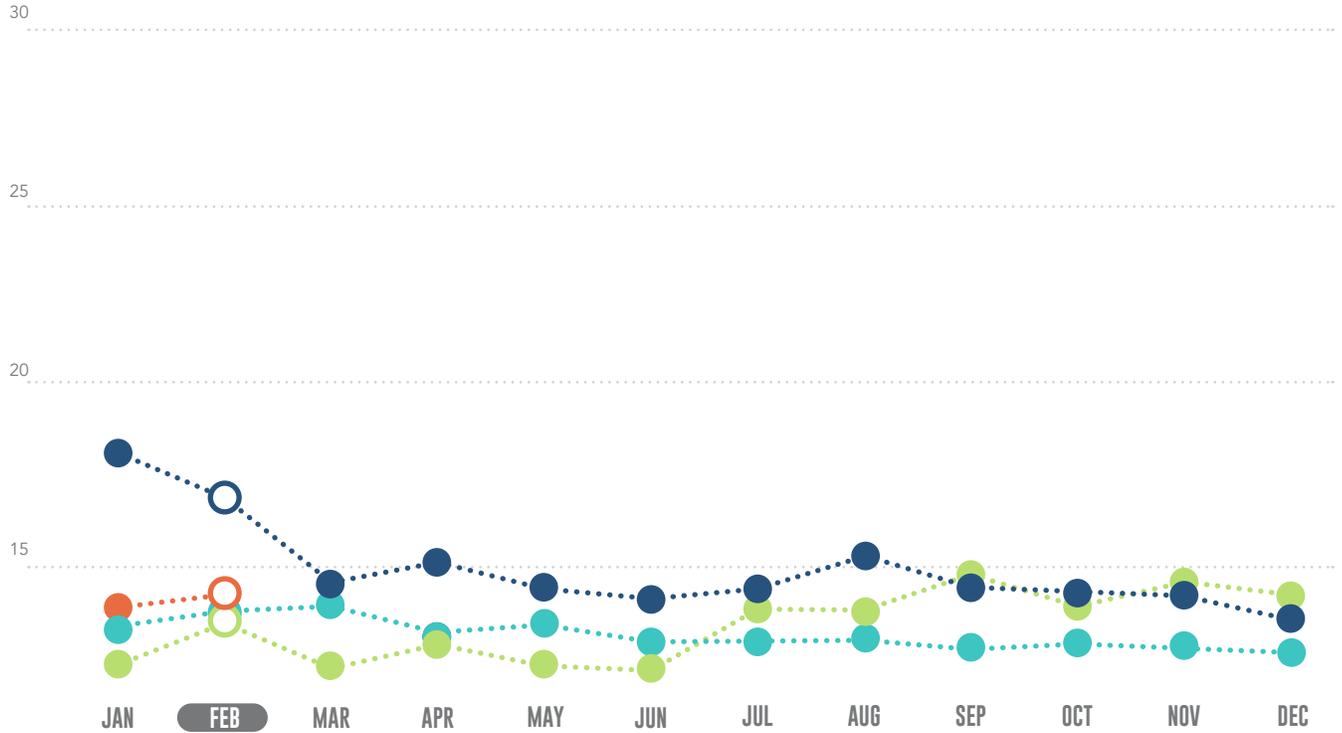
INCOMING CALLS

2019 2020 2021 2022



OPERATOR CALL VOLUMES

2019 2020 2021 2022

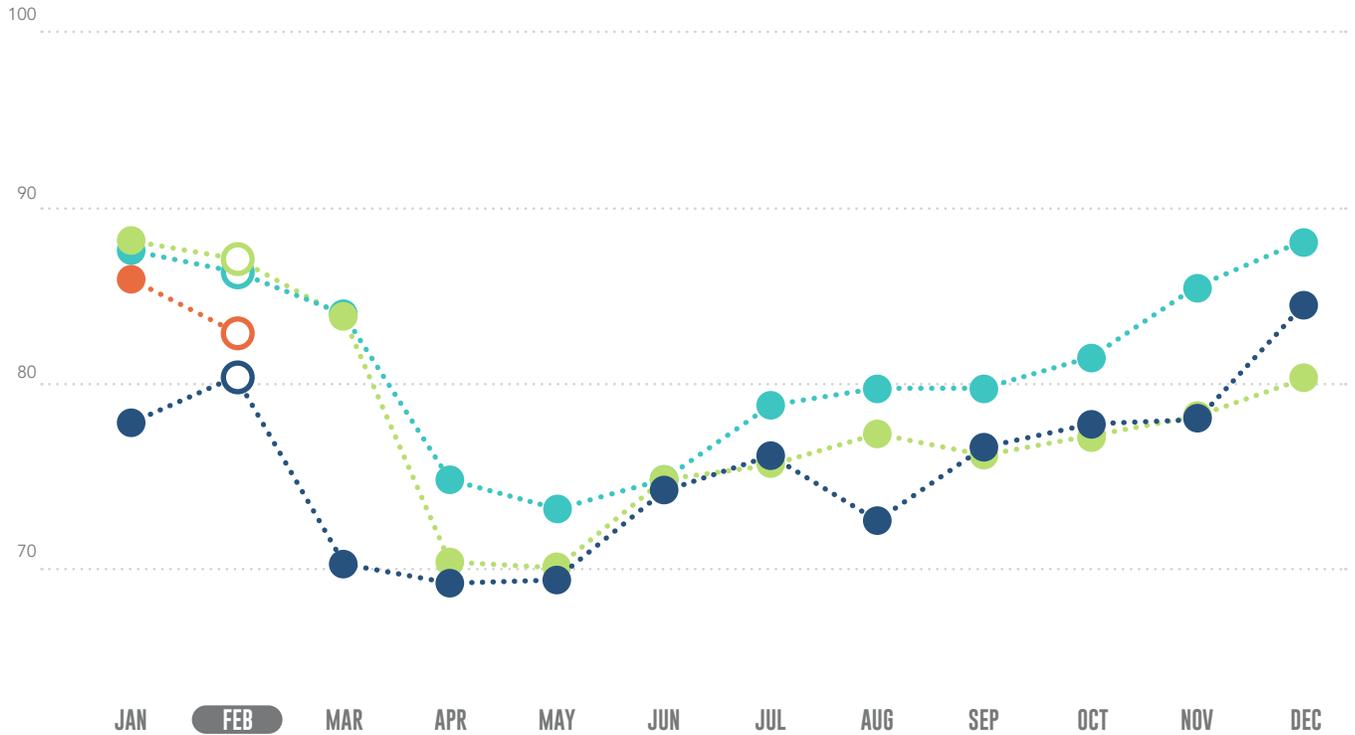


2019 2020 2021 2022

	2019	2020	2021	2022
JAN	10.89	8.94	17.96	12.75
FEB	12.22	11.38	16.46	13.81
MAR	12.77	8.04	14.12	
APR	11.50	10.16	15.19	
MAY	11.79	9.77	14.18	
JUN	11.48	9.18	13.58	
JUL	10.40	13.95	14.64	
AUG	10.59	13.42	15.97	
SEP	10.25	14.95	14.21	
OCT	10.54	12.18	13.22	
NOV	9.57	14.17	12.85	
DEC	9.16	13.71	11.65	

EXCAVATOR CALL VOLUMES

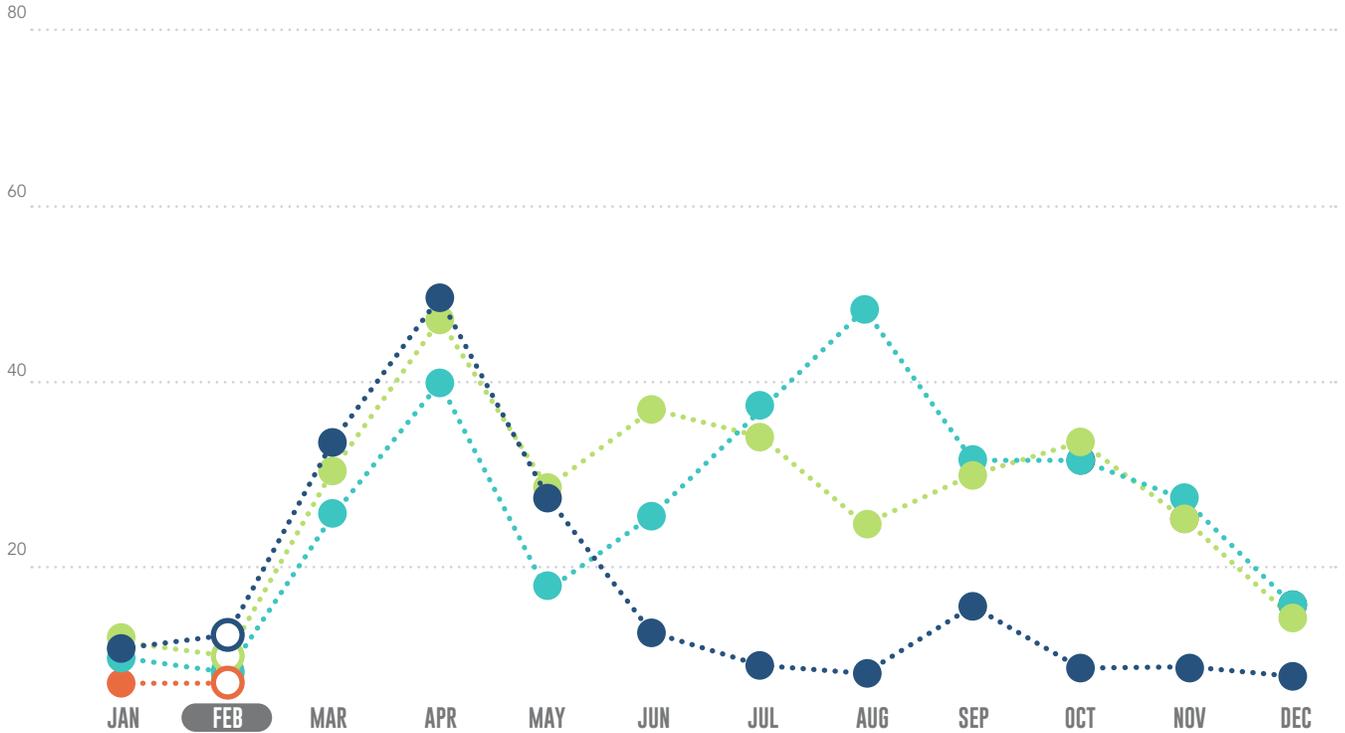
2019 2020 2021 2022



	2019	2020	2021	2022
JAN	87.73	89.69	78.81	86.38
FEB	86.39	87.01	80.87	83.73
MAR	84.50	84.37	70.32	
APR	75.15	71.14	68.63	
MAY	72.98	70.72	68.90	
JUN	75.83	75.96	74.03	
JUL	78.50	75.47	75.87	
AUG	79.22	76.39	73.70	
SEP	79.96	74.02	74.34	
OCT	82.35	75.51	76.76	
NOV	86.05	78.10	80.60	
DEC	88.77	80.62	85.51	

AVERAGE HOLD TIME

2019 2020 2021 2022

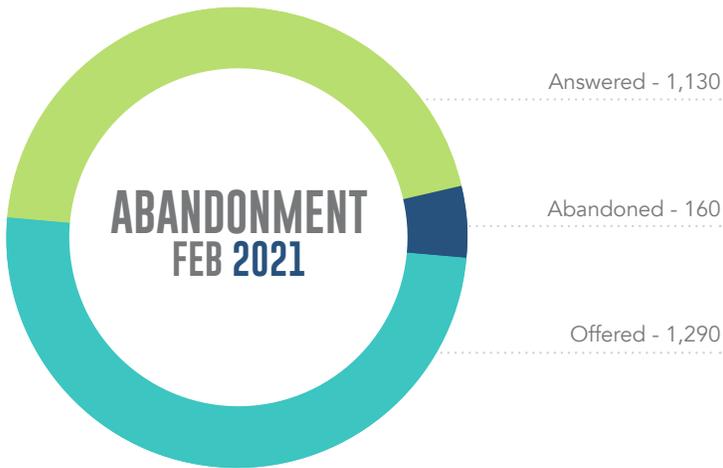
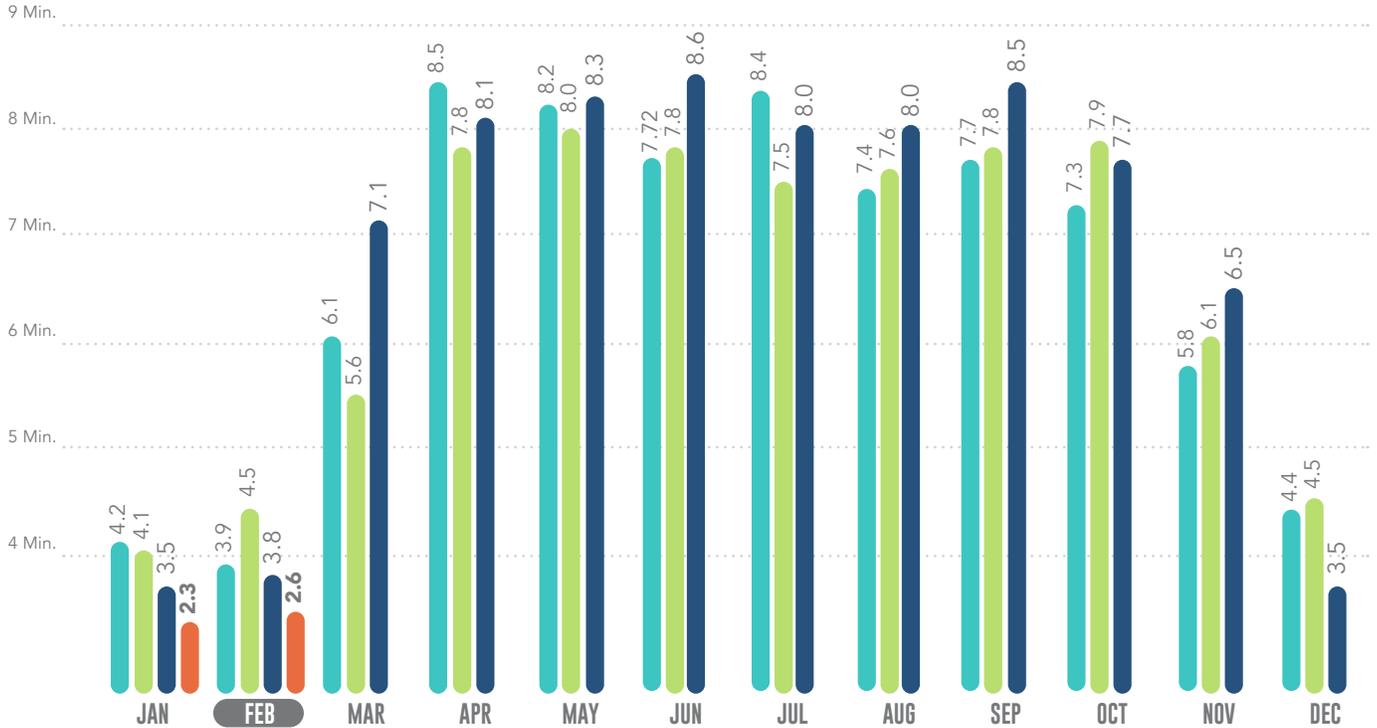


2019 2020 2021 2022

	2019	2020	2021	2022
JAN	11	14	12	2
FEB	6	12	15	4
MAR	26	31	33	
APR	40	44	50	
MAY	19	29	28	
JUN	25	38	15	
JUL	38	36	9	
AUG	47	25	8	
SEP	32	29	14	
OCT	32	34	9	
NOV	28	25	9	
DEC	17	16	6	

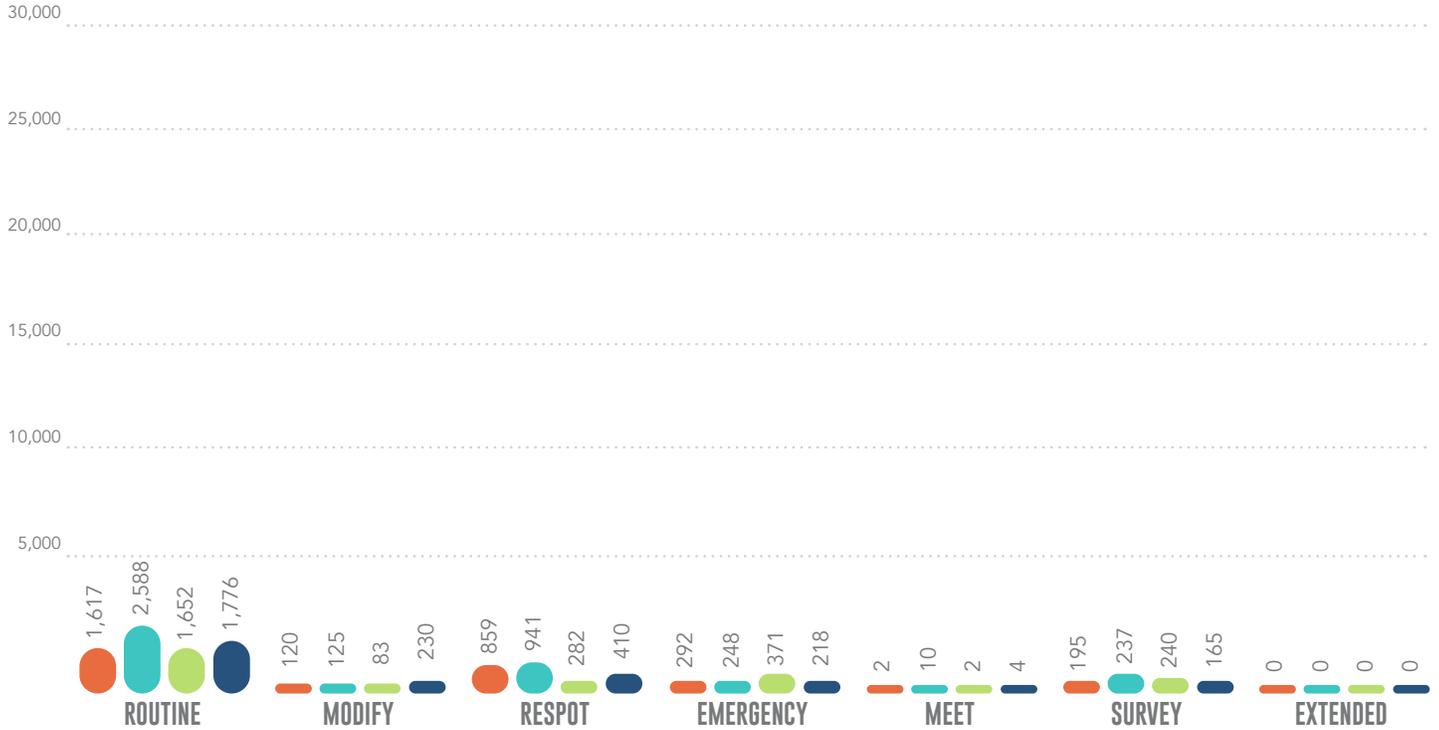
AVERAGE CALL DURATION

2019 2020 2021 2022



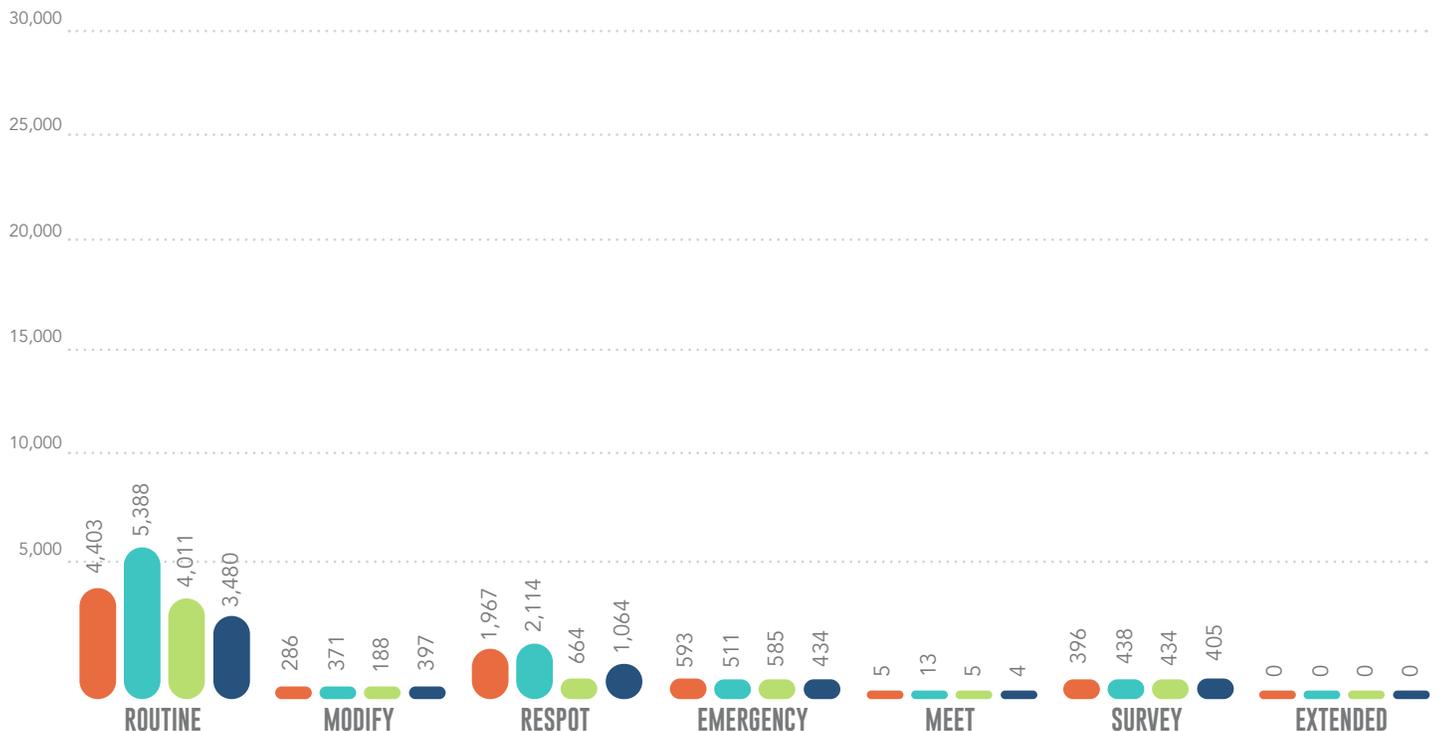
INCOMING TICKET TYPES FEB

2019 2020 2021 2022



INCOMING TICKETS TYPES FEB Y-T-D

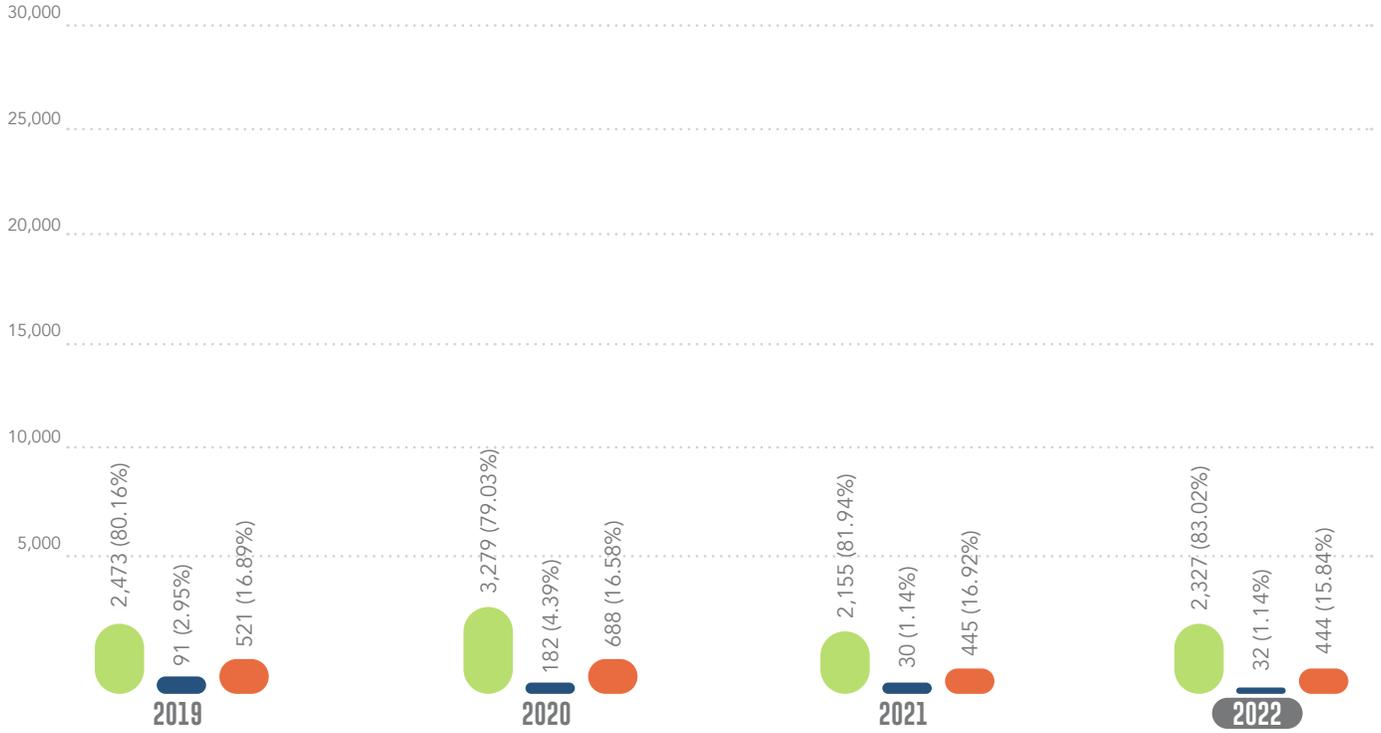
2019 2020 2021 2022



RECEIPT METHODS FEB

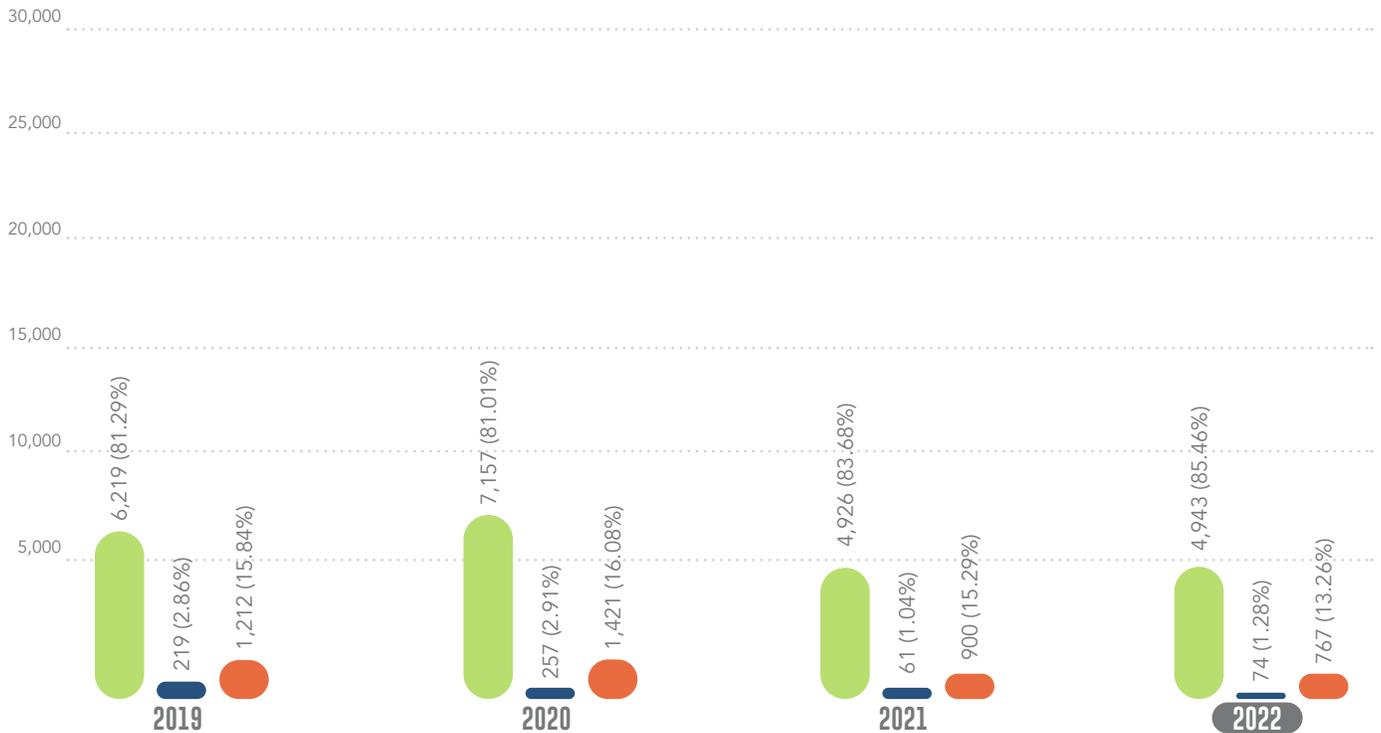
ITIC IVR OPERATOR

ITIC Mobile = 0



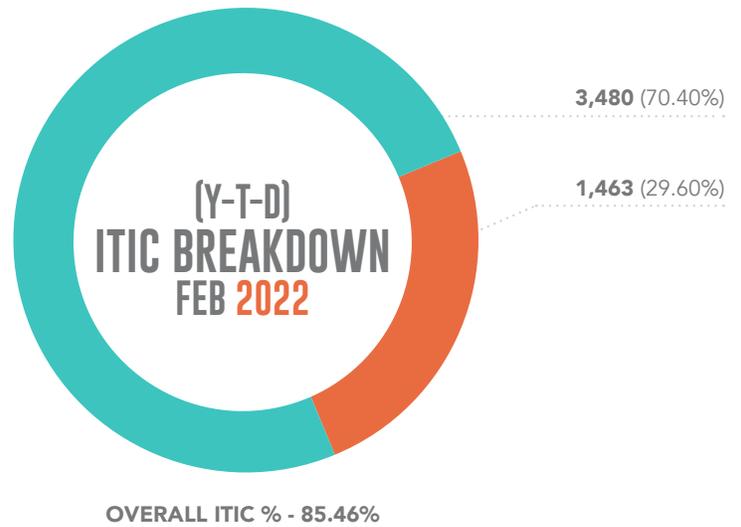
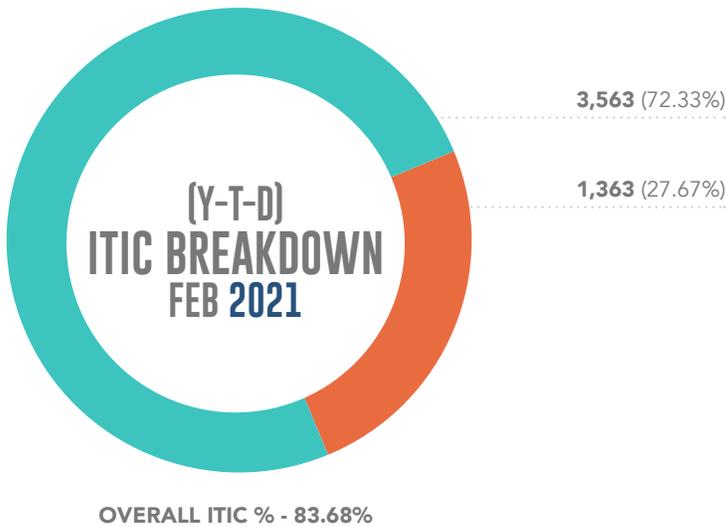
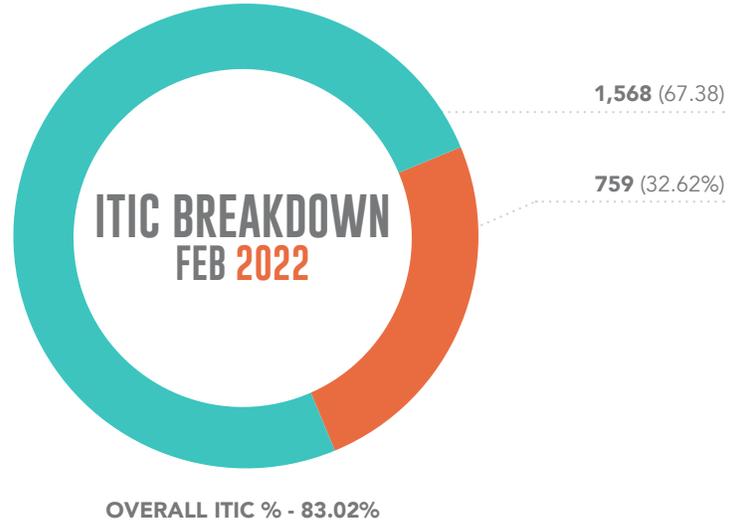
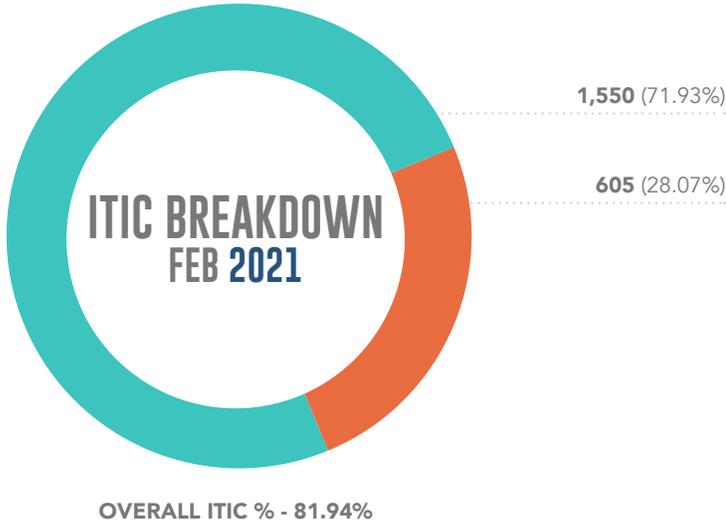
RECEIPT METHODS FEB Y-T-D

ITIC IVR OPERATOR

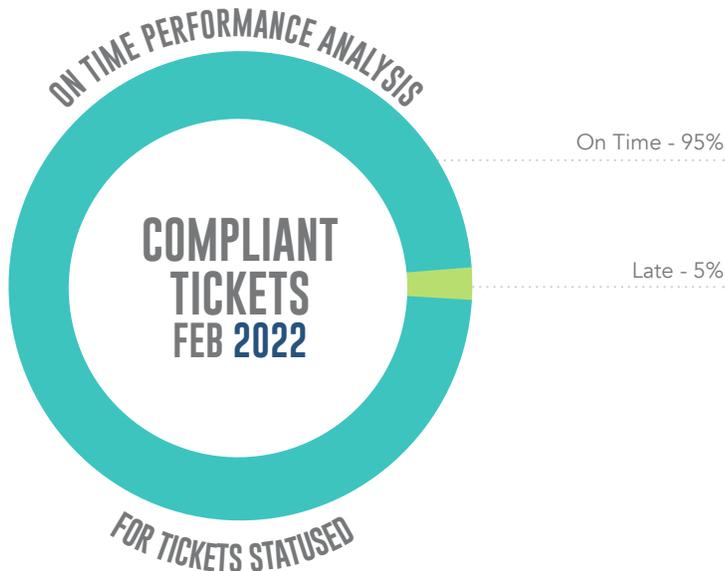
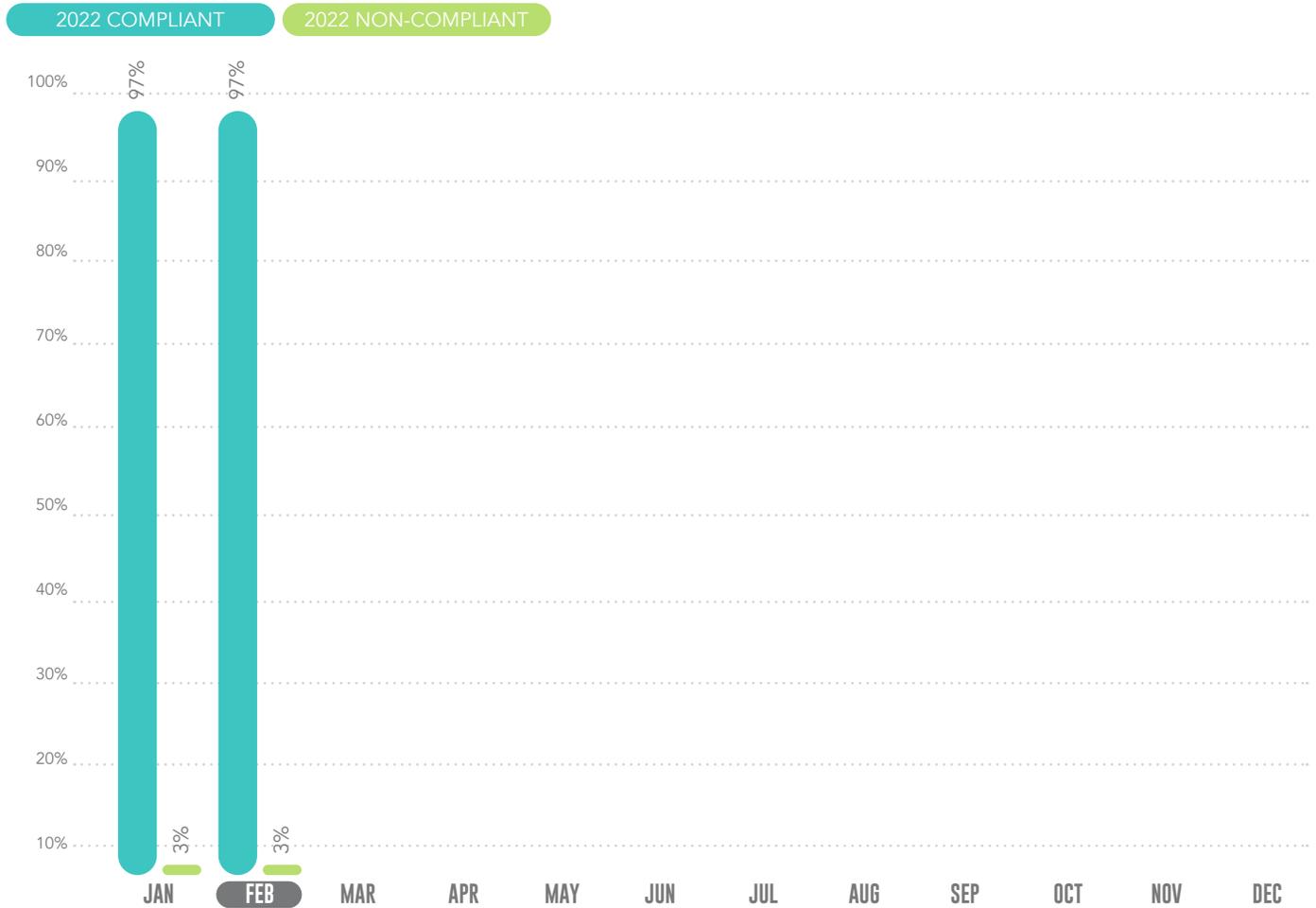


IN REVIEW

DIRECT RELEASE



POSITIVE RESPONSE COMPLIANCE



CREATIVE HOURS - 4TH QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Dashboards	16:50
NDOC New Logo	16:45
NDOC Social Media	11:00
NDOC Website Changes	1:30
Subtotal	46:05
Management Review (+15%)	6:55
Grand Total with Review	53:00

CREATIVE HOURS - 2021

