



Weekly Scorecard – Week 19

Customer Care Center Key Performance Indicators

	Weekly Results	Service Level Agreement Met?
<p>Answer 90% of the calls and support requests coming in to the Customer Care Center. The Customer Care Center is consistently meeting the goal of answering 90% of the calls that are received.</p>	90%	Yes
<p>Resolve at least 50% of received requests within one day at the Customer Care Center.</p> <ul style="list-style-type: none"> The team continues to work to address all calls quickly and efficiently. First call resolution is a trend that we want to continue to ensure the customer can get back to work quickly. This week's percentage decreased by 3% in comparison to last week. 	76%	Yes
<p>Resolve at least 70% of received requests independently within the Customer Care Center team.</p> <ul style="list-style-type: none"> The department is continuing to assist staff members with room setups for the year. Many of these calls require someone to visit the classroom in order to resolve due to the nature of the call. This week's percentage decreased by 5% in comparison to last week. 	67%	No



Weekly Scorecard – Week 18

Customer Care Center Key Performance Indicators

	Weekly Results	Service Level Agreement Met?
<p>Answer 90% of the calls and support requests coming in to the Customer Care Center. The Customer Care Center is consistently meeting the goal of answering 90% of the calls that are received</p>	90%	Yes
<p>Resolve at least 50% of received requests within one day at the Customer Care Center.</p> <ul style="list-style-type: none"> The team continues to work to address all calls quickly and efficiently. First call resolution is a trend that we want to continue to ensure the customer can get back to work quickly. This week's percentage decreased by 5% in comparison to last week. 	79%	Yes
<p>Resolve at least 70% of received requests independently within the Customer Care Center team.</p> <ul style="list-style-type: none"> The department is continuing to assist staff members with room setups for the year. Many of these calls require someone to visit the classroom in order to resolve due to the nature of the call. This week's percentage decreased by 9% in comparison to last week. 	72%	Yes



Weekly Scorecard – Week 17

Customer Care Center Key Performance Indicators

	Weekly Results	Service Level Agreement Met?
<p>Answer 90% of the calls and support requests coming in to the Customer Care Center.</p>	93%	Yes
<p>Resolve at least 50% of received requests within one day at the Customer Care Center.</p> <ul style="list-style-type: none"> The team continues to work to address all calls quickly and efficiently. First call resolution is a trend that we want to continue to ensure the customer can get back to work quickly. This week's percentage decreased by 2% in comparison to last week. 	74%	Yes
<p>Resolve at least 70% of received requests independently within the Customer Care Center team.</p> <ul style="list-style-type: none"> The department is continuing to assist staff members with room setups for the year. Many of these calls require someone to visit the classroom in order to resolve due to the nature of the call. This week's percentage decreased by 1% in comparison to last week. 	63%	No



Weekly Scorecard – Week 16

Customer Care Center Key Performance Indicators

	Weekly Results	Service Level Agreement Met?
<p>Answer 90% of the calls and support requests coming in to the Customer Care Center.</p> <ul style="list-style-type: none"> The Customer Care Center currently added one team member. This percentage increased from 90% last week. This week 104 additional calls were answered compared to last year's weekly call count. 	93%	Yes
<p>Resolve at least 50% of received requests within one day at the Customer Care Center.</p> <ul style="list-style-type: none"> The team continues to work to address all calls quickly and efficiently. First call resolution is a trend that we want to continue to ensure the customer can get back to work quickly. This week's percentage increased by 3% in comparison to last week. 	76%	Yes
<p>Resolve at least 70% of received requests independently within the Customer Care Center team.</p> <ul style="list-style-type: none"> The department is continuing to assist staff members with room setups for the year. Many of these calls require someone to visit the classroom in order to resolve due to the nature of the call. This week's percentage decreased by 7% in comparison to last week. 	62%	No



Weekly Scorecard – Week 15

Customer Care Center Key Performance Indicators

	Weekly Results	Service Level Agreement Met?
<p>Answer 90% of the calls and support requests coming in to the Customer Care Center.</p> <ul style="list-style-type: none"> The Customer Care Center currently added one team member. This percentage increased from 85% last week. This week 104 additional calls were answered compared to last year's weekly call count. 	90%	Yes
<p>Resolve at least 50% of received requests within one day at the Customer Care Center.</p> <ul style="list-style-type: none"> The team continues to work to address all calls quickly and efficiently. First call resolution is a trend that we want to continue to ensure the customer can get back to work quickly. This week's percentage increased by 3% in comparison to last week. 	76%	Yes
<p>Resolve at least 70% of received requests independently within the Customer Care Center team.</p> <ul style="list-style-type: none"> The department is continuing to assist staff members with room setups for the year. Many of these calls require someone to visit the classroom in order to resolve due to the nature of the call. This week's percentage increased by 5% in comparison to last week. 	69%	No



Weekly Scorecard – Week 13

Customer Care Center Key Performance Indicators

	Weekly Results	Service Level Agreement Met?
<p>Answer 90% of the calls and support requests coming in to the Customer Care Center.</p> <ul style="list-style-type: none"> The Customer Care Center is currently missing one team member. This percentage decreased from 84% last week. September is historically a busy time of the year with the return of teachers and students. This week 46 additional calls were answered compared to last year's weekly call count. 	77%	No
<p>Resolve at least 50% of received requests within one day at the Customer Care Center.</p> <ul style="list-style-type: none"> The team continues to work to address all calls quickly and efficiently. First call resolution is a trend that we want to continue to ensure the customer can get back to work quickly. This week's percentage decreased by 6% in comparison to last week. 	66%	Yes
<p>Resolve at least 70% of received requests independently within the Customer Care Center team.</p> <ul style="list-style-type: none"> The department is continuing to assist staff members with room setups for the year. Many of these calls require someone to visit the classroom in order to resolve due to the nature of the call. This week's percentage decreased by 1% in comparison to last week. 	63%	No



Weekly Scorecard – Week 12

Customer Care Center Key Performance Indicators

	Weekly Results	Service Level Agreement Met?
<p>Answer 90% of the calls and support requests coming in to the Customer Care Center.</p> <ul style="list-style-type: none"> The Customer Care Center is currently missing one team member. This percentage increased from 75% last week. September is historically a busy time of the year with the return of teachers and students. This week 43 additional calls were answered compared to last year’s weekly call count. 	84%	No
<p>Resolve at least 50% of received requests within one day at the Customer Care Center.</p> <ul style="list-style-type: none"> The team continues to work to address all calls quickly and efficiently. First call resolution is a trend that we want to continue to ensure the customer can get back to work quickly. This week’s percentage rose by 3% in comparison to last week. 	72%	Yes
<p>Resolve at least 70% of received requests independently within the Customer Care Center team.</p> <ul style="list-style-type: none"> The department is continuing to assist staff members with room setups for the year. Many of these calls require someone to visit the classroom in order to resolve due to the nature of the call. This week’s percentage rose by 1% in comparison to last week. 	64%	No



Weekly Scorecard – Week 11

Customer Care Center Key Performance Indicators

	Weekly Results	Service Level Agreement Met?
<p>Answer 90% of the calls and support requests coming in to the Customer Care Center.</p> <ul style="list-style-type: none"> The Customer Care Center is currently missing one team member. This percentage increased from 48% last week. September is historically a busy time of the year with the return of teachers and students. Testing will begin to replace our missing team member. 	75%	No
<p>Resolve at least 50% of received requests within one day at the Customer Care Center.</p> <ul style="list-style-type: none"> The team continues to work to address all calls quickly and efficiently. First call resolution is a trend that we want to continue so the customer can get back to work quickly. 	69%	Yes
<p>Resolve at least 70% of received requests independently within the Customer Care Center team.</p> <ul style="list-style-type: none"> The department is continuing to assist staff members with room setups for the year. Many of these calls require someone to visit the classroom in order to resolve. 	63%	No



Weekly Scorecard – Week 10

Customer Care Center Key Performance Indicators

	Weekly Results	Service Level Agreement Met?
<p>Answer 90% of the calls and support requests coming in to the Customer Care Center.</p> <ul style="list-style-type: none"> The Customer Care Center is currently missing one team member. September is historically a busy time of the year with the return of teachers and students. Testing will begin to replace our missing team member. 	48%	No
<p>Resolve at least 50% of received requests within one day at the Customer Care Center.</p> <ul style="list-style-type: none"> The Customer Care Center continues to work to log all calls and address as soon as possible. The preference of the team is to address issues while the customer is on the phone amidst the initial call for support and not on subsequent calls. 	71%	Yes
<p>Resolve at least 70% of received requests independently within the Customer Care Center team.</p> <ul style="list-style-type: none"> The Customer Care Center is working to address all calls. The beginning of the year historically brings new software and trends for the Customer Care Center to learn, diagnose, and gain understanding. In addition, many calls are related to missing equipment or necessitate a visit to the classroom to address equipment needs and issues. 	66%	No