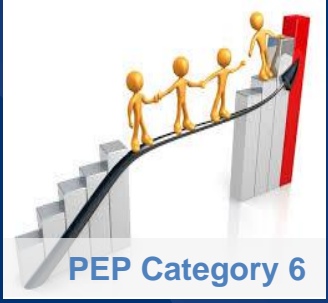




# Performance Excellence Program

## Category 6

### *Key Performance Indicators*



# Customer Care Center

|   |   |                       |     |
|---|---|-----------------------|-----|
| 1 | Answer 90% of the calls and support requests coming in to the Customer Care Center.           | <u>Weekly Results</u> | Met |
| 2 | Resolve at least 70% of received requests independently within the Customer Care Center team. | <u>Weekly Results</u> | Met |
| 3 | Resolve at least 50% of received requests within one day at the Customer Care Center.         | <u>Weekly Results</u> | Met |



# Performance Excellence Program

## Category 7

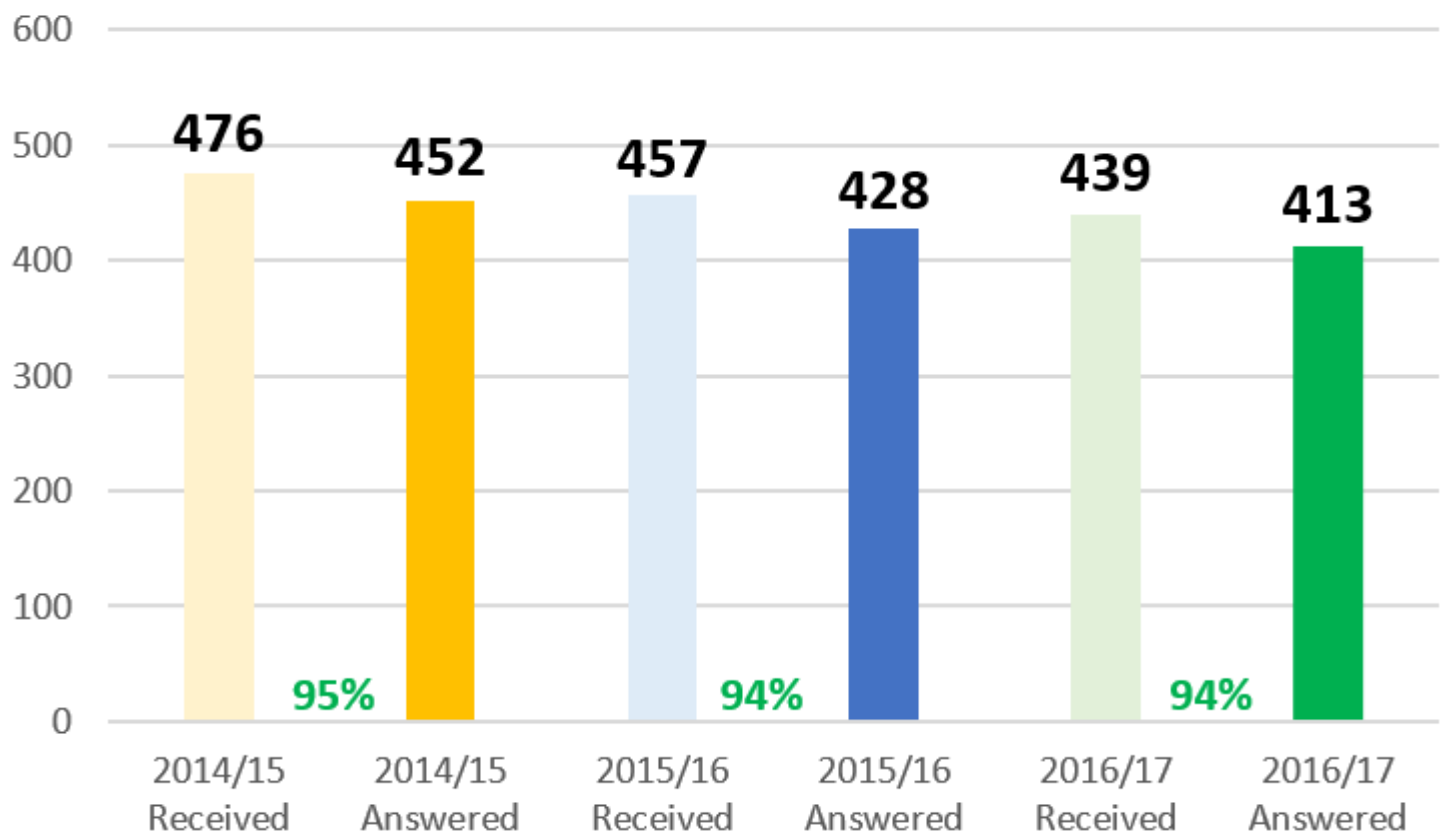
### Customer Care Center Support Results

Answered Calls and Support Requests  
Week 46 – 3 Year Trend Ending May 19, 2017 - 94%



[Table of Contents](#)

### Week 46 Comparison



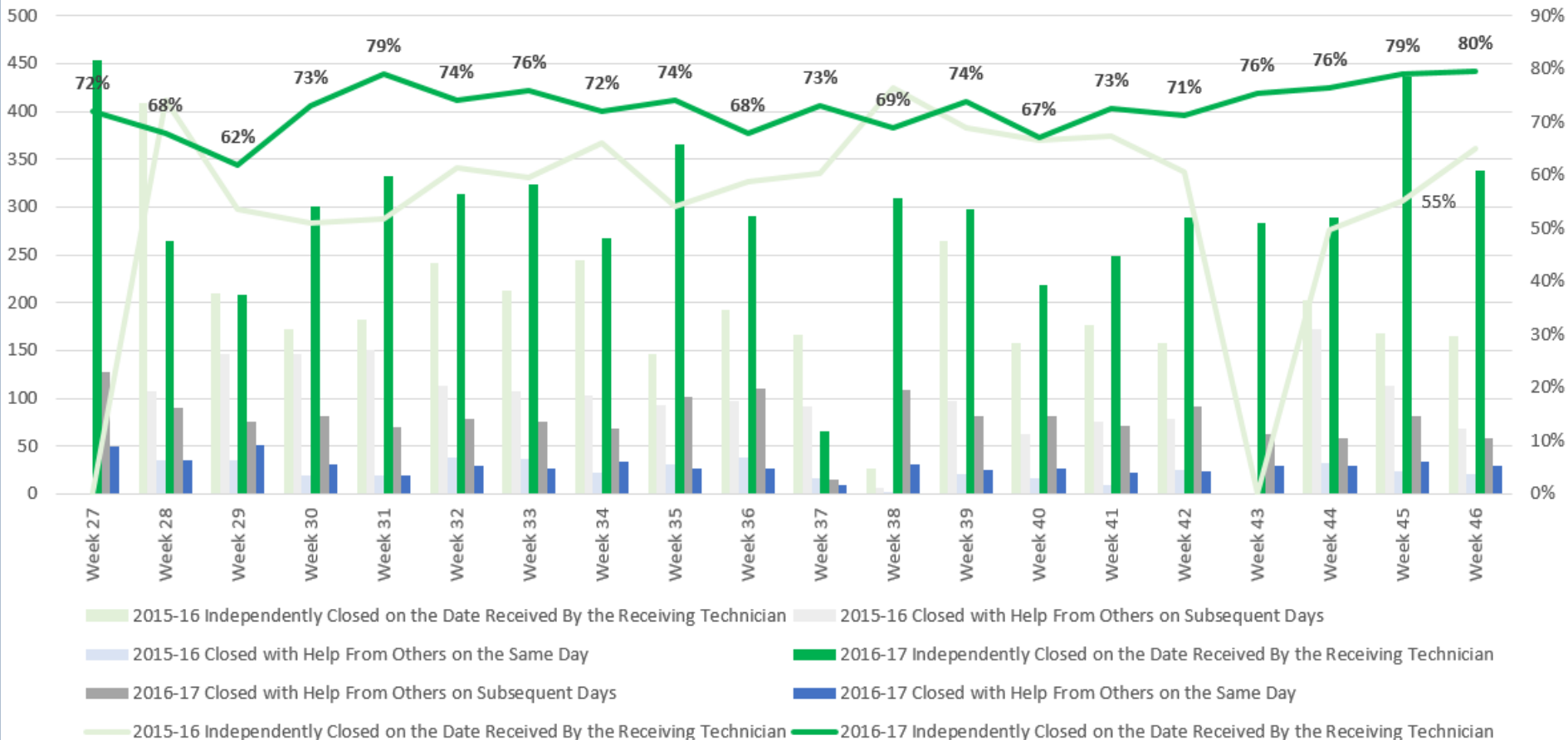
Answer 90% of the calls and support requests coming in to the Customer Care Center.



# Service Request Support Distribution

[Table of Contents](#)

2015-16 and 2016-2017 Customer Care Center Resolution Status



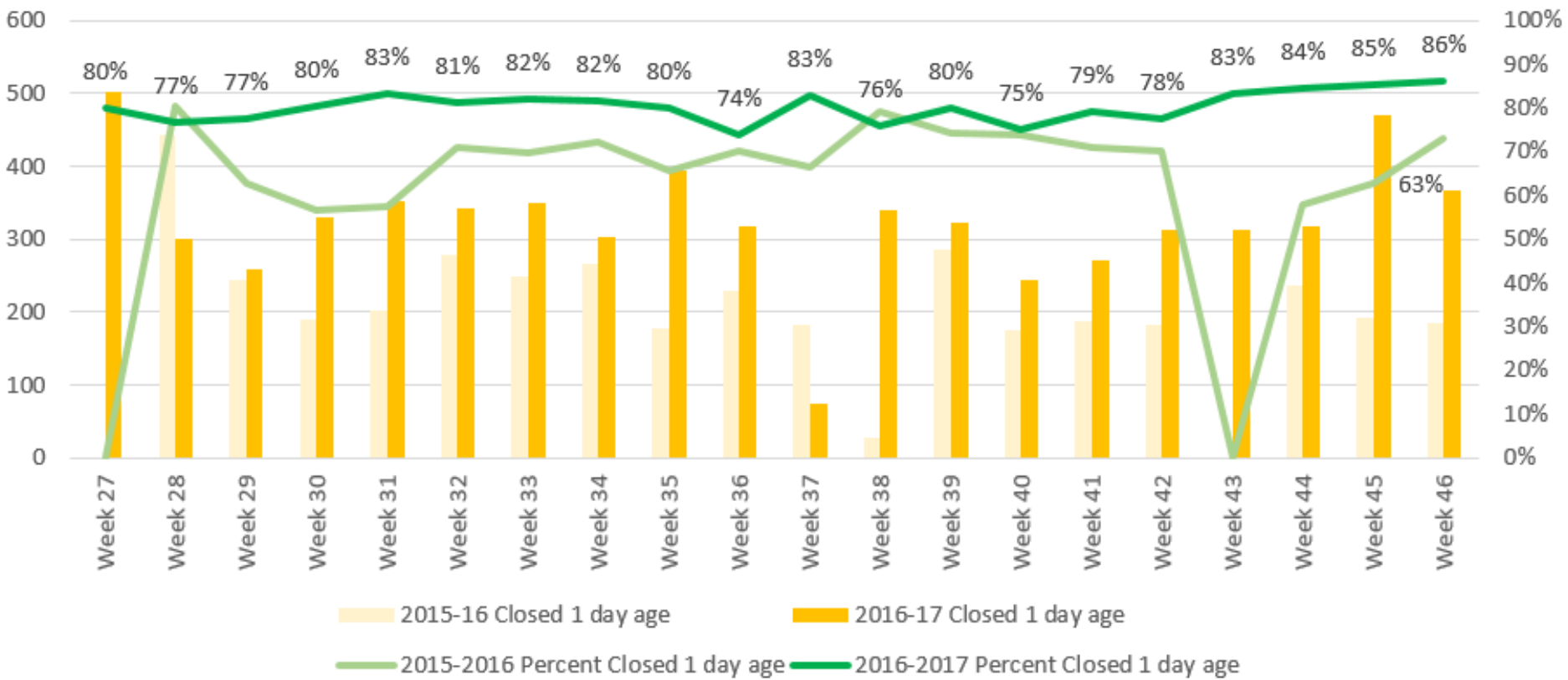
Key Performance Indicator: Resolve at least 70% of received requests independently within the Customer Care Center team.



# Service Request Age Resolution Distribution

[Table of Contents](#)

## 2015-16 and 2016-2017 Customer Care Center Service Requests Closed Within 1 Day



Key Performance Indicator: Resolve at least 50% of received requests within one day at the Customer Care Center.