



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

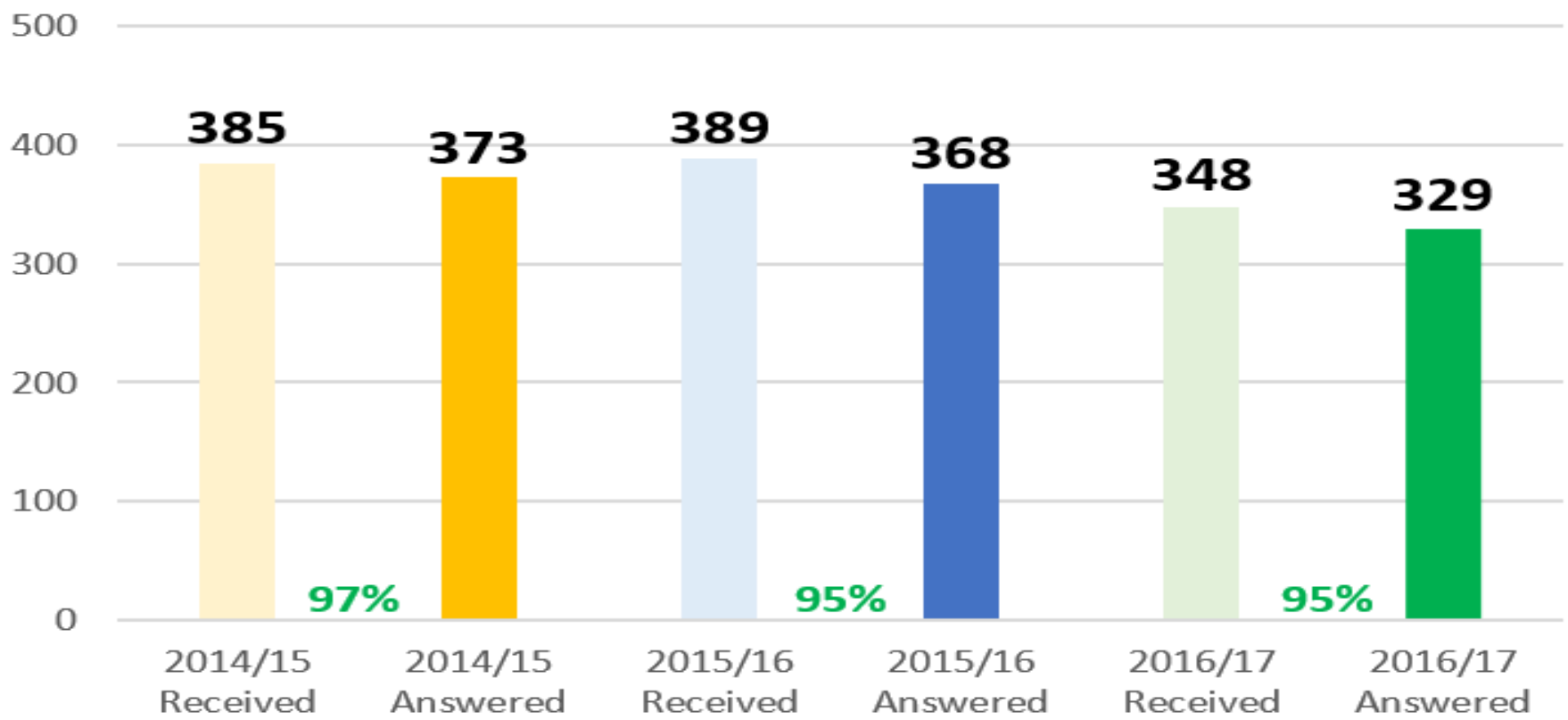
Answered Calls and Support Requests

Week 1 – 3 Year Trend Ending June 2, 2017 - 95%



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Week 48 Comparison



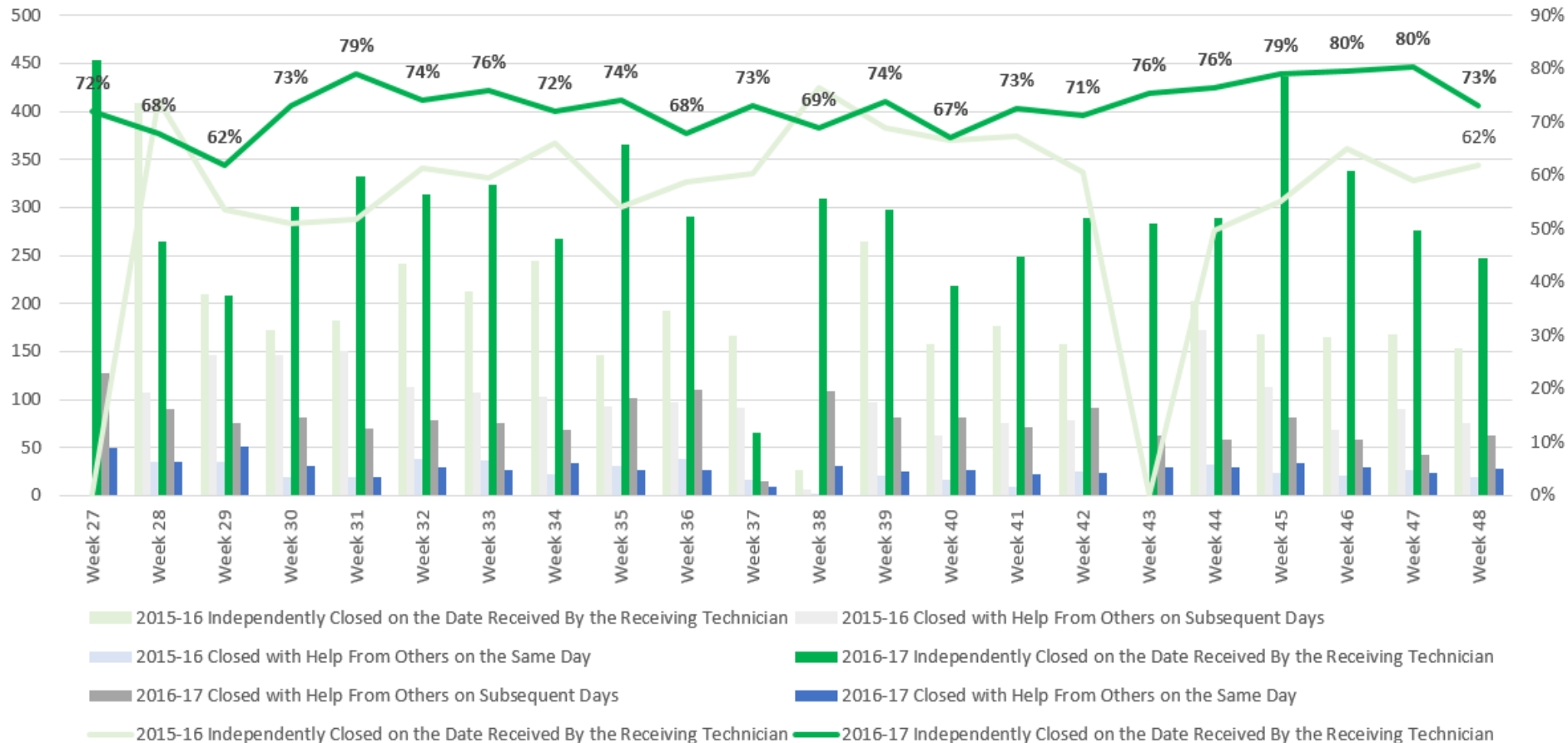
Answer 90% of the calls and support requests coming in to the Customer Care Center.



Service Request Support Distribution

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



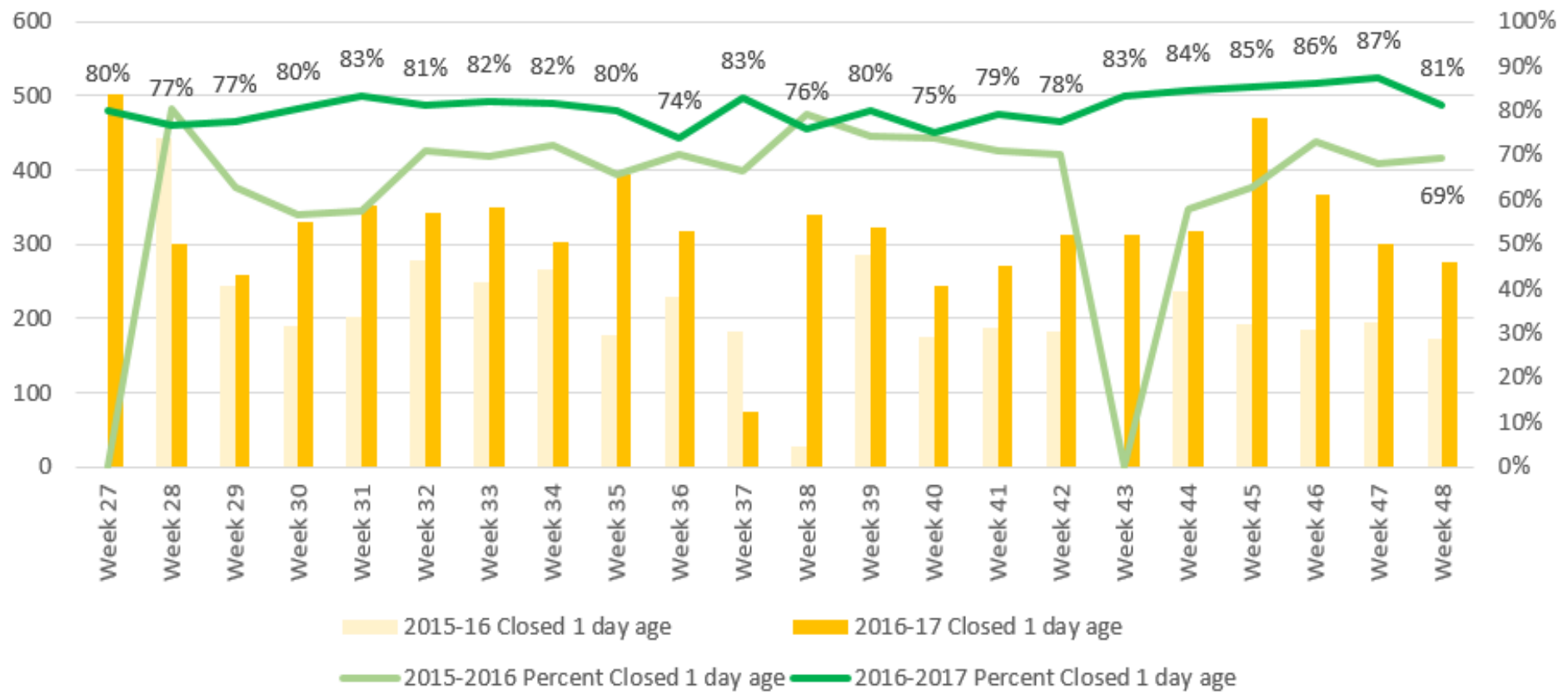
Key Performance Indicator: Resolve at least 70% of received requests independently within the Customer Care Center team.



Service Request Age Resolution Distribution

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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.