



# Performance Excellence Program

## Category 7

### *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>	Not 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

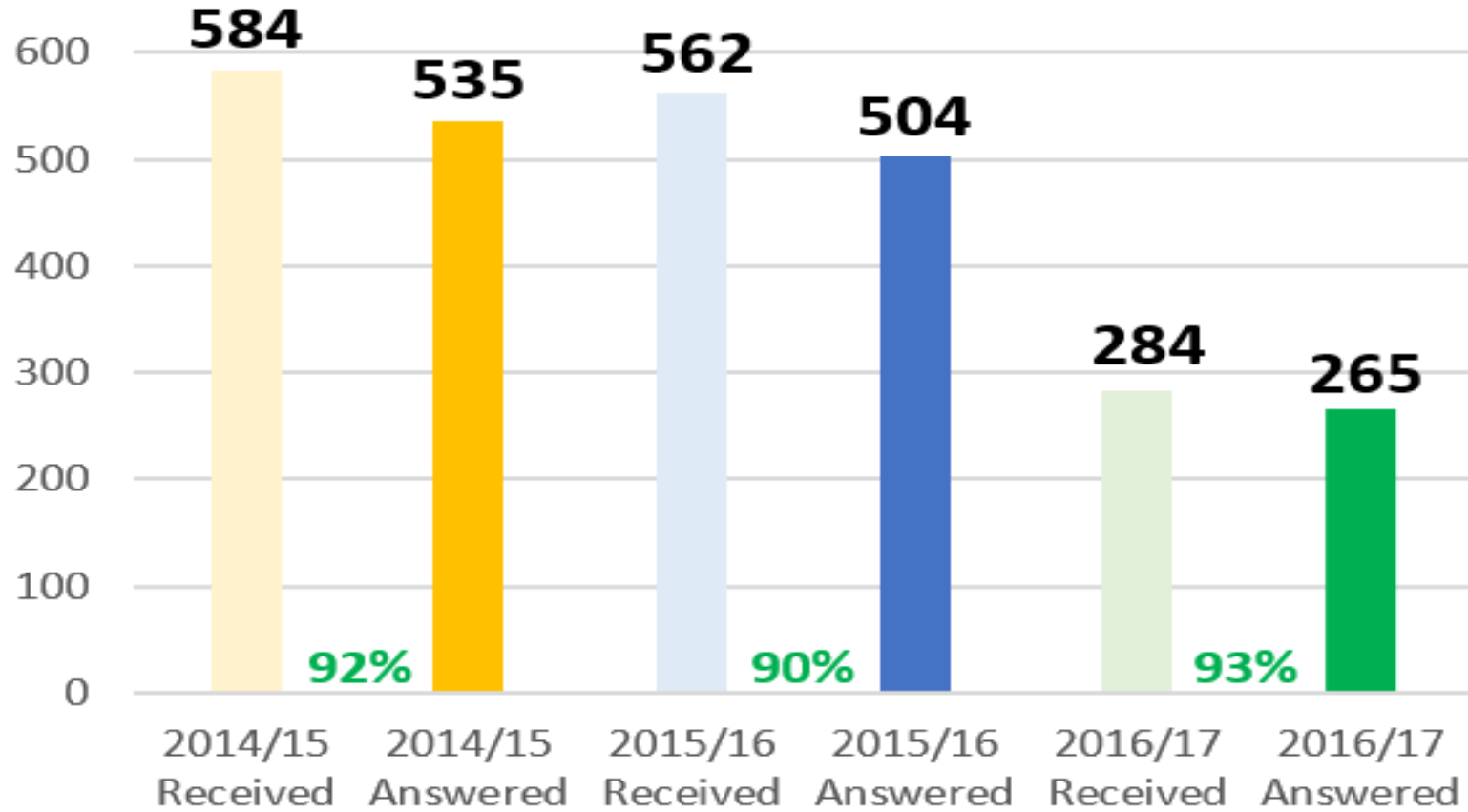
### Customer Care Center Support Results

Answered Calls and Support Requests  
Week 49 – 3 Year Trend Ending June 9, 2017 - 93%



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### Week 49 Comparison



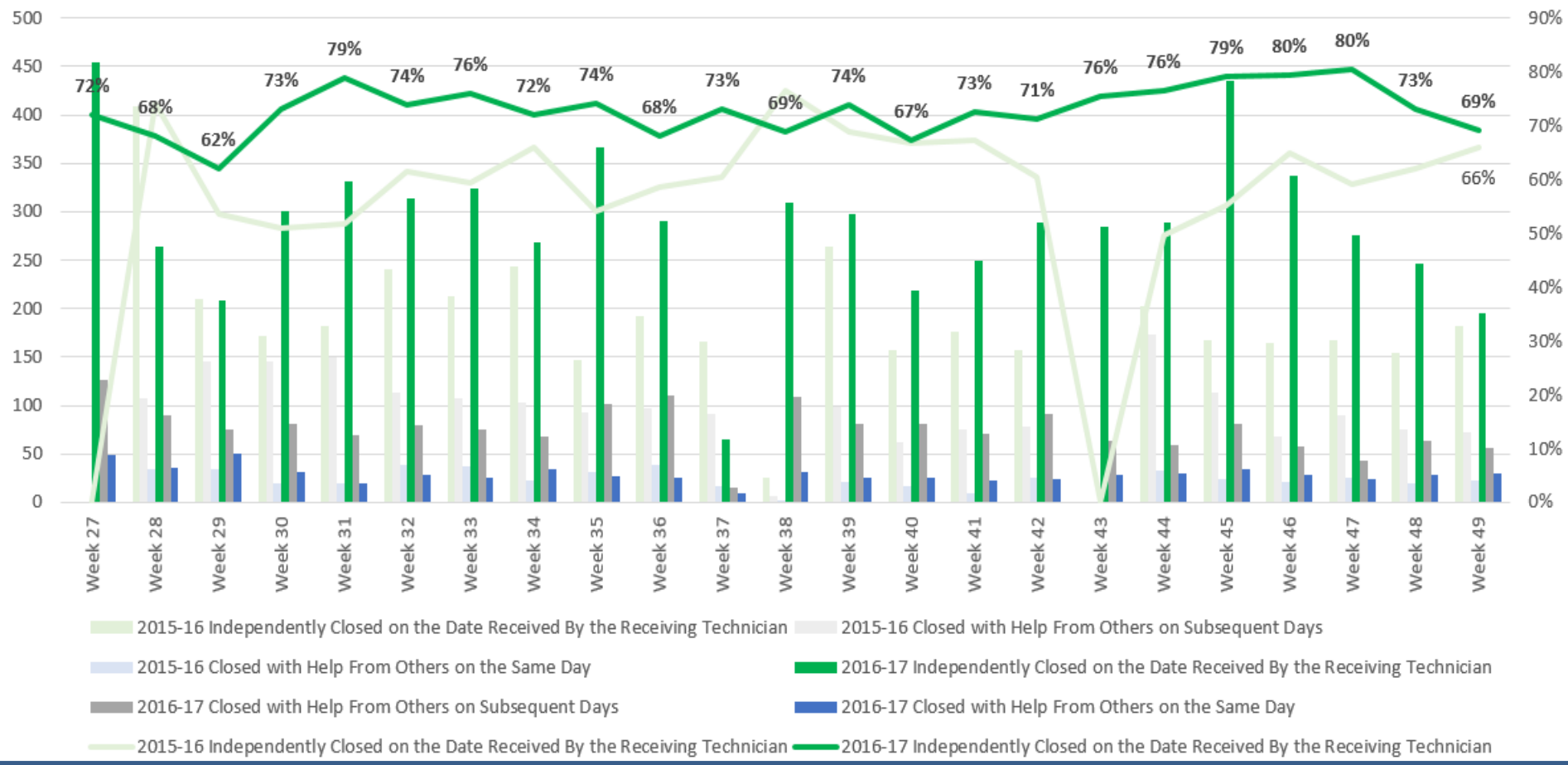
Answer 90% of the calls and support requests coming in to the Customer Care Center.



# Service Request Support Distribution

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



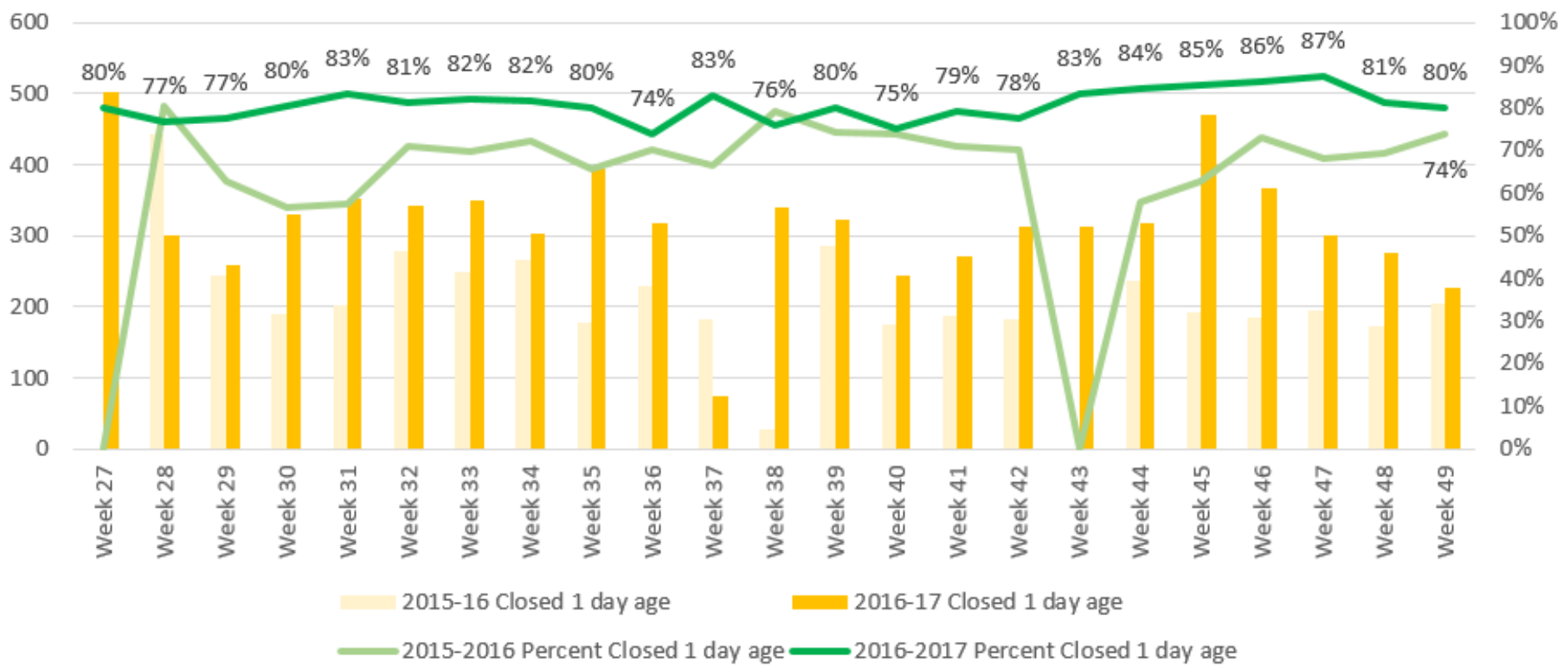
Key Performance Indicator: Resolve at least 70% of received requests independently within the Customer Care Center team.



# Service Request Age Resolution Distribution



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.