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	May 2022 And 2002 Aut 2002	Criteria	Unit	Previous Year	Target	Actual	Act vs. F Index	Act vs. Top Index	Previous Year	Tarpet	Actual	Act vs. Ft Index	Act vs. To Index
301	Aug 2012	erage Hold Time	Seconds	14	13	14	97	90	14	- 13	14	0 100	9 50
102	Sep 2022 Oil 2022	erage Speed of Answer (ASA)	Seconds	10	10	10	O 93	0 14	11	10	10	@ 105	0 %
103	New 2002	andonment Rate	%	6.7%	6.3%	6.0%	@ £13	@ 105	7.0%	6.3%	6.2%	@ 113	@ 102
304	Del 2022	Afterna best films (18m)	%	84.2%	81.0%	76.4%	91	@ 54	77.4%	81.0%	80.1%	104	9 99
505	Customer Satisfaction	First Contact Resolution Rate	N	83.8%	83.0%	92.2%	0 110	@ 111	77,6%	83.0%	97.1%	@ 125	0 117
106	Customer Satisfaction	Number of Holds per Call		0.14	0.12	0.15	0 %	0 42	0.13	0.12	0.15	O 88	0.75
107	Customer Satisfaction	Total Number of Holds		44	39	54	0.81	© 73	251	234	278	@ 90	0 4
108	Customer Satisfaction	100000000000000000000000000000000000000	27.77	233		122		1	10000	30000		7,42	11133
309	Customer Satisfaction	lea conservant	12896			1000			100			-5000	1000
201	Operational Efficiency	Average Handle Time (AHT)	Seconds	80	77	73	@ 109	(i) 105	84	77	79	@ 106	0 97
202	Operational Efficiency	Average Handle Time After-Call Block	Seconds	19	18	20	9 97	0 92	20	18	20	100	@ 91
203	Operational Efficiency	Agent Occupancy		66.2%	69.0%	100.2%	0 151	@ 145	63.3%	69.0%	81.3%	@ 123	0 111
204	Operational Efficiency	Transfer Rate	Ν.	15.7%	16.5%	26.3%	6 60	0 63	17.8%	16.5%	21.5%	O 83	9 77
205	Operational Efficiency	Cost per Call	USD	2	2	2	@ III	@ 116	2	2	2	8 %	@ \$1
206	Operational Efficiency	Cost per Minute of Intound Heroile Time	USD	1	1	1	@ 116	@ 110	1	1	1	@ 106	0 %
207	Operational Efficiency												
208	Operational Efficiency												
301	Business Value	Average Talk Time	Seconds	68	61	- 58	0.114	@ 105	66	- 61	59	0 111	105
302	Business Value	Calls Offered		195	227	208	● 107	O 92	1,249	1,362	1,346	@ 108	0 99
363	Business Value	Calls Handled		187	203	229	@ III7	@ 108	1,175	1,218	1,349	@ 115	@ 111
304	Business Value	Calls Handled per Representative		66	72	78	0 111	O 108	69	72	81	@ 118	9 113
305	Business Value	Percentage of Right Party Contacts	8	83.6%	88.0%	106.0%	⊕ 127	O 120	81.3%	88.0%	104.0%	@ 128	@ 118

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RC Schank

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