

OE5 Service Center Stats

Service Center OE5 Highlights

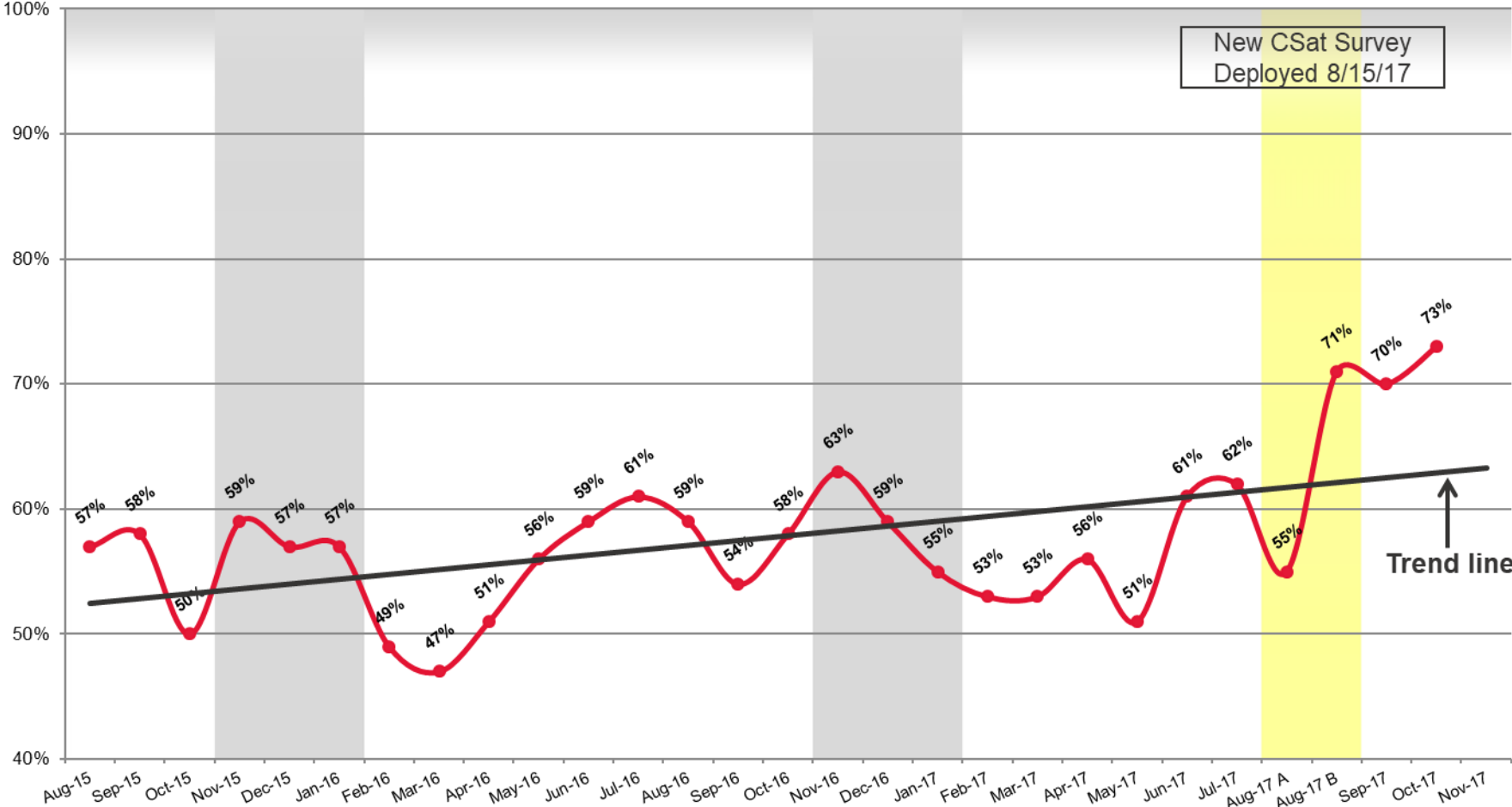
- **November Year Over Year**
 - **Average Speed Of Answer**
 - 2016 - 2:07
 - 2017 - 1:21
 - **Average Handle Time**
 - 2016 - 17:36
 - 2017 - 16:31
 - **Service Level**
 - 2016 – 84%
 - 2017 – 91%

Top Call Drivers – Year To Date

- **Enrollment/Eligibility/Account Corrections – 53%**
- **Technical Support (includes user name/password reset) – 22%**
- **Life Change Events – 11%**
- **Medicaid/CHP+ Support – 4%**

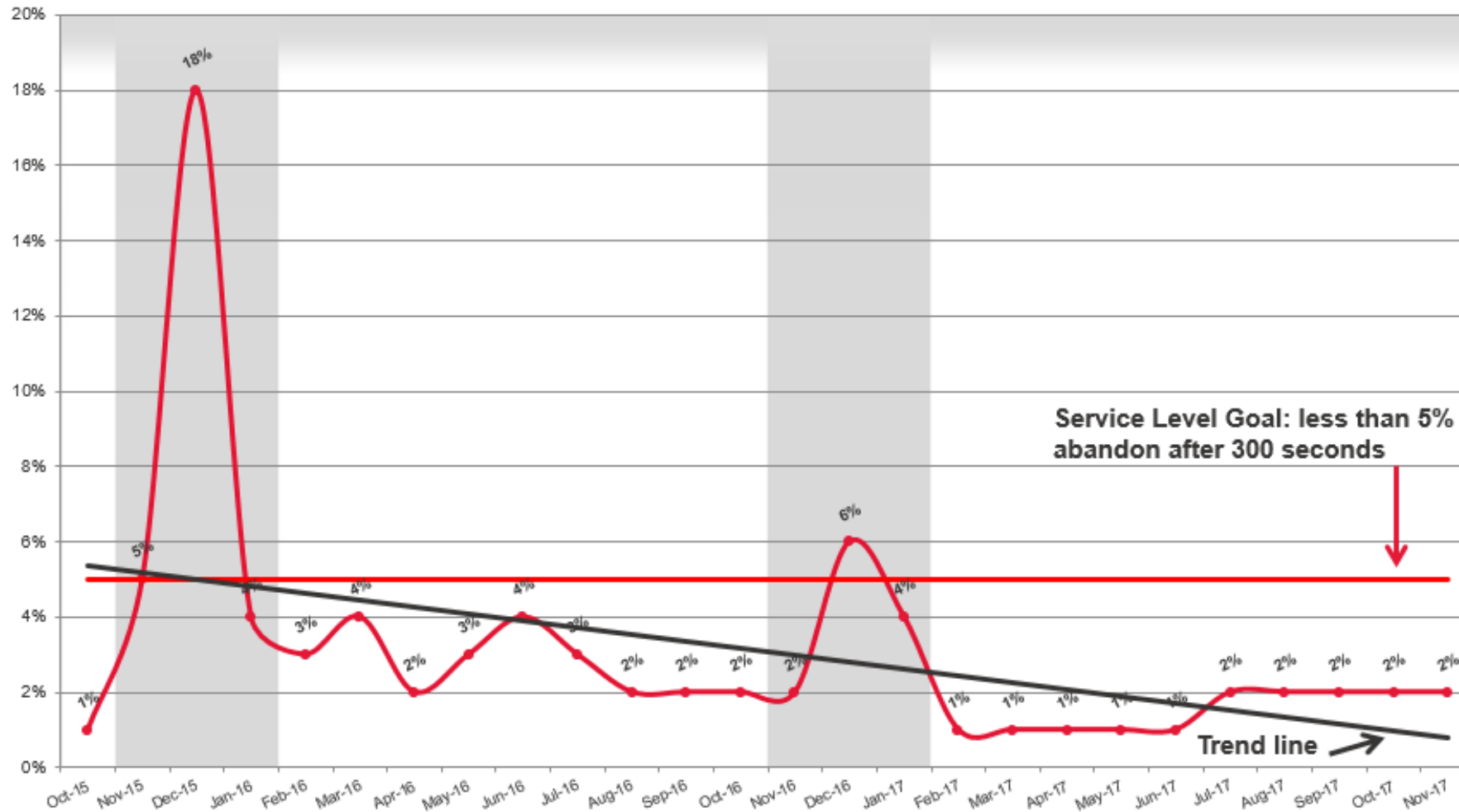
CSAT

Customer Satisfaction



Call Abandonment Rate

Call Abandonment Rate - Short Abandoned Calls <= 5% w/300 Sec.



Abandonment Rate for December 2017 was 3%