



Customer Service Center (CSC) - Colorado

Support Analysis

April 21—April 25

YEAR **2014**

Total Contacts
2,720

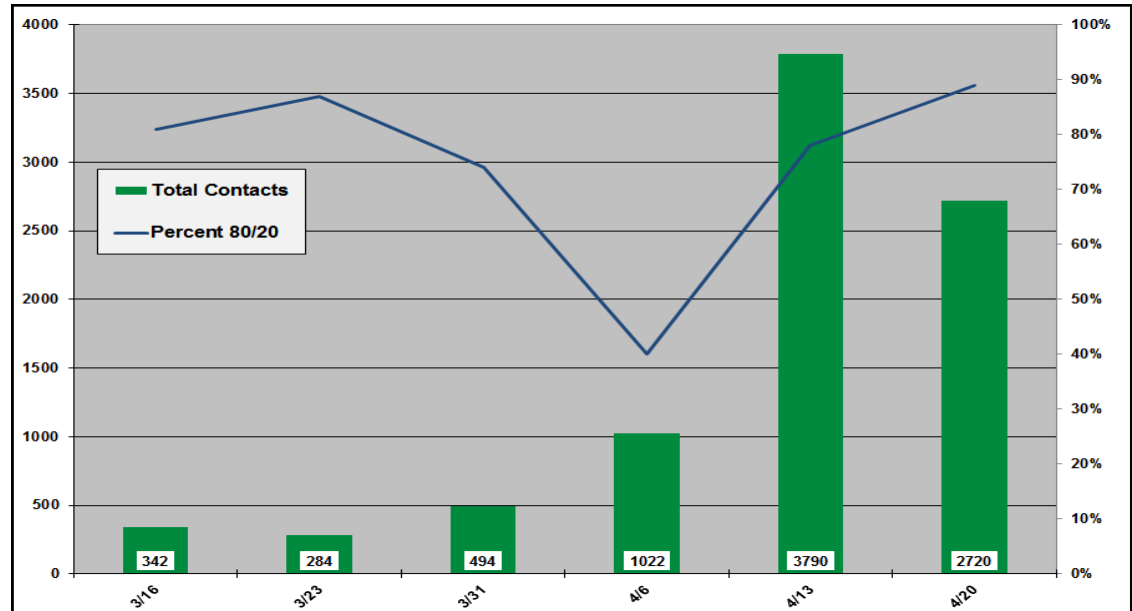
emails > 167
chats > 270
calls > 2,283

Top 10 Districts

Denver County 1	230
Adams-Arapahoe 28J	149
Cherry Creek 5	137
Douglas County RE 1	128
Jefferson County R-1	111
Adams 12 Five Star	106
Poudre R-1	90
Weld Co 6 (Greeley)	78
Boulder Valley RE 2	67
Pueblo City 60	66

Customer Survey Results (Both Programs)

- 15% Response rate
- 87% Exceeded/Met Expectations



2014

Calls Offered: Total calls coming in at any given time.	2,383
Calls Handled: Total calls that continue through to an agent.	2,283
Service Level 80/20: Percent of calls answered in 20 seconds. CSC internal goal is 80%.	89%
Abandon Rate: Percent of callers who hang up before connecting with an agent.	4.4%
Avg. Speed to Answer: Average time it takes for a call to be answered by an agent.	0:09
First Call Closure: % of time the question was answered during the first call.	77%

Top 5 Contact Drivers

Test Management	1,446	53%
<ul style="list-style-type: none"> • Managing Test Sessions • Managing Student Registration • Managing Class/Test Assignments 		
TestNav	476	18%
<ul style="list-style-type: none"> • Errors • Using TestNav • Configuration 		
Security/Login	143	5%
<ul style="list-style-type: none"> • Password Inquiry/Reset/Locked • View/Create/Edit User • Policy 		
Student Data	80	3%
<ul style="list-style-type: none"> • Managing Student Data • Managing Student Enrollment • Student Data File Submission 		
Interface/Website	62	2%
<ul style="list-style-type: none"> • Online Testing Clarifications • Paper Testing Clarifications 		