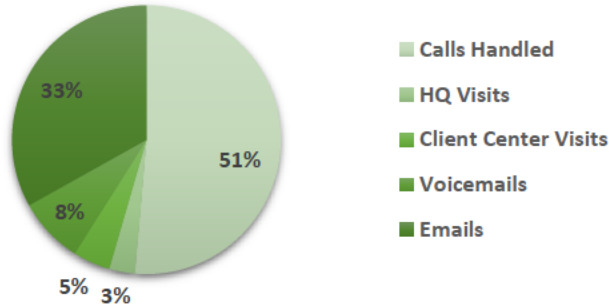


Customer Experience Team – December 2024 Performance

In the month of December 2024, the Customer Experience Team handled **4,036 Total Client Interactions**. Up 22% over November 2024.

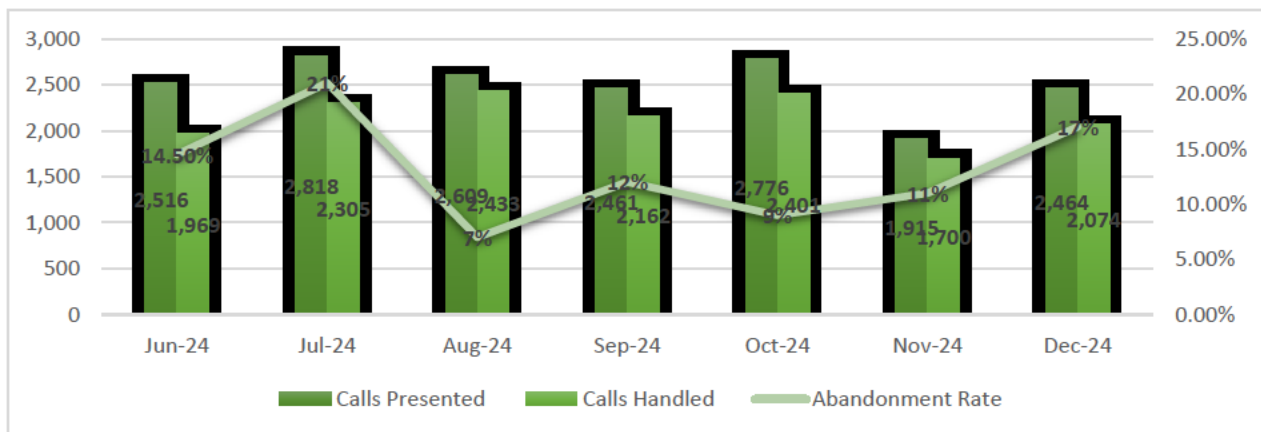
Total Interactions



Call Data:

- Month/month call volume increase of 29%.
- LevelUp Phone Queue added 12/16.
- Rent Café had rocky roll out 12/9 and 12/18.

Dec-24					
	Calls Presented	Calls Handled	ASA	AHT	Abandonment Rate
Operator	1,292	1,078	0:59	1:08	16%
Customer Experience	970	833	0:34	6:30	14%
Senior Services	182	147	0:41	6:21	19%
Level Up	20	16	0:52	5:10	20%
Totals	2,464	2,074	0:46	4:47	17%



2024 Call Performance					
	Calls Presented	Calls Handled	ASA	AHT	Abandonment Rate
<i>Goal:</i>			0:45	5:30	5%
Jun-24	2,516	1,969	0:35	3:15	14.50%
Jul-24	2,818	2,305	0:36	3:39	21%
Aug-24	2,609	2,433	0:24	3:34	7%
Sep-24	2,461	2,162	0:28	3:22	12%
Oct-24	2,776	2,401	0:30	3:34	9%
Nov-24	1,915	1,700	0:25	5:35	11%
Dec-24	2,464	2,074	0:46	4:47	17%
<i>Average</i>	<i>2,508</i>	<i>2,149</i>	<i>0:32</i>	<i>3:58</i>	<i>13%</i>
Totals:	17,559	15,044			

Contact Center Data:

- 1,962 Total Contact Center Interactions.
 - Up 22% month/month
- Client center closure, holidays, and higher abandonment rate contributed to higher voicemail and email interactions month/month.

2024 Contact Performance				
	HQ Visits	Client Center Visits	Voicemails	Emails
<i>Goal:</i>			48hrs	48hrs
Jun-24	287	422	1,452	395
Jul-24	336	488	556	1,092
Aug-24	185	450	352	1,237
Sep-24	238	450	401	1,095
Oct-24	350	365	457	1,202
Nov-24	203	268	264	868
Dec-24	125	181	320	1,336
<i>Average</i>	<i>246</i>	<i>375</i>	<i>392</i>	<i>1,138</i>
Totals:	1,724	2,624	3,802	7,225

