

September 2012

Contractor Performance Reporting						
Line of Business	FI	Carrier	AB MAC	DME MAC	HH&H	Total – All Programs
Contact Centers (unique sites)	3	8	15	4	3	24
Toll-Free Numbers	12	10	41	7	7	76
Call Attempts	69,651	178,697	2,105,179	583,215	29,916	2,966,658
Call Completions	64,538	164,557	1,978,937	572,136	29,298	2,809,466
Call Completion Rate	92.7%	92.1%	94.0%	98.1%	97.9%	94.7%
IVR Handle Rate	58.6%	66.3%	65.9%	74.8%	49.0%	67.4%
Average Speed of Answer (ASA) (seconds)	99.2	93.4	68.7	47.8	20.4	66.8
Average Talk Time (minutes)	4.8	4.5	4.9	4.6	6.4	4.9
CSR FTE	24.3	31.2	501.4	88.9	20.5	666.3

Direct Monitoring		
Correct	Incomplete	Incorrect
86.80%	8.30%	4.90%

QCM Contact Center Performance Report - National		
Customer Skills	Knowledge Skills	Privacy Act
99%	94%	97%

QWCM Contact Center Performance Report - National		
Customer Skills	Knowledge Skills	Privacy Act
99%	98%	99%