

May 2013

Direct Monitoring		
Correct	Incomplete	Incorrect
89.90%	3.70%	6.50%

Contractor Performance Reporting							
Line of Business	FI	Carrier	AB MAC	DME MAC	HH&H	RRB	Total – All Programs
Contact Centers (unique sites)	2	2	17	4	3	1	22
Toll-Free Numbers	7	6	38	7	6	2	66
Call Attempts	60,203	66,251	2,255,477	602,643	33,219	98,154	3,115,947
Call Completions	59,723	57,791	2,179,426	595,668	32,999	92,255	3,017,862
Call Completion Rate	99.2%	87.2%	99.6%	98.8%	99.3%	94.0%	96.9%
IVR Handle Rate	64.8%	53.8%	60.6%	73.6%	41.5%	73.0%	63.3%
Average Speed of Answer (ASA) (seconds)	42.5	116.0	53.8	31.7	39.7	64.0	51.9
Average Talk Time (minutes)	4.5	4.1	5.3	4.7	5.5	5.5	5.2
CSR FTE	13.7	13.1	675.2	97.4	17.3	15.7	832.4

QCM Contact Center Performance Report - National		
Customer Skills	Knowledge Skills	Privacy Act
98%	96%	98%

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