

Attachment N – EBT Retailer Call Center Statistics

Month	IVR Calls Offered	IVR Calls Answered	IVR Average Call Time (mm:ss)	CSR Opt Out Calls	CSR Opt Out Percentage	CSR Average Talk Time (mm:ss)
01/2017	10,549	10,549	00:48	1,947	18.46%	01:09
02/2017	9,517	9,517	00:49	1,650	17.34%	00:55
03/2017	11,071	11,071	00:54	1,860	16.80%	01:03
04/2017	9,930	9,930	00:50	1,844	18.57%	00:46
05/2017	9,895	9,895	00:50	1,712	17.30%	00:48
06/2017	10,027	10,027	00:53	1,715	17.10%	00:57
07/2017	11,463	11,463	01:01	1,920	16.75%	01:03
08/2017	11,275	11,275	00:56	2,122	18.82%	01:05
09/2017	9,873	9,873	00:53	1,844	18.68%	01:01
10/2017	9,098	9,098	00:51	1,635	17.97%	00:59
11/2017	7,852	7,852	00:54	1,496	19.05%	00:53
12/2017	6,857	6,857	00:51	1,174	17.12%	02:43