

Attachment O – EBT Recipient Call Center Statistics

Month	IVR Calls Offered	IVR Calls Answered	IVR Average Talk Time (mm:ss)	New Pins	RePins	IVR Total Pins Selected	CSR Opt Out Calls	CSR Opt Out Percentage	CSR Average Talk Time (mm:ss)
01/2017	397,617	397,617	00:49	2,500	5,092	7,592	3,696	0.9%	03:39
02/2017	355,289	355,289	00:48	2,505	4,755	7,260	3,187	0.9%	03:36
03/2017	367,414	367,414	00:48	2,276	4,622	6,898	2,986	0.8%	03:42
04/2017	355,959	355,959	00:49	2,163	4,629	6,792	3,093	0.9%	03:39
05/2017	375,146	375,146	00:48	2,258	5,101	7,359	3,337	0.9%	03:57
06/2017	377,223	377,223	00:48	2,271	4,853	7,124	3,467	0.9%	04:03
07/2017	398,527	398,527	00:48	2,513	5,234	7,747	3,829	1.0%	03:34
08/2017	403,136	403,136	00:48	2,616	5,453	8,069	3,869	0.96%	03:19
09/2017	388,646	388,646	00:48	2,571	5,070	7,641	3,741	0.96%	03:21
10/2017	383,336	383,336	00:49	2,740	5,498	8,238	3,806	0.99%	03:34
11/2017	365,312	365,312	00:49	2,414	5,090	7,504	3,817	1.04%	03:41
12/2017	368,418	368,418	00:49	2,315	4,973	7,288	3,743	1.02%	03:44