



Customer Service Center (CSC) - Colorado

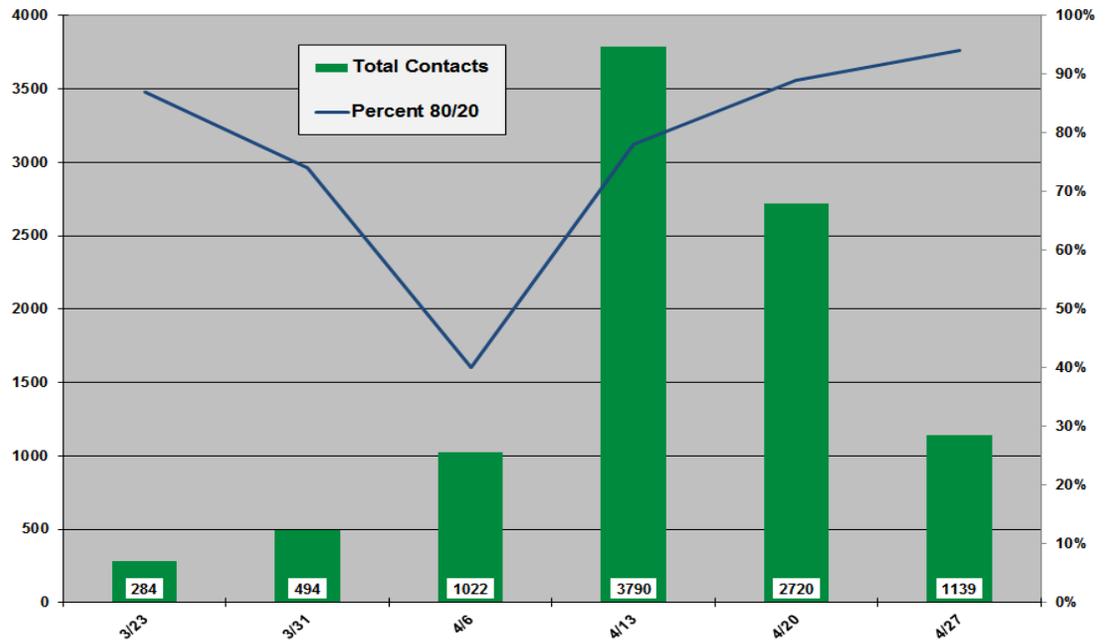
Support Analysis

April 28—May 2

YEAR **2014**

Total Contacts
1,139

emails > 108
chats > 113
calls > 918



Top 10 Districts

Denver County 1	69
Adams 12 Five Star	56
Adams-Arapahoe 28J	53
Boulder Valley RE 2	51
Poudre R-1	49
Jefferson County R-1	47
Douglas County RE 1	40
Charter School Inst	32
Colorado Springs 11	27
Cherry Creek 5	26

Customer Survey Results (Both Programs)

- 18% Response rate
- 94% Exceeded/Met Expectations

	2014
Calls Offered: Total calls coming in at any given time.	941
Calls Handled: Total calls that continue through to an agent.	918
Service Level 80/20: Percent of calls answered in 20 seconds. CSC internal goal is 80%.	94%
Abandon Rate: Percent of callers who hang up before connecting with an agent.	2.4%
Avg. Speed to Answer: Average time it takes for a call to be answered by an agent.	0:09
First Call Closure: % of time the question was answered during the first call.	81%

Top 5 Contact Drivers

Test Management	535	47%
<ul style="list-style-type: none"> • Managing Test Sessions • Managing Student Registration • Managing Class/Test Assignments 		
TestNav	116	10%
<ul style="list-style-type: none"> • Errors • Using TestNav • Configuration 		
Security/Login	87	8%
<ul style="list-style-type: none"> • Password Inquiry/Reset/Locked • View/Create/Edit User • Policy 		
Online Score Entry	70	6%
<ul style="list-style-type: none"> • Enter Scores • Teacher Assignments • View Status Reports 		
Policy/Testing Clarifications	58	5%
<ul style="list-style-type: none"> • Online Testing Clarifications • Paper Testing Clarifications 		