

Annual Metrics

Metrics	Channel	2013	2014	2015	2016
Total Transaction Volume	Web (sessions)	8327165	9269654	9701682	10027137
Total Transaction Volume	Phone calls (received)	660587	592906	579875	523567
Total Transaction Volume	Phone calls (answered)	532306	499619	501516	455806
Total Transaction Volume	Calls abandoned	19%	16%	14%	13%
Total Transaction Volume	Counter	no data	no data	133945	120880
Total Transaction Volume	Email - public	no data	3945	4787	4342
Service Level	Web	not applicable	not applicable	not applicable	not applicable
Service Level	Phone	70%	76%	76%	78%
Service Level	Counter	no data	no data	no data	no data
Service Level	Email - public	no data	64%	75%	89%
Quality Assurance	Web	no data	no data	no data	no data
Quality Assurance	Phone	80%	77%	80%	79%
Quality Assurance	Counter	88%	90%	89%	91%
Quality Assurance	Email - public	no data	93%	90%	85%
Client Satisfaction	Web	74%	74%	72%	73%
Client Satisfaction	Phone	no data	87%	86%	84%
Client Satisfaction	Counter	no data	70%	82%	84%
Client Satisfaction	Email - public	no data	no data	no data	no data
Requests	SR voice in	223827	209114	215873	202570
Requests	SR Web	23181	35549	38949	47697
Requests	SR face2face	0	1	1328	2068
Requests	total SRs	247008	244664	256150	252335
Self Service	Percentage of Service Requests submitted online	9%	15%	15%	19%