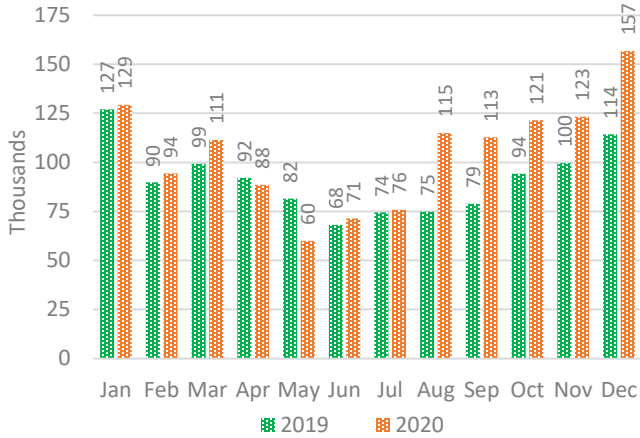
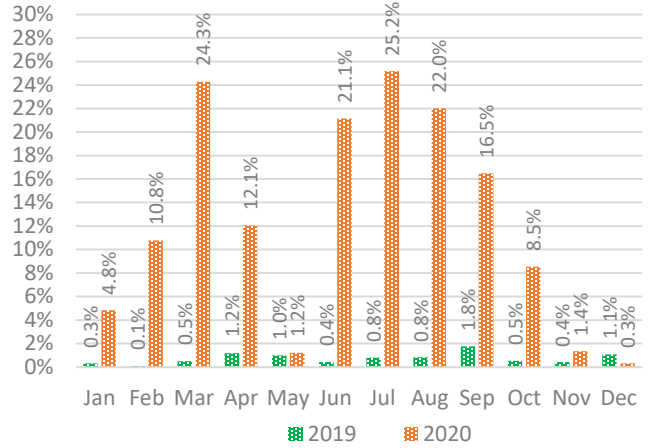


## Customer Experience

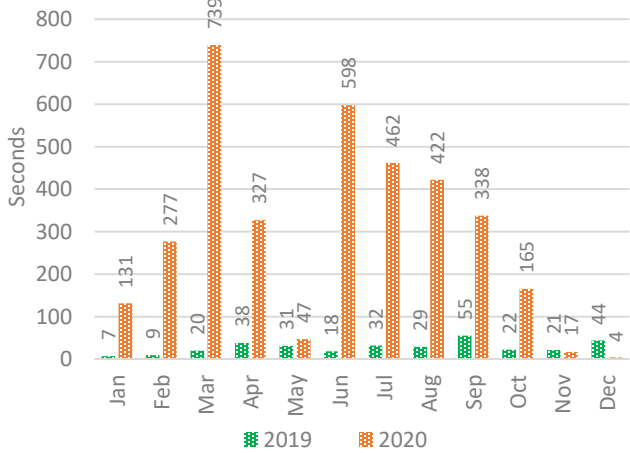
### Call Volume 2019 v. 2020



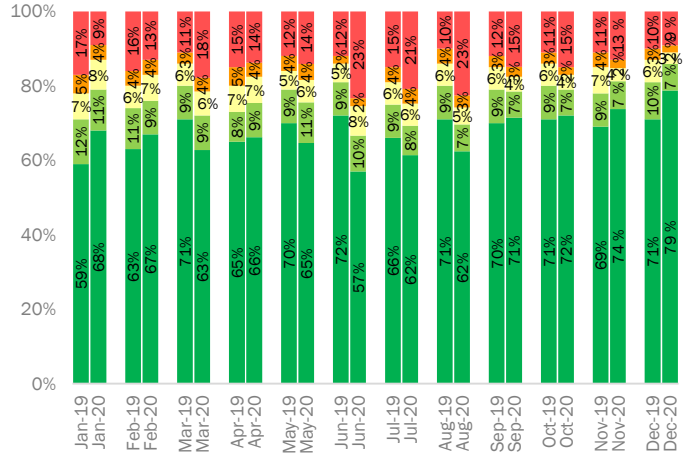
### Abandonment Rate 2019 v. 2020



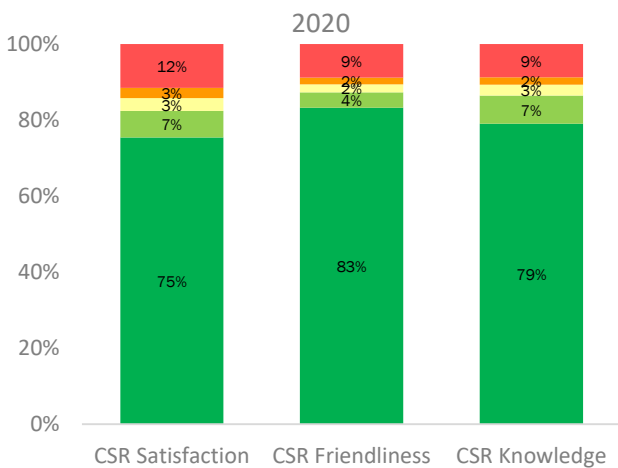
### Average Speed to Answer 2019 v. 2020



### Overall CSAT 2019 v. 2020



### Customer Satisfaction Score –December 2020



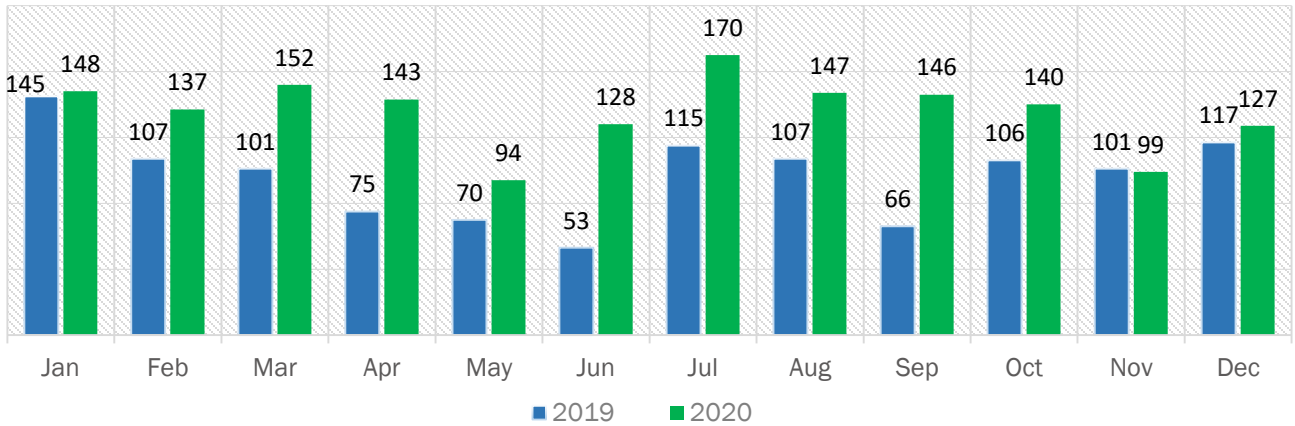
#### Questions

- How satisfied are you with how our customer service representative resolved your issue today?
- How friendly and courteous our customer service representative was today?
- How satisfied are you with the knowledge of the customer service representative you spoke with today?
- How satisfied are you with the overall service provided to you by the Health Connector today?

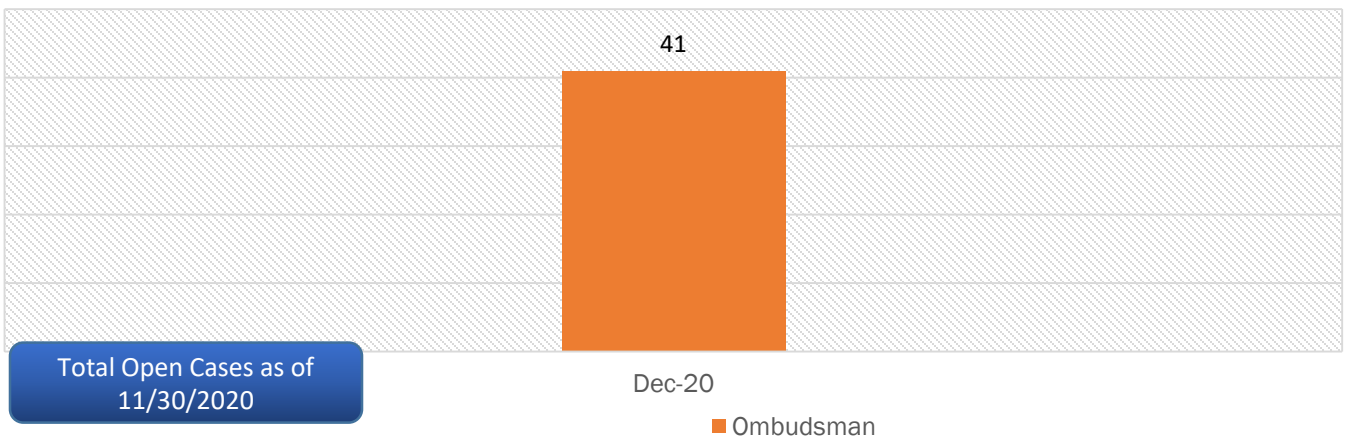


Customer Experience

Number of Ombudsman Cases Received (Monthly)



Inventory



*“The Health Connector and Faneuil are working to establish a process to accurately capture all cases escalated within the Call Center to the newly established Agent Assist Desk (AAD). This will be reflected in the February Board Report.”*