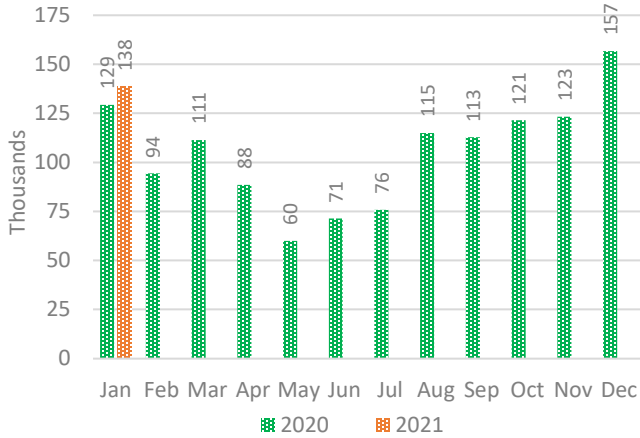
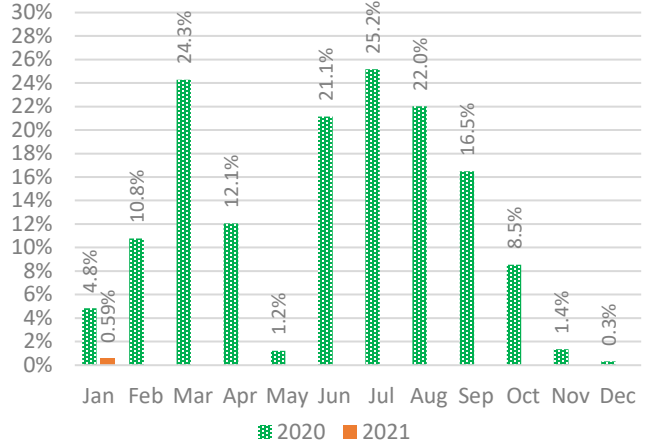


Customer Experience

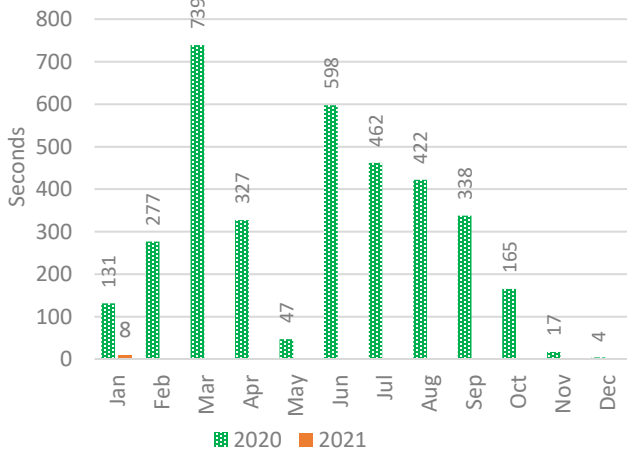
Call Volume 2020 v. 2021



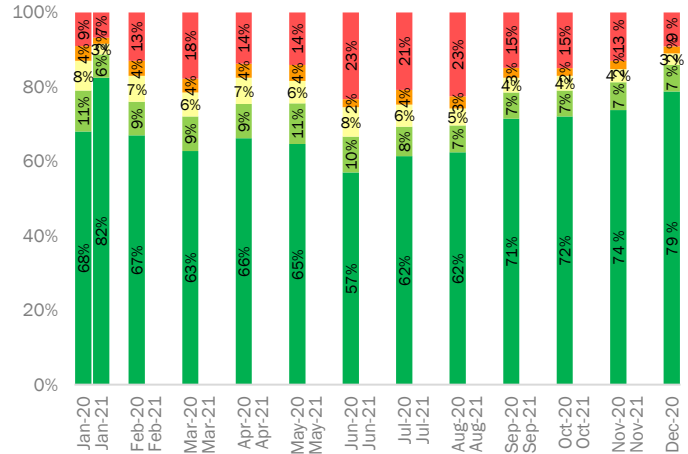
Abandonment Rate 2020 v. 2021



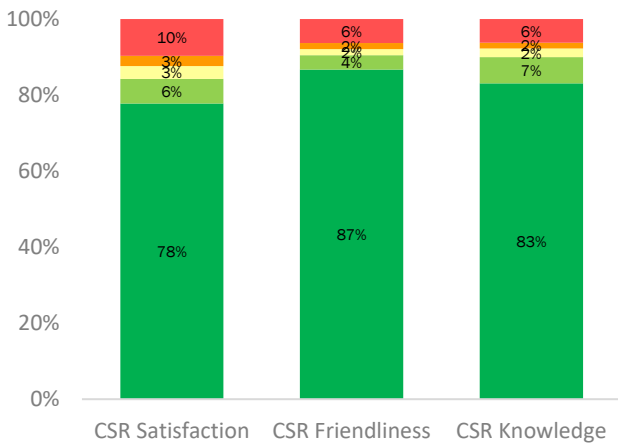
Average Speed to Answer 2020 v. 2021



Overall CSAT 2020 v. 2021



Customer Satisfaction Score –January 2021



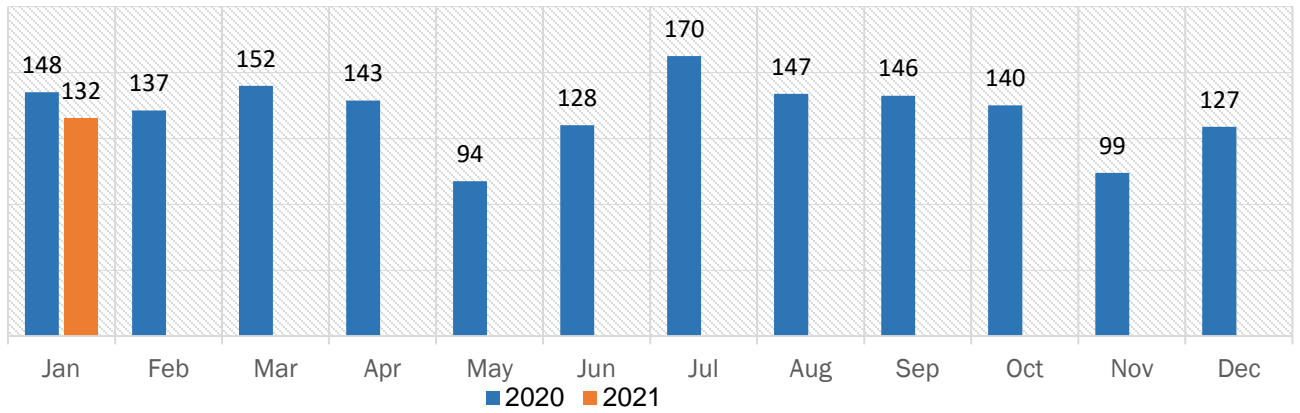
Questions

- 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?

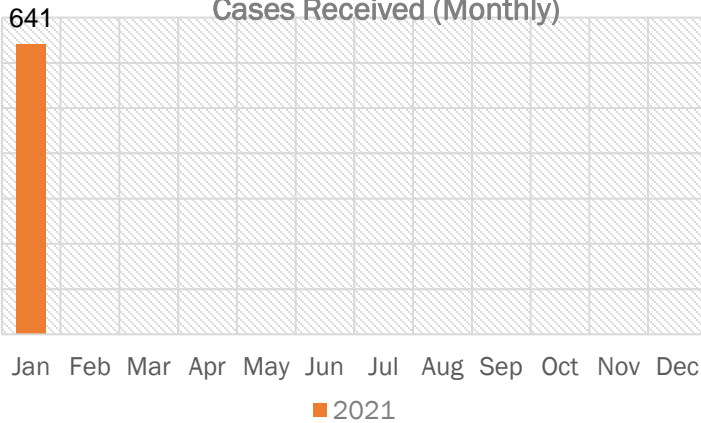


Customer Experience

Number of Ombudsman Cases Received (Monthly)

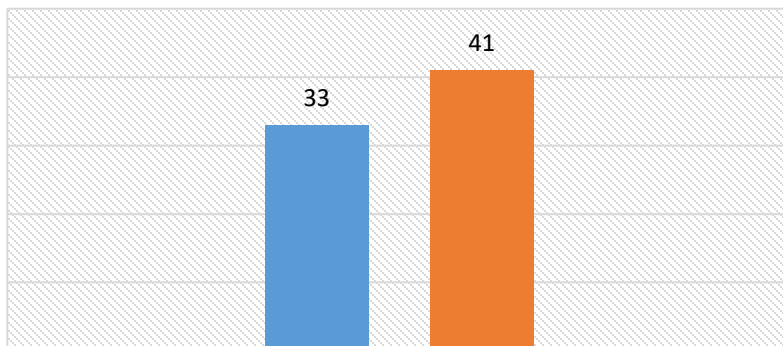


Number of Internal Call-Center Escalation Cases Received (Monthly)



"Beginning in January 2021, Faneuil created a new Agent Assist Desk (AAD) to handle internal escalations within the call center. Going forward, the Monthly CCA Board Report will include an update on these internal escalations as well as the cases escalated to the CCA Ombudsman Team. CCA continues to work with Faneuil on improving handling of escalations as well as additional training needed to avoid escalations."

Inventory



Total Open Cases as of 1/31/2021

Jan-21

■ Call Center Escalations