

REVISED APPENDIX L

EAP CALL CENTER STATISTICS

Jan 2018 - Dec 2021

Month	IVR INCOMING CALLS	CALLS RECEIVED	AVERAGE TALK TIME	OUTBOUND CALLS ATTEMPTED
Jan-2018	37,390	34,091	6.75	16,404
Feb-2018	28,951	27,955	6.66	43,192
Mar-2018	28,074	27,382	6.46	49,934
Apr-2018	29,061	27,927	6.76	42,847
May-2018	27,424	26,543	6.99	55,247
Jun-2018	24,978	24,226	6.78	67,874
Jul-2018	26,186	25,204	6.63	38,076
Aug-2018	28,226	27,272	6.56	63,514
Sep-2018	24,582	23,966	6.65	53,678
Oct-2018	27,891	27,116	6.46	80,470
Nov-2018	23,178	22,661	6.37	77,419
Dec-2018	24,462	23,606	6.39	98,983
Jan-2019	29,687	28,551	6.36	65,165
Feb-2019	23,183	22,407	6.67	47,276
Mar-2019	25,869	25,366	6.7	75,252
Apr-2019	27,475	26,861	6.73	95,181
May-2019	25,654	25,294	6.66	141,336
Jun-2019	23,067	22,554	6.55	78,786
Jul-2019	26,011	25,014	6.87	85,528
Aug-2019	25,932	25,187	7.01	84,737
Sep-2019	25,526	24,906	7.1	90,645
Oct-2019	26,843	26,179	6.97	90,311
Nov-2019	22,748	22,024	6.84	53,354
Dec-2019	26,721	25,840	7.04	107,747
Jan-2020	29,154	28,408	6.8	118,867
Feb-2020	24,397	23,570	7.31	85,248
Mar-2020	13,209	12,808	7.09	90,409
Apr-2020	16,466	15,775	7.75	30,172
May-2020	21,346	20,643	7.5	66,573
Jun-2020	21,020	20,451	7.57	103,213
Jul-2020	21,802	21,097	7.47	90,314
Aug-2020	20,074	19,442	7.41	69,415
Sep-2020	23,698	22,906	7.22	88,910
Oct-2020	21,454	20,787	7.47	94,889
Nov-2020	20,065	19,460	7.57	95,106
Dec-2020	22,448	21,938	7.74	145,325
Jan-2021	22,965	22,644	7.36	133,722
Feb-2021	19,739	19,385	7.32	133,667
Mar-2021	21,612	21,228	7.47	126,417
Apr-2021	18,764	18,509	7.38	137,264

May-2021	16,482	16,259	7.26	119,735
Jun-2021	17,601	17,332	7.15	111,773
Jul-2021	16,169	15,835	7.19	101,678
Aug-2021	18,397	18,024	7.33	103,545
Sep-2021	17,861	17,275	7.17	59,227
Oct-2021	17,444	17,046	7.31	79,836
Nov-2021	17,677	17,164	7.28	71,997
Dec-2021	18,202	17,894	7.48	100,797