

EAP CALL CENTER STATISTICS

| Jan 2018 - Nov 2023 | | | | |
|---------------------|--------------------|----------------|-------------------|--------------------------|
| Month | IVR INCOMING CALLS | CALLS RECEIVED | AVERAGE TALK TIME | OUTBOUND CALLS ATTEMPTED |
| Jan-18 | 37,390 | 34,091 | 6.75 | 16,404 |
| Feb-18 | 28,951 | 27,955 | 6.66 | 43,192 |
| Mar-18 | 28,074 | 27,382 | 6.46 | 49,934 |
| Apr-18 | 29,061 | 27,927 | 6.76 | 42,847 |
| May-18 | 27,424 | 26,543 | 6.99 | 55,247 |
| Jun-18 | 24,978 | 24,226 | 6.78 | 67,874 |
| Jul-18 | 26,186 | 25,204 | 6.63 | 38,076 |
| Aug-18 | 28,226 | 27,272 | 6.56 | 63,514 |
| Sep-18 | 24,582 | 23,966 | 6.65 | 53,678 |
| Oct-18 | 27,891 | 27,116 | 6.46 | 80,470 |
| Nov-18 | 23,178 | 22,661 | 6.37 | 77,419 |
| Dec-18 | 24,462 | 23,606 | 6.39 | 98,983 |
| Jan-19 | 29,687 | 28,551 | 6.36 | 65,165 |
| Feb-19 | 23,183 | 22,407 | 6.67 | 47,276 |
| Mar-19 | 25,869 | 25,366 | 6.7 | 75,252 |
| Apr-19 | 27,475 | 26,861 | 6.73 | 95,181 |
| May-19 | 25,654 | 25,294 | 6.66 | 141,336 |
| Jun-19 | 23,067 | 22,554 | 6.55 | 78,786 |
| Jul-19 | 26,011 | 25,014 | 6.87 | 85,528 |
| Aug-19 | 25,932 | 25,187 | 7.01 | 84,737 |
| Sep-19 | 25,526 | 24,906 | 7.1 | 90,645 |
| Oct-19 | 26,843 | 26,179 | 6.97 | 90,311 |
| Nov-19 | 22,748 | 22,024 | 6.84 | 53,354 |
| Dec-19 | 26,721 | 25,840 | 7.04 | 107,747 |
| Jan-20 | 29,154 | 28,408 | 6.8 | 118,867 |
| Feb-20 | 24,397 | 23,570 | 7.31 | 85,248 |
| Mar-20 | 13,209 | 12,808 | 7.09 | 90,409 |
| Apr-20 | 16,466 | 15,775 | 7.75 | 30,172 |
| May-20 | 21,346 | 20,643 | 7.5 | 66,573 |
| Jun-20 | 21,020 | 20,451 | 7.57 | 103,213 |
| Jul-20 | 21,802 | 21,097 | 7.47 | 90,314 |
| Aug-20 | 20,074 | 19,442 | 7.41 | 69,415 |
| Sep-20 | 23,698 | 22,906 | 7.22 | 88,910 |
| Oct-20 | 21,454 | 20,787 | 7.47 | 94,889 |
| Nov-20 | 20,065 | 19,460 | 7.57 | 95,106 |
| Dec-20 | 22,448 | 21,938 | 7.74 | 145,325 |
| Jan-21 | 22,965 | 22,644 | 7.36 | 133,722 |
| Feb-21 | 19,739 | 19,385 | 7.32 | 133,667 |
| Mar-21 | 21,612 | 21,228 | 7.47 | 126,417 |
| Apr-21 | 18,764 | 18,509 | 7.38 | 137,264 |

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| May-21 | 16,482 | 16,259 | 7.26 | 119,735 |
| Jun-21 | 17,601 | 17,332 | 7.15 | 111,773 |
| Jul-21 | 16,169 | 15,835 | 7.19 | 101,678 |
| Aug-21 | 18,397 | 18,024 | 7.33 | 103,545 |
| Sep-21 | 17,861 | 17,275 | 7.17 | 59,227 |
| Oct-21 | 17,444 | 17,046 | 7.31 | 79,836 |
| Nov-21 | 17,677 | 17,164 | 7.28 | 71,997 |
| Dec-21 | 18,202 | 17,894 | 7.48 | 100,797 |
| Jan-22 | 20,343 | 20,002 | 7.24 | 137,047 |
| Feb-22 | 17,709 | 17,436 | 7.15 | 138,895 |
| Mar-22 | 20,161 | 19,961 | 7.13 | 160,479 |
| Apr-22 | 17,683 | 17,532 | 6.98 | 111,596 |
| May-22 | 17,788 | 17,655 | 6.78 | 117,407 |
| Jun-22 | 19,133 | 18,829 | 6.73 | 91,732 |
| Jul-22 | 24,842 | 23,881 | 6.08 | 59,984 |
| Aug-22 | 43,531 | 35,787 | 6.66 | 75,866 |
| Sep-22 | 22,935 | 22,548 | 6.51 | 104,085 |
| Oct-22 | 23,333 | 22,592 | 7.56 | 92,942 |
| Nov-22 | 20,110 | 19,383 | 7.7 | 66,121 |
| Dec-22 | 19,892 | 18,976 | 8.2 | 69,109 |
| Jan-23 | 21,800 | 20,995 | 7.63 | 95,789 |
| Feb-23 | 19,557 | 18,956 | 7.9 | 63,743 |
| Mar-23 | 21,464 | 20,893 | 7.5 | 102,523 |
| Apr-23 | 17,682 | 17,235 | 7.66 | 99,600 |
| May-23 | 19,114 | 18,689 | 7.3 | 100,826 |
| Jun-23 | 18,644 | 18,330 | 7.02 | 118,102 |
| Jul-23 | 18,524 | 18,206 | 7.26 | 113,180 |
| Aug-23 | 21,151 | 20,566 | 7.15 | 78,653 |
| Sep-23 | 19,163 | 18,732 | 7.46 | 108,763 |
| Oct-23 | 19,045 | 18,414 | 7.37 | 72,088 |
| Nov-23 | 17,222 | 16,698 | 7.8 | 65,333 |