

## **Q3 - 2022/23**

### **Positive Customer Experience**

**January:** 60%

**February:** 67%

**March:** 60%

**Average Overall:** 62%

### **First Contact Resolution**

**59%** of customers believed we resolved the issue at the first contact

### **Communication**

**60%** of customers believed we communicated updates and the outcome with them

### **Ease of Use**

**57%** of customers believed it was easy to raise their matter with us

### **Customer Tickets Logged**

**January:** 11,055

**February:** 12,286

**March:** 12,062

**Total Tickets Logged:** 35,403

**3,961** Snap Send Solve requests received.

**3,940** requests received via email

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**Customer Service Calls**

**42,069** total calls received for the quarter

**Call Wait Time Averages**

**January:** 2:10

**February:** 2:11

**March:** 1:45

**Average Overall Call Wait Time:** 2:02