

Q4 - 2022/23

Positive Customer Experience

April: 70%

May: 79%

June: 84%

Average Overall: 78%

First Contact Resolution

78% of customers believed we resolved the issue at the first contact

Communication

80% of customers believed we communicated updates and the outcome with them

Ease of Use

77% of customers believed it was easy to raise their matter with us

Customer Tickets Logged

April: 8,550

May: 10,264

June: 7,274

Total Tickets Logged: 26,388

2,843 Snap Send Solve requests received

3,313 requests received via email

Customer Service Calls

Call Wait Time Averages

April: 1:12

May: 1:48

June: 1:02

32,927 total calls received for the quarter

Average Overall Call Wait Time: 1:21