



Agents Actions Taken (Drilldown)

Date Range: less than or equal to 1/17/2014

Call Type(s): Inbound

Final Resolution/Action	Total	% of Total	Minutes	Avg Minutes
Cancelled Enrollment (Phase I, II & III)	34	0.44%	119.10	3.50
Don't Carry XXX	5	0.06%	10.47	2.09
Escalate to Supervisor	21	0.27%	74.43	3.54
Not Enough Incentives	3	0.04%	8.75	2.92
Other - Add Reason to Call Notes	25	0.32%	90.85	3.63
Processed Cancellation Request	7	0.09%	34.13	4.88
Spoke with Zone/Regional Manager/Field Rep	6	0.08%	16.82	2.80
Considering Enrollment - No Decision (Phase II)	159	2.07%	1,004.13	6.32
Answered Questions	2	0.03%	19.77	9.88
Dealer Called In - No Outbound Call Made	6	0.08%	23.65	3.94
Did not receive EDC	33	0.43%	156.80	4.75
Emailed Information	47	0.61%	276.65	5.89
Escalate to Supervisor	2	0.03%	19.67	9.83
Explained Program	94	1.22%	690.75	7.35
Referred Dealer to Enrollment Site	48	0.62%	347.18	7.23
Returning Outbound Campaign Call	103	1.34%	670.58	6.51
Enrolled Dealer (Phase I & II)	140	1.82%	1,463.40	10.45
Answered Questions	19	0.25%	170.97	9.00
Completed Paper Enrollment - PHASE I ONLY	6	0.08%	64.82	10.80
Completed Paper Enrollment PHASE 2	45	0.58%	489.77	10.88
Dealer Called In - No Outbound Call Made	4	0.05%	36.82	9.20
Emailed Information	16	0.21%	183.12	11.44
Entered Enrollment for Dealer per RSM	5	0.06%	56.27	11.25
Entered Enrollment per Dealer Direction	61	0.79%	667.13	10.94
Escalate to Supervisor	3	0.04%	20.98	6.99
Helped Dealer Self-Enroll	3	0.04%	23.52	7.84
Referred Dealer to Enrollment Site	6	0.08%	50.83	8.47
Referred to Dealer e-Store	2	0.03%	20.02	10.01
Returning Outbound Campaign Call	41	0.53%	455.18	11.10
Misc. Dealer Calls (all phases)	4,205	54.62%	21,619.40	5.14
Answered Questions	3,278	42.58%	17,589.53	5.37
Assist Dlr with Consumer Enrollment	17	0.22%	136.98	8.06
Dealer Called In - No Outbound Call Made	311	4.04%	1,765.65	5.68
Dealer Not in Database	10	0.13%	76.13	7.61
Did not receive EDC	1	0.01%	6.07	6.07
Emailed Information	217	2.82%	1,630.93	7.52
Escalate to Supervisor	372	4.83%	2,545.50	6.84
Explained Program	1	0.01%	9.45	9.45
Login/Password Assistance	987	12.82%	5,128.50	5.20
POP Kit Missing Items	55	0.71%	287.75	5.23
Referred to Dealer e-Store	594	7.72%	2,811.65	4.73
Referred to Dealer Event Manager	645	8.38%	4,156.88	6.44