



Shipments and Customer Assistance Center Call Activity

Reporting from October to December of 2012

Vehicle Brand: **ALL**

Total UHR Shipments for Time Period:

	No of Calls	Call Min	Avg Call Min	% of UHR Shipments
Total Unique Customers:	11,595			
Total Live Agent Calls (Inbound + Outbound):	12,342	82,032	6.65	
- Inbound Calls	8,815	64,466	7.31	
- Outbound Calls	3,527	17,566	4.98	
Live Agent Calls Requiring Q&A Troubleshooting (Obsolete):	0			
Total Live Agent Programming Assistance Calls:	3,183	30,536	9.59	
- Rolling Code Programming	1,452	14,046	9.67	
- Fixed Code Programming	1,387	14,791	10.66	
- Conversion Module Programming	187	1,699	9.09	
Sent Conversion Module	134			
Sent Installer to Assist Customer	181			
Total Live Agent Gate Related Calls:	4,629			
- Community and Parking Structure Gate Issues	1,705	16,126	9.46	
- Private Gate Issues	568	7,048	12.41	
- Sent Installer to Assist Customer	178	0.00	0.00	
Total Calls w/ Level 2 Call Escalation (within call center):	406	4,980	12.27	
Total Calls w/ Level 3 Call Escalation (for review/action):	17	189.00	11.12	