



Limited Warranty Registrations Call Resolutions and Actions (Drilldown)

For Dates: between 10/1/2013 and 12/31/2013

Final Resolution/Action	Call Count	Customer Count	Call Min	Avg Call Min	% of All Calls
Answered Questions	3,116	2,538	15,103.0	4.85	29.37%
Answered Warranty Question	2,674	2,216	13,312.2		
Duplicate-Dlr/DSO to Send Invoice	5	5	25.1		
Emailed Locating Serial No Info	10	10	62.5		
Gave Directions for Locating Serial Number(s)	29	29	199.7		
Referred to Dealer	179	172	1,203.8		
Referred to Website	112	108	481.3		
Re-Issued Confirmation Statement	471	433	2,113.3		
Request Copy of Registration-MAILED	130	130	691.4		
Clerical	2,289	1,575	5,486.9	2.40	21.57%
Mailed Registration Certificate	931	908	1,246.0		
Processed Registration from Hardcopy	1,341	671	4,180.3		
Processed Registration-EMAILED	7	7	31.5		
Processed Registration-MAIL	21	21	62.8		
Escalated to PSI Supervisor	523	457	4,053.7	7.75	4.93%
Answered Warranty Question	60	59	613.3		
Duplicate Serial Number Issue	107	92	937.0		
Duplicate-Dlr/DSO to Send Invoice	80	79	536.2		
Emailed Locating Serial No Info	2	2	28.3		
Escalated To Supervisor	506	450	4,147.6		
Gave Directions for Locating Serial Number(s)	1	1	15.1		
Needs Correction to Registration	301	280	2,411.3		
Processed Dealer Credit Card	6	6	81.6		
Re-Issued Confirmation Statement	8	8	69.1		
Waited for Serial Number(s)	16	15	193.2		
Outbound - No Contact Made	185	157	594.9	3.22	1.74%
Busy Signal	6	4	6.4		
Invalid Number	11	10	26.4		
Left Message	152	134	520.2		
No Answer	16	13	42.0		
Processed Incomplete Registration	68	68	671.9	9.88	0.64%
Cust to Callback w/Info	66	66	666.6		
Gave Directions for Locating Serial Number(s)	24	24	239.0		
Processed Registration-EMAILED	35	35	371.1		
Processed Registration-MAIL	11	11	114.8		
Purchased Limited Warranty Transfer	1	1	8.5		
Referred to Dealer	41	41	404.9		
Waited for Serial Number(s)	23	23	267.7		
Purchased Limited Warranty Transfer-Existing Reg	238	236	2,052.1	8.62	2.24%
Answered Warranty Question	71	71	765.8		
Purchased Limited Warranty Transfer	220	218	1,897.8		
Purchased Serial Number(s)	46	46	430.6		
Re-Issued Confirmation Statement	211	209	1,817.3		
Request Copy of Registration-MAILED	17	17	158.0		
Referred to Consumer Relations	668	604	2,312.1	3.46	6.30%
Answered Warranty Question	545	499	1,935.8		
Has Warranty Issue	158	156	604.1		
Needs Correction to Registration	42	41	109.5		
Registration Completed	1,532	1,486	11,455.3	7.48	14.44%
Answered Warranty Question	477	469	4,436.1		
Processed Dealer Credit Card	50	11	428.9		



Limited Warranty Registrations Call Resolutions and Actions (Drilldown)

For Dates: between 10/1/2013 and 12/31/2013

Final Resolution/Action	Call Count	Customer Count	Call Min	Avg Call Min	% of All Calls
Processed Multiple Registrations for Dir	9	4	161.7		
Processed Registration-EMAILED	886	844	6,907.0		
Processed Registration-MAIL	666	662	4,666.5		
Purchased Limited Warranty Transfer	60	22	586.6		
Purchased Serial Number(s)	20	20	294.2		
Waited for Serial Number(s)	209	209	2,343.7		
Registration Denied – Commercial Property	2	2	8.2	4.08	0.02%
Answered Warranty Question	2	2	8.1		
Registration Denied – Install Date	1	1	5.9	5.93	0.01%
Answered Warranty Question	1	1	5.9		
Refused to Purchase Serial Number(s)	1	1	5.9		
Registration Denied – Not Installed by HVAC Pro	2	2	14.4	7.20	0.02%
Answered Warranty Question	2	2	14.4		
Registration NOT Complete – Missing Info	56	56	503.2	8.99	0.53%
Answered Warranty Question	29	29	310.5		
Cust to Callback w/Info	54	54	488.0		
Emailed Locating Serial No Info	1	1	8.1		
Faxed Locating Serial No Information	1	1	8.5		
Gave Directions for Locating Serial Number(s)	7	7	69.3		
Referred to Dealer	40	40	389.9		
Waited for Serial Number(s)	21	21	234.3		
Tier 2 Modification Complete	1,931	1,310	9,221.0	4.78	18.20%
Duplicate Serial Number Issue	58	37	484.0		
Duplicate-Received Info Updated	16	16	123.0		
Re-Issued Confirmation Statement	1,371	995	6,574.2		
Request Copy of Registration-MAILED	103	102	532.5		
Updated/Corrected Registration	1,887	1,296	8,985.0		
Totals:	10,611	6,149	51,483	4.85	