

Call Center Scorecard

Success Credit Union

Data for: 04/01 - 04/30/2019

Credit Union Overview

Total CU Members:	52,914	
Total Employees in Phone Op:	231	
Total Members Called:	8,811	17%
Callers w/ a current Credit Score:	7,119	81%
Callers w/ Email Address:	7,118	81%
Total Interactions with Wrap Up:	16,258	98%

Call Overview

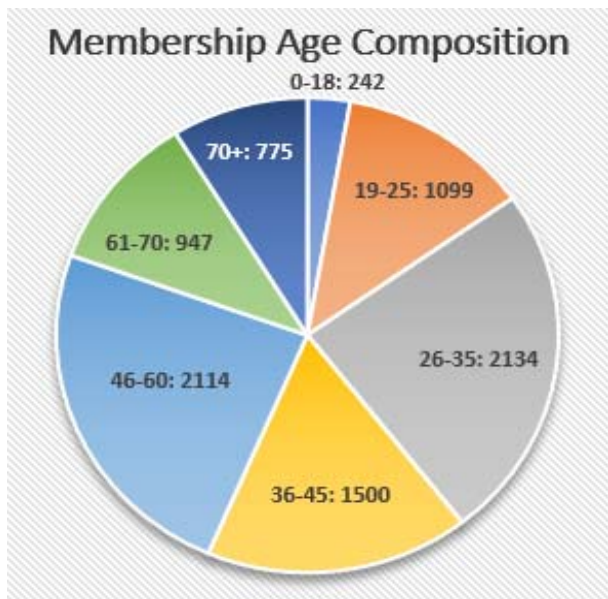
Total Interactions:	16,654	
Highest Interaction Date:	4/1/2019	1,104
Lowest Interaction Date:	4/21/2019	3
Avg. Interaction/Day:	666	
Avg. Interaction/Mbr:	2	
Avg. Interaction/Employee	72	

Caller Averages

Caller Average Age:	43
Caller Average Tenure:	7
Average Credit Score:	648

Caller Tenure Review

Less than 1 Year	1,818	21%
Between 1 - 3 Years	2,849	32%
Between 4 - 5 Years	1,047	12%
Between 6 - 10 Years	1,133	13%
Membership 10+ Years	1,964	22%



Callers & Self-Services

Callers with OLB	2,437	27.7%
Callers with eStatements	5,270	59.8%
Callers with Email Address	7,118	80.8%
Callers with Mobile Banking	3,588	40.7%
Callers with eNotices	762	8.6%

Wrap Up Details & Opportunities

Wrap Up Codes: Call Type

001 - Resolved:	5,389	32.7%
002 - Unresolved:	25	0.2%
003 - Transferred:	76	0.5%
004 - Escalated:	9	0.0%
999 - Other:	10,759	64.6%
No Wrap Up Label:	396	2.4%

Wrap Up Codes: Primary Subject

Top 9 Only	
NA - No action/Internal:	10,177
GENI - General Inquiry:	3,662
LNPMT - Loan Pmt/Money Trans:	1,164
OTHR - Other:	647
LAPP - Loan App:	143
ADD - Address/Info Change:	139
ACH - ACH/A2A:	112
OLBQ - Online Banking Q:	108
LMIN - Limit Increase:	47

Looking to do more with your Data?

Contact us at: ai@cuanswers.com

