

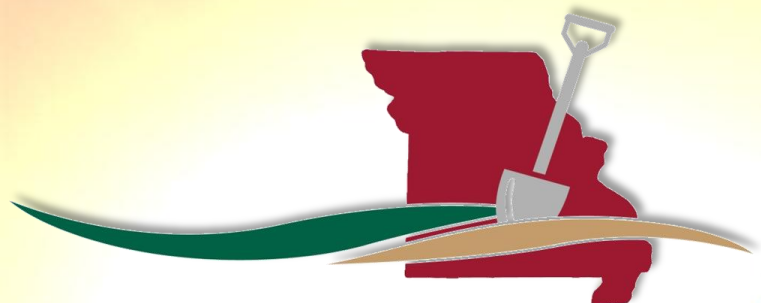
A red silhouette of the state of Missouri with a silver shovel icon positioned over it. Below the map are two curved, overlapping lines, one green and one gold.

# MISSOURI ONE CALL SYSTEM

*ALWAYS CALL (OR CLICK) *  
**BEFORE  
YOU DIG**

VISIT US ONLINE AT [www.MO1CALL.com](http://www.MO1CALL.com) OR FIND US ON FACEBOOK!





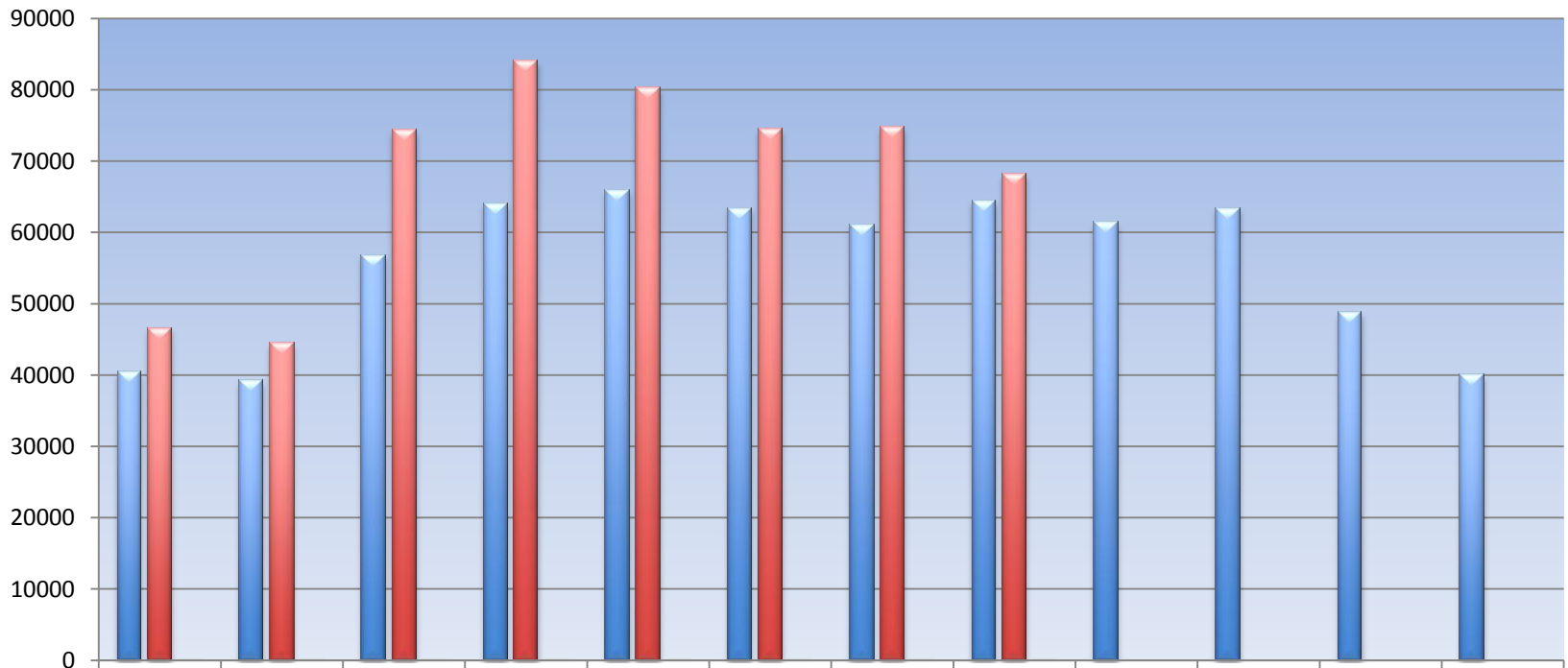
## MISSOURI ONE CALL SYSTEM



## • Inbound Statistics



### Inbound Requests by Month

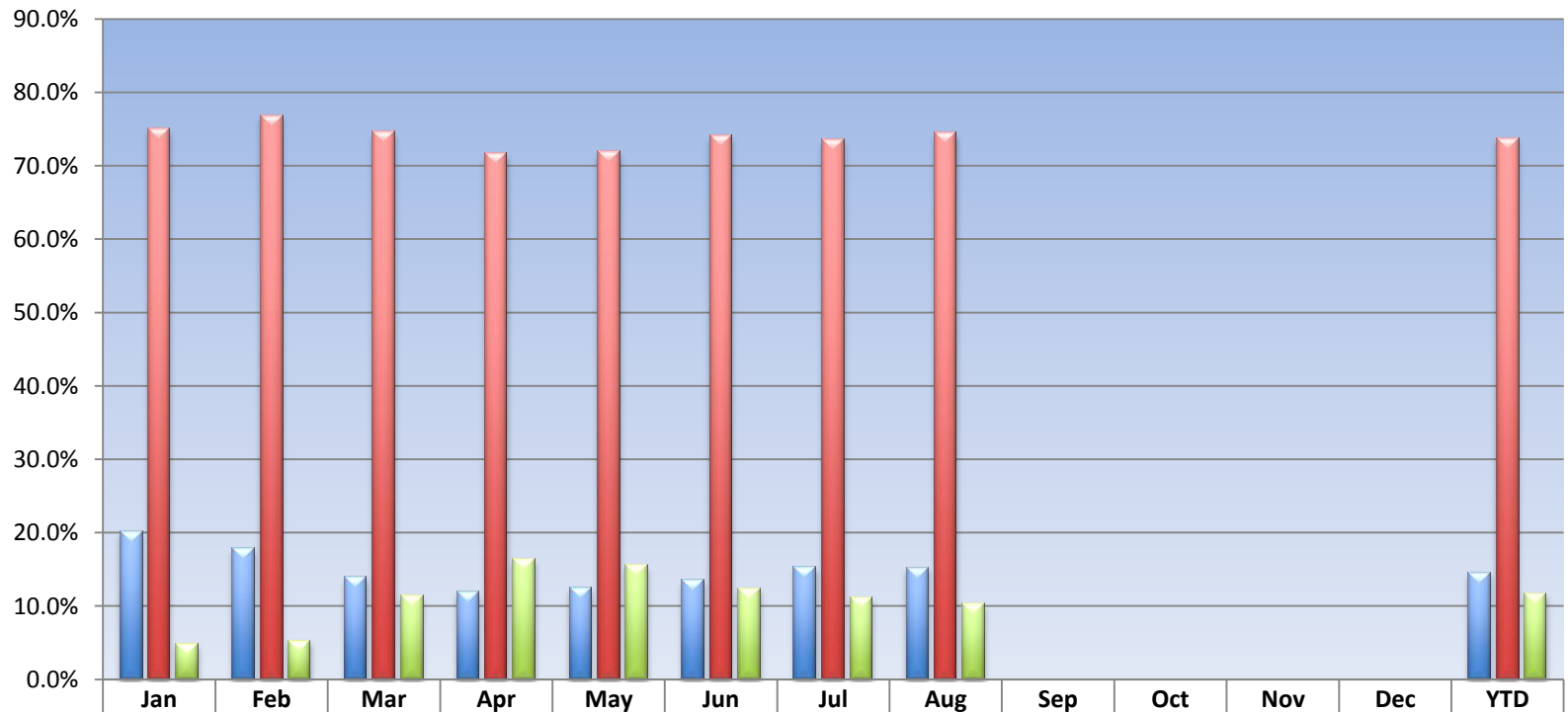


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
3 Yr Avg	40452	39266	56793	64060	65917	63373	61024	64453	61488	63356	48758	40036
2014	46596	44471	74416	84026	80268	74501	74696	68197	0	0	0	0
Diff	15.19%	13.26%	31.03%	31.17%	21.77%	17.56%	22.40%	5.81%	0.00%	0.00%	0.00%	0.00%

## • Inbound Statistics



### Inbound Requests by Caller Code

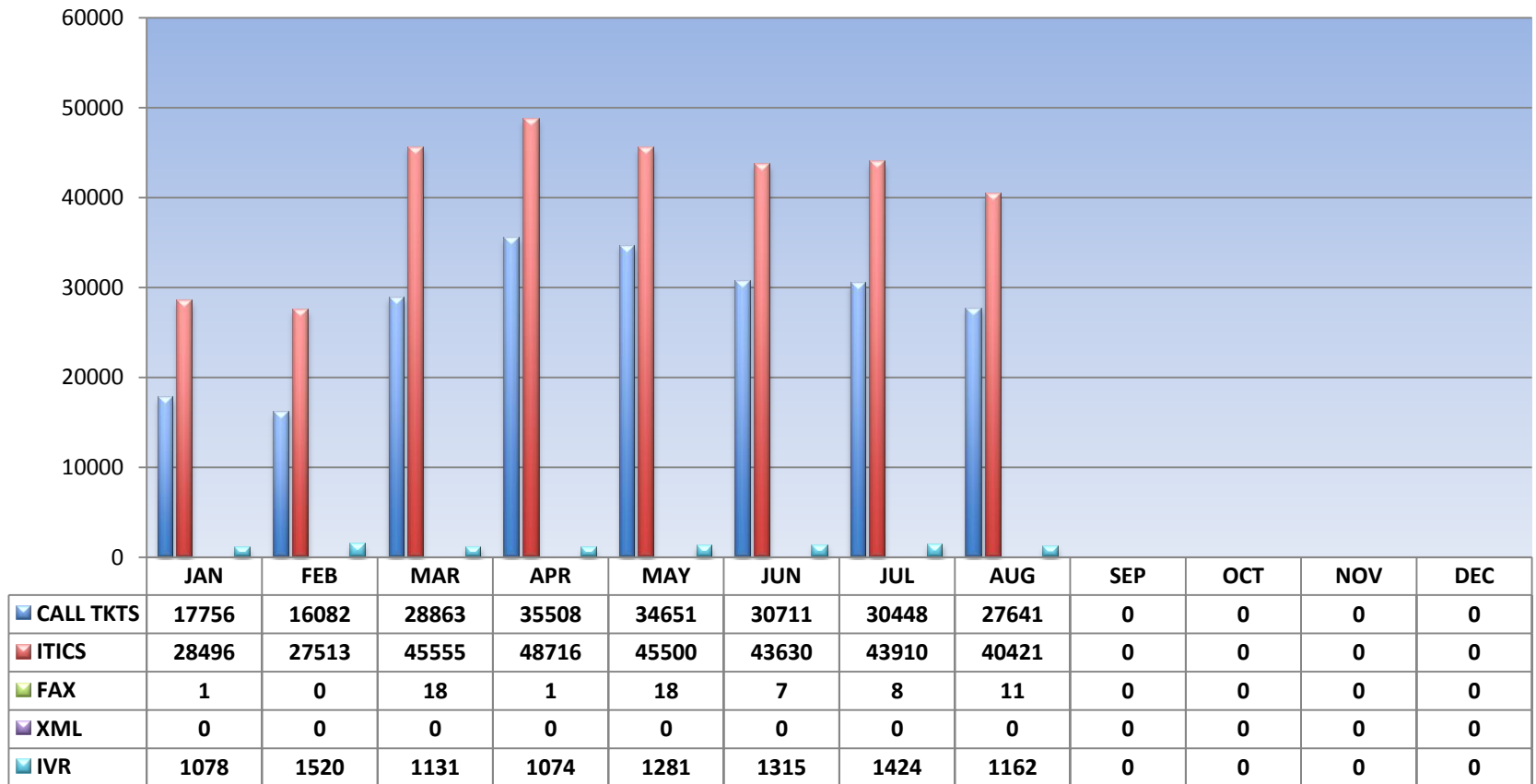


Member	20.1%	17.8%	14.0%	12.0%	12.5%	13.5%	15.3%	15.2%	0.0%	0.0%	0.0%	0.0%	14.5%
Contractor	75.0%	76.9%	74.5%	71.7%	71.9%	74.1%	73.6%	74.5%	0.0%	0.0%	0.0%	0.0%	73.8%
Homeowner	4.9%	5.3%	11.5%	16.3%	15.6%	12.4%	11.2%	10.3%	0.0%	0.0%	0.0%	0.0%	11.7%

## • Inbound Statistics

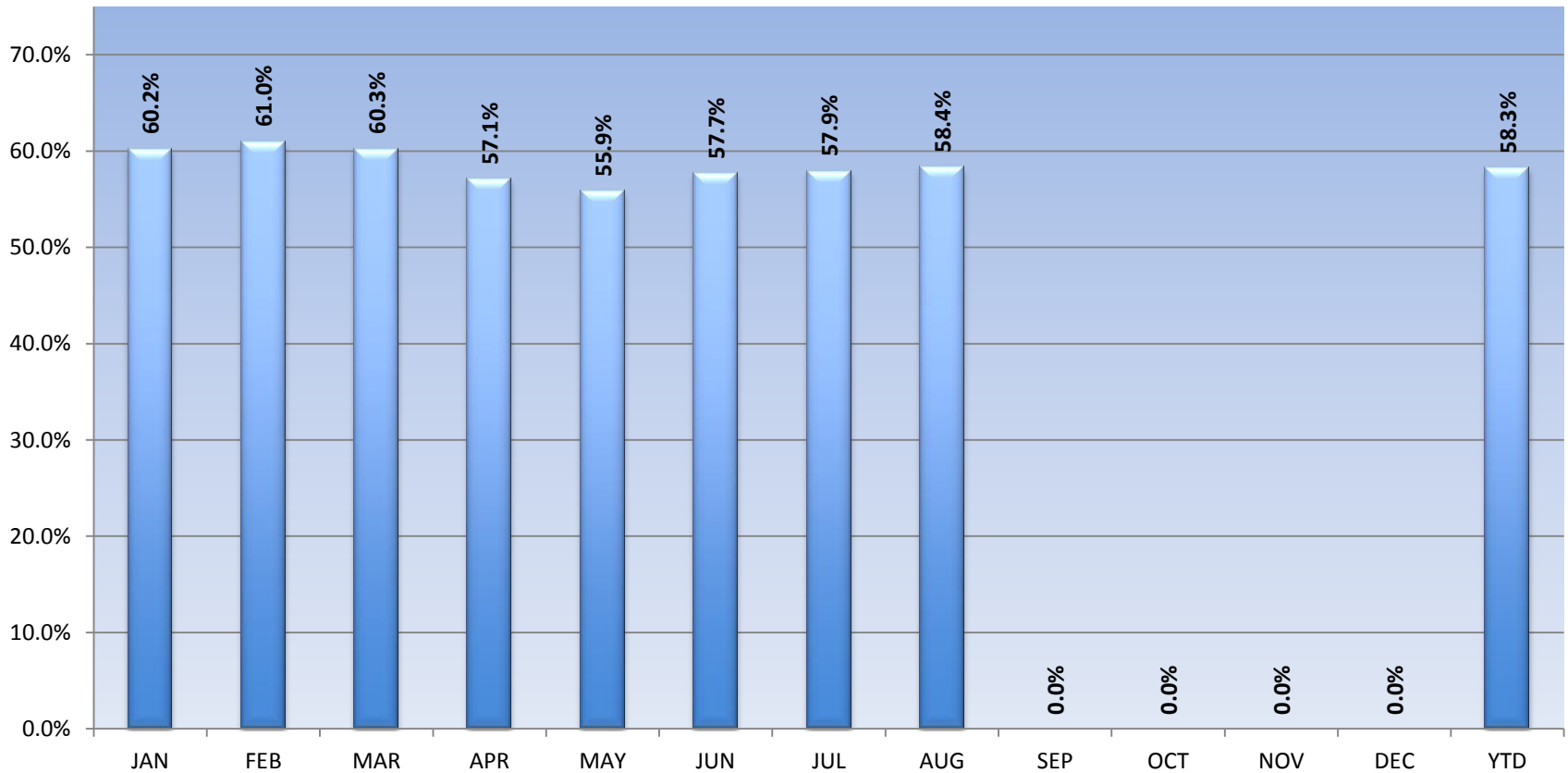


### Inbound Requests by Method





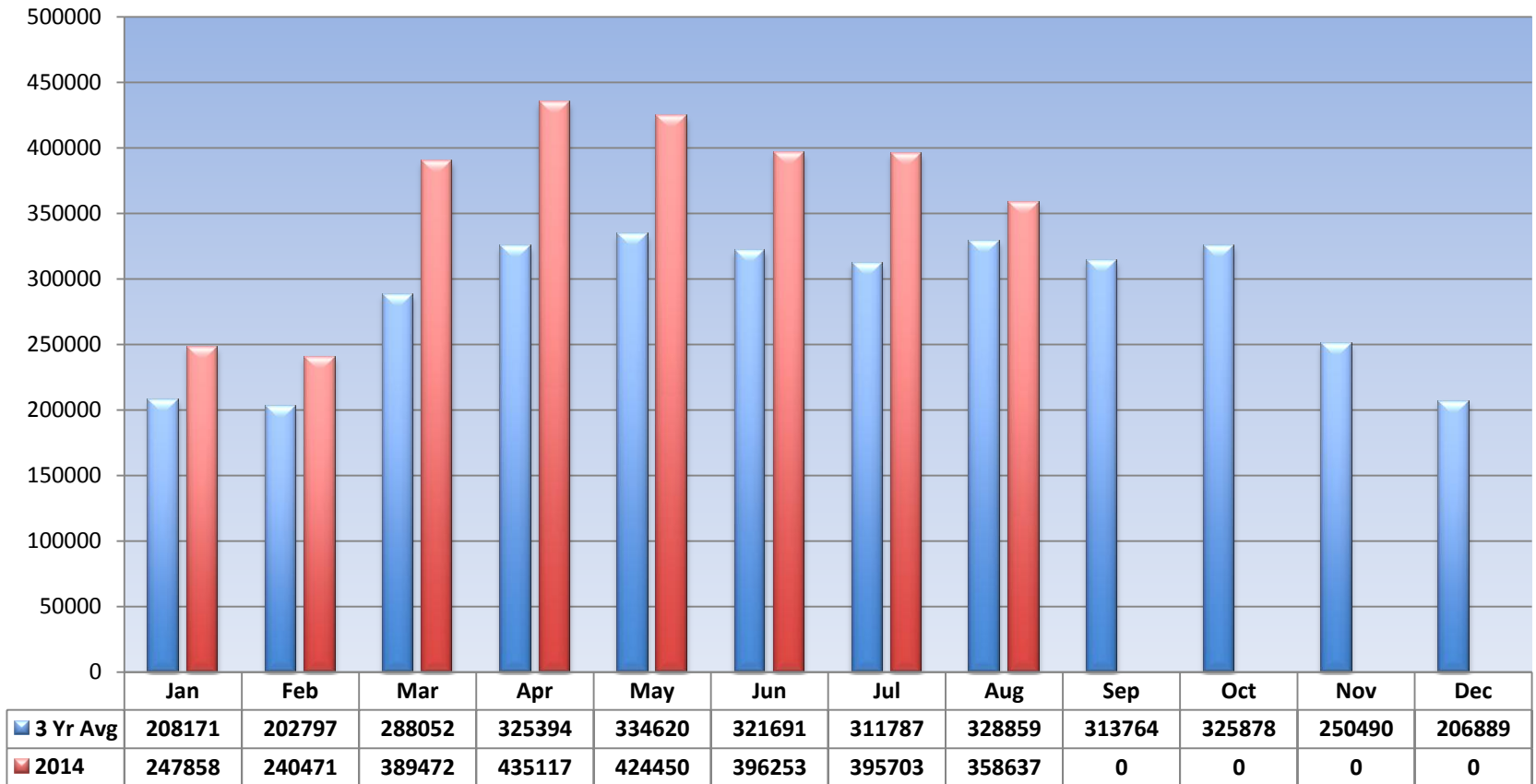
### ITIC as a Percentage of Total Inbound Requests



## • Outbound Statistics



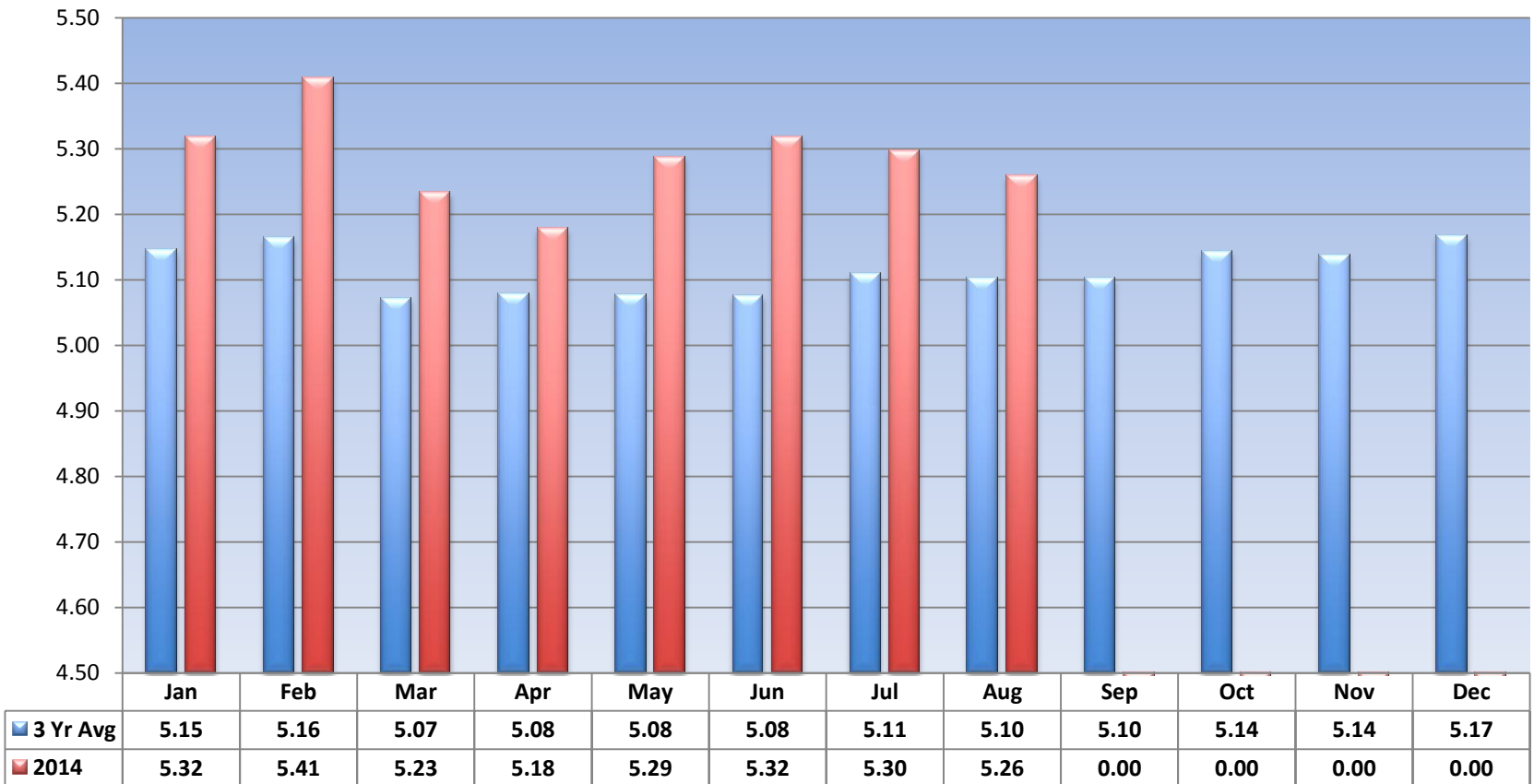
### Outbounds By Month



## Ratio Statistics



### Ratio By Month

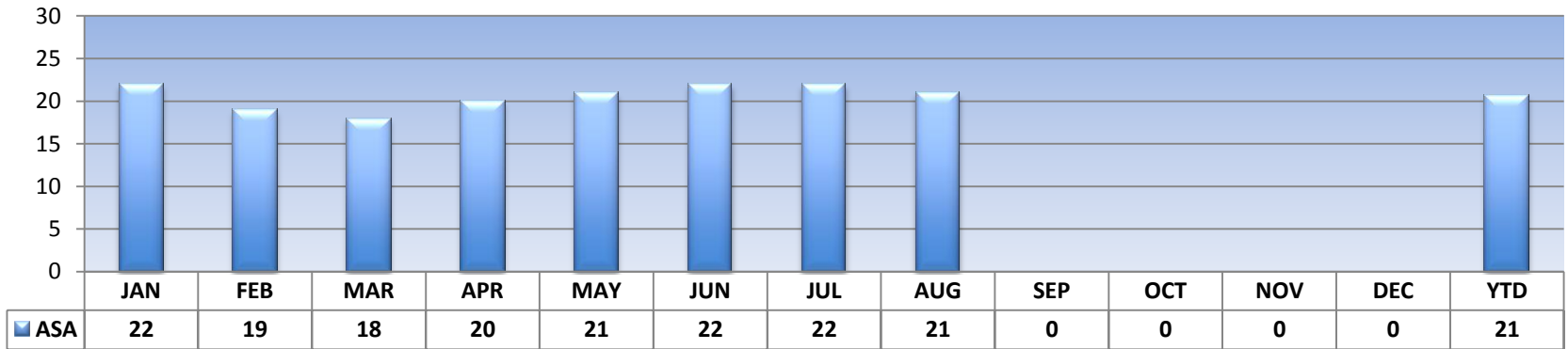




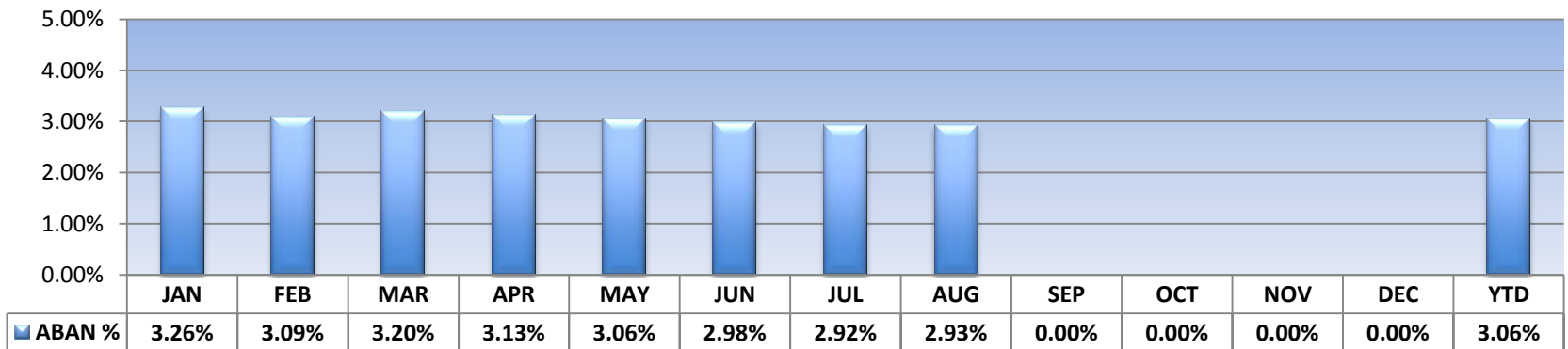
## • Key Performance Indicators



### Average Speed of Answer (ASA) by Month



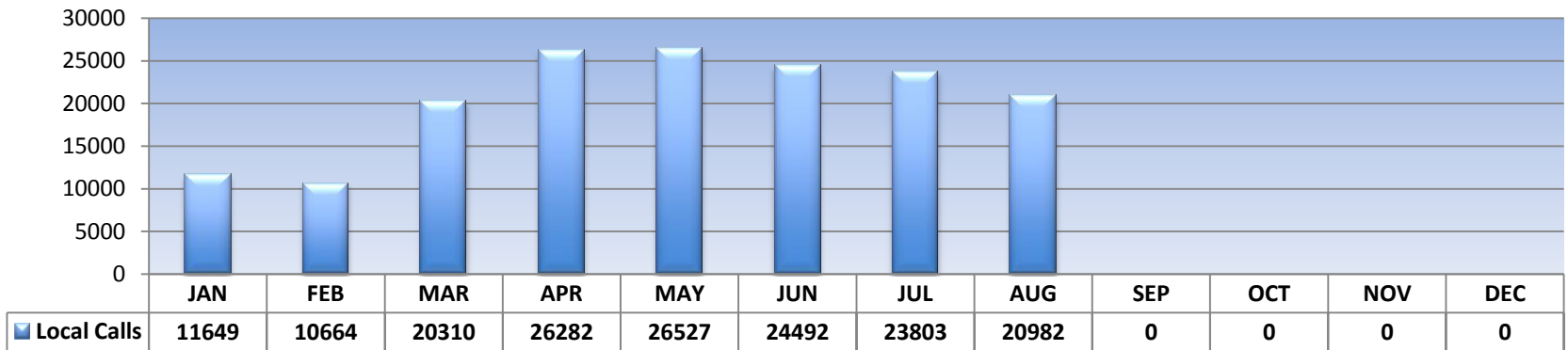
### Abandon Rate by Month



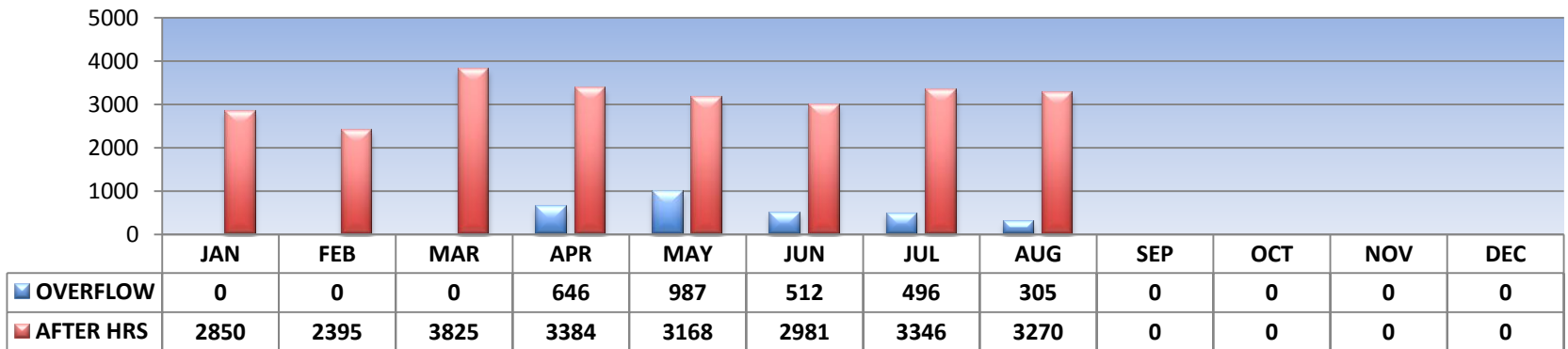
## • PBX Statistics



### Local Calls by Month



### Remote Calls by Month

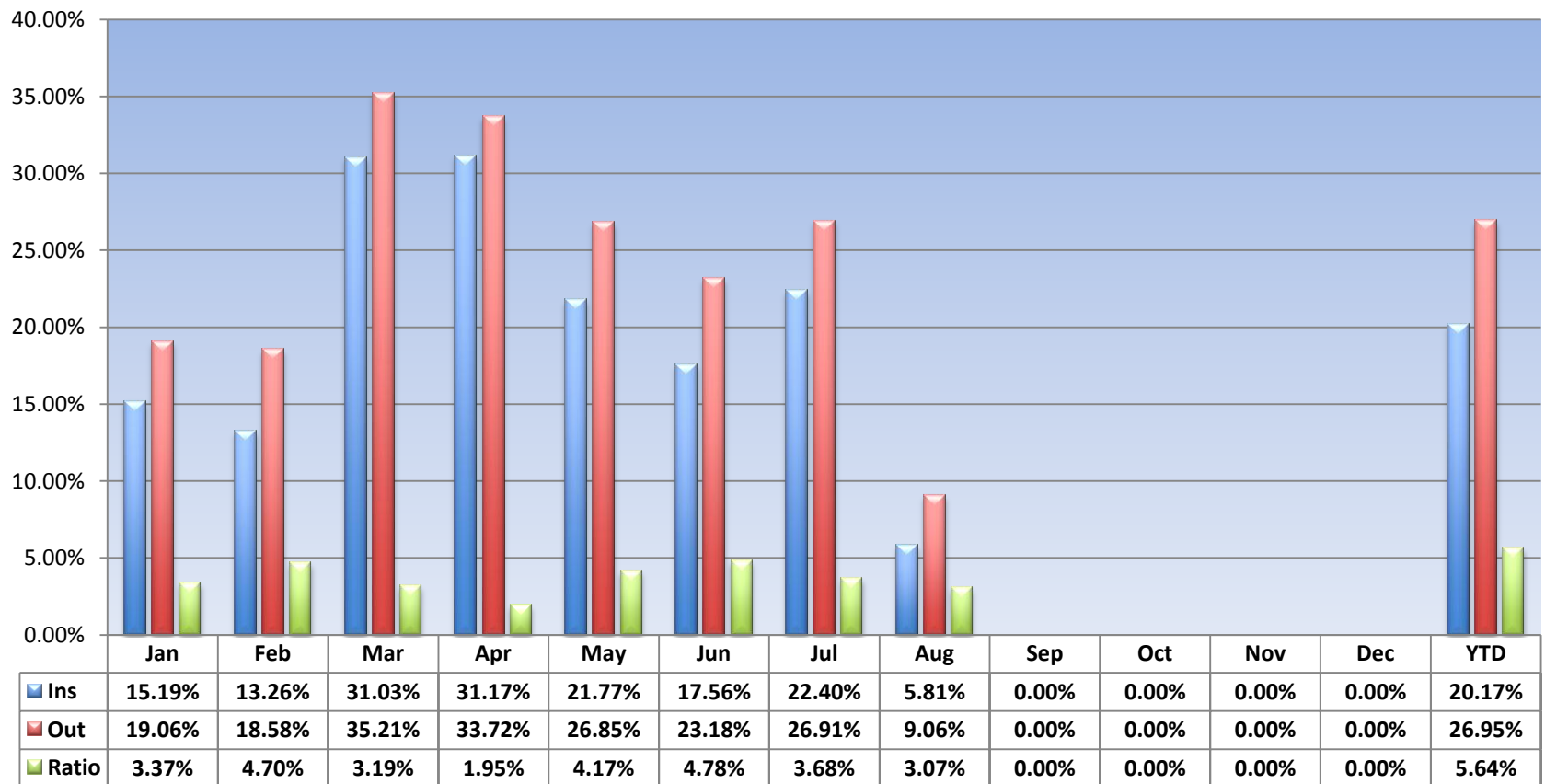


# ONE CALL CENTER REPORT

## YTD Summary



### Inbound/Outbound/Ratio by Month



# ONE CALL CENTER REPORT

## YTD Summary



Month	Ins	Outs	Ratio	ITIC %	ASA	Aban %	Avg Call Tm
Jan	46596	247858	5.32	60.21%	22	3.26%	303
Feb	44471	240471	5.41	60.98%	19	3.09%	306
Mar	<b>74416</b>	389472	5.23	60.28%	18	3.20%	349
Apr	<b>84026</b>	435117	5.18	57.11%	20	3.13%	347
May	<b>80268</b>	424450	5.29	55.86%	21	3.06%	321
Jun	<b>74501</b>	396253	5.32	57.66%	22	2.98%	319
Jul	<b>74696</b>	395703	5.30	57.93%	22	2.92%	321
Aug	68197	358637	5.26	58.37%	21	2.93%	327
Sep	0	0	0.00	0.00%	0	0.00%	0
Oct	0	0	0.00	0.00%	0	0.00%	0
Nov	0	0	0.00	0.00%	0	0.00%	0
Dec	0	0	0.00	0.00%	0	0.00%	0
YTD	<b>547171</b>	<b>2887961</b>	<b>5.28</b>	<b>58.28%</b>	<b>21</b>	<b>3.06%</b>	<b>327</b>

## • Enhancements

### Audit Change

Reduce to two columns

### Map LINK

Attachment deployment

Added open/close option for excavators

### Mobile App

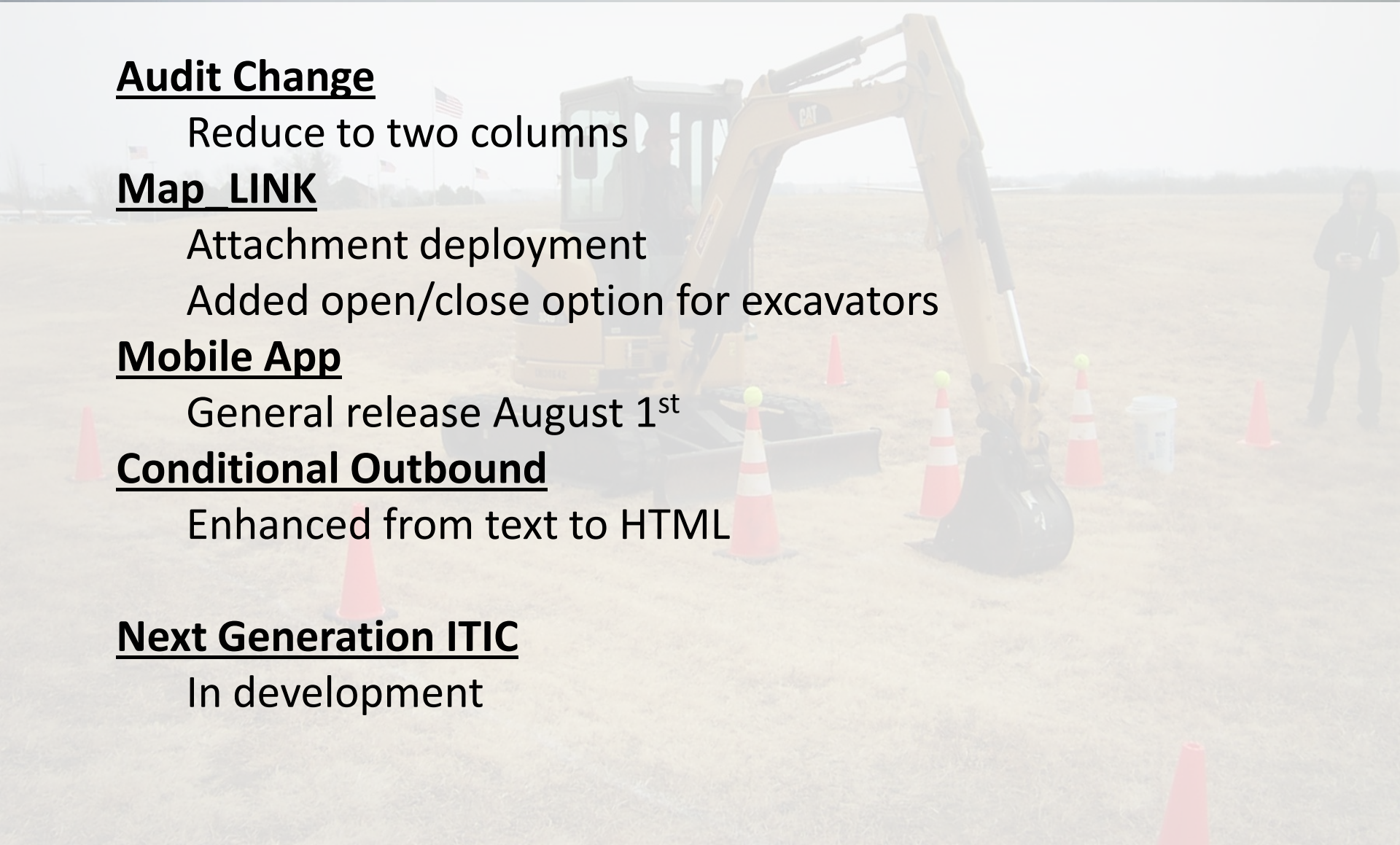
General release August 1<sup>st</sup>

### Conditional Outbound

Enhanced from text to HTML

### Next Generation ITIC

In development





**QUESTIONS or COMMENTS?**

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