



TO: Missouri Operating Committee
FROM: Nicole Bradley
DATE: March 18, 2010
RE: Call Center Activity from 2/1/09 through 2/28/10

MONTH	IN	EMER	FAX	ITIC	OUT	RATIO	% OVERFLOW	ASA	% ABAN	AVG TKT TIME	% ONE TIME
Feb-09	41428	3505	41	18820	216179	5.22	0.06	6	0.55	3:29	7.0
Mar-09	55685	2729	77	24495	290042	5.21	0.01	12	0.01	3:55	11.1
Apr-09	57310	2594	49	25613	300469	5.24	0.38	34	3.46	3:59	13.7
May-09	59064	3055	59	27338	309225	5.24	0.11	23	2.26	3:51	15.0
Jun-09	60975	3278	79	28127	320159	5.25	0.44	25	2.11	3:51	15.0
Jul-09	58292	3154	45	26314	305080	5.23	0.43	33	2.83	3:58	14.7
Aug-09	54810	3248	34	24469	284989	5.20	0.79	30	2.41	3:50	14.5
Sep-09	55705	2913	26	25122	289204	5.19	1.96	18	2.21	3:51	14.4
Oct-09	48973	2751	2	22744	257892	5.27	0.66	11	0.75	3:32	14.2
Nov-09	42865	2577	6	20152	224997	5.25	0.72	15	0.85	3:43	14.0
Dec-09	34716	3202	1	16928	183920	5.30	1.08	8	0.01	3:32	13.6
Jan-10	31259	4203	1	14838	168915	5.40	0.13	5	0.83	3:11	4.81
Feb-10	32422	2738	13	15726	174696	5.39	0.30	11	1.44	3:13	5.31

Dig Up tickets were opened to all eligible ITIC users on January 5, 2010. In order to receive this new option the ITIC user must be a member utility that maps their own tickets and is out of review. A broadcast was sent out announcing this new feature. We have only had 8 Dig Up requests submitted online at this time.

On November 22, 2009 we cut over to Asterisk. This is an open source solution that removes our dependency on a third party vendor. It also allows us to incorporate switch redundancy. We are pleased to announce that this major upgrade was transparent to the callers.

At the beginning of this year we transitioned from an eight digit ticket number to a nine digit ticket number. This was done since the first number of the ticket represents the year and we needed to increase the number one digit for 2010. Several broadcasts went out announcing the change to members and we tested with anyone that was concerned about parsing rules when importing a ticket.