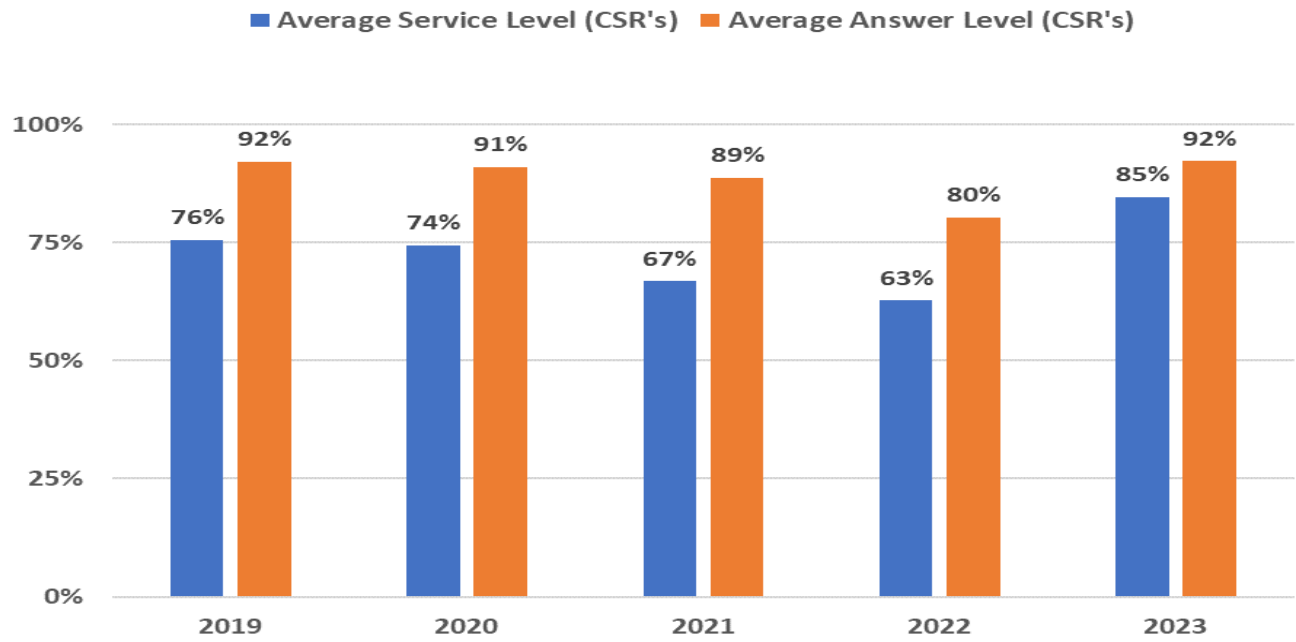
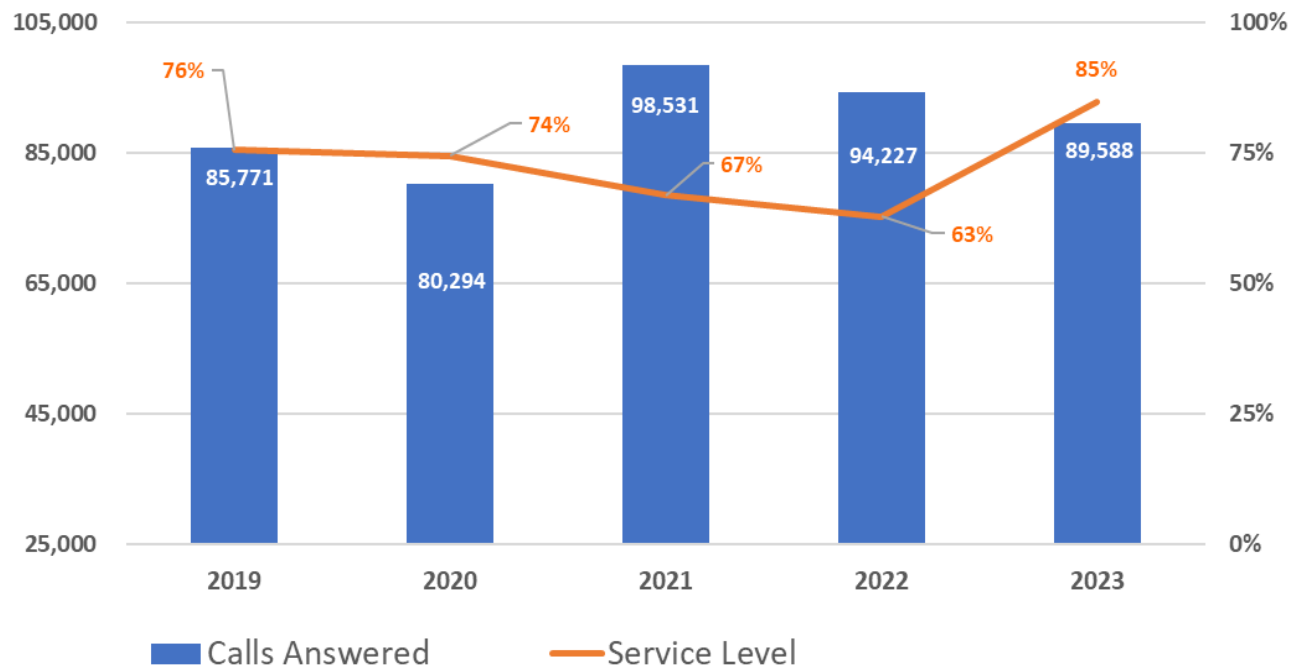


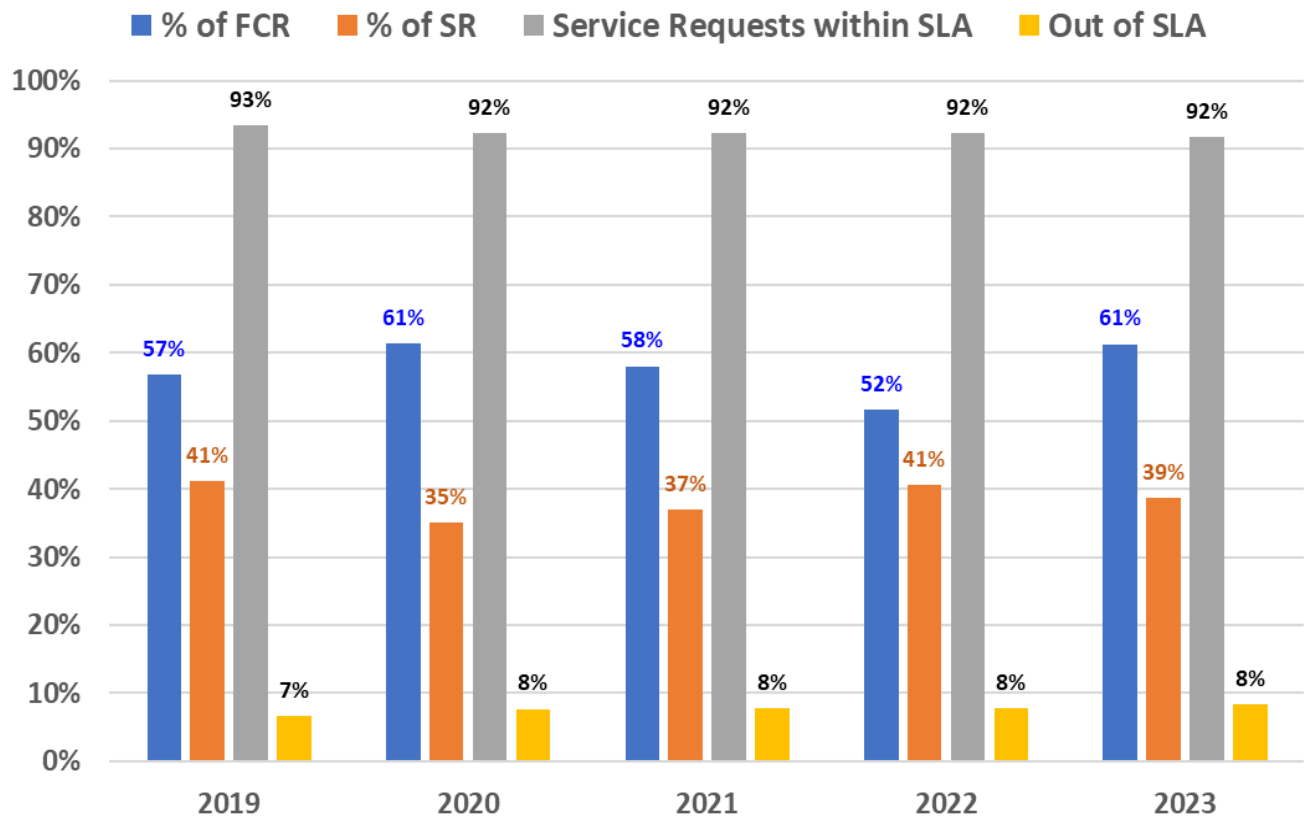
ServiceOakville Key Performance Indicators for the years 2019 to 2023



Volume of Calls with Service Level



Year over year interactions indicating the percentage breakout of First call resolution and Service Requests along with the percentage of Service Requests KPI.



Channel of Customer Interaction

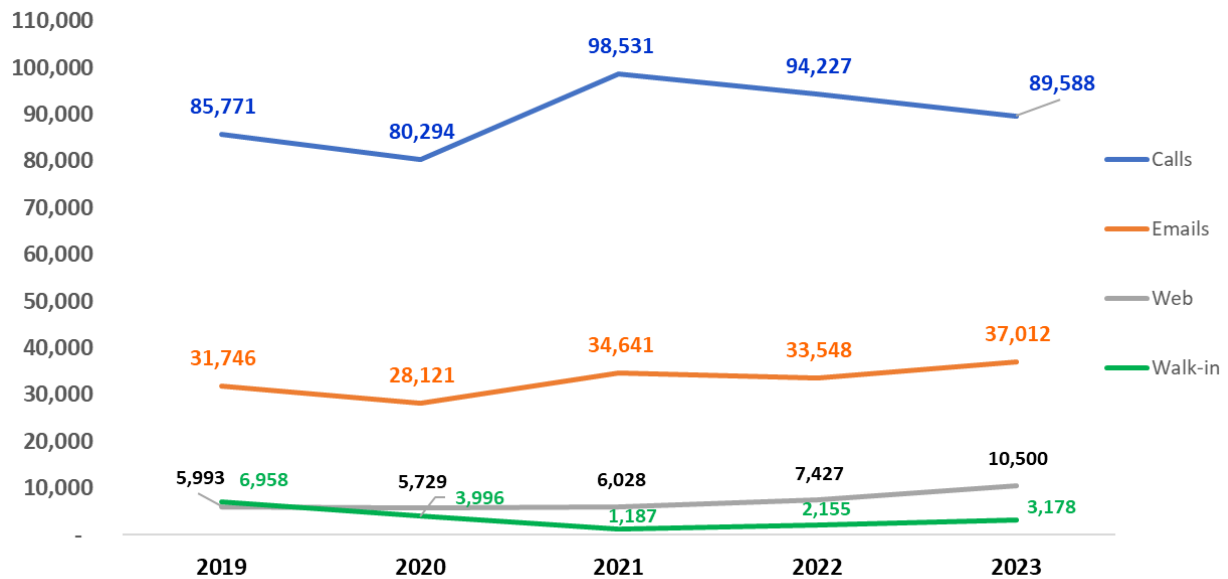


Figure 1 Volume of Inquiries by Channel 2019 - 2023

Performance summary for the ServiceOakville call centre for the years 2019-2023.
 Note: The Case Closure Time and Rate is calculated for all Case Categories combined

KPI	2019	2020	2021	2022	2023
Calls Answered	85,771	80,294	98,531	94,227	89,588
Call Centre SL (80% standard)	75.5%	74.4%	66.8%	62.7%	84.7%
Call Centre Abandon Rate (5% standard)	6.5%	7.2%	9.5%	16.5%	6.5%
Case Closure Time (Business Days)	25	31	27	13	9
Case Closure Rate within Service Level (%)	93%	90%	90%	86%	92%

Figure 6 Performance Summary 2019 - 2023

Average number of business days to close a service request by service level grouping

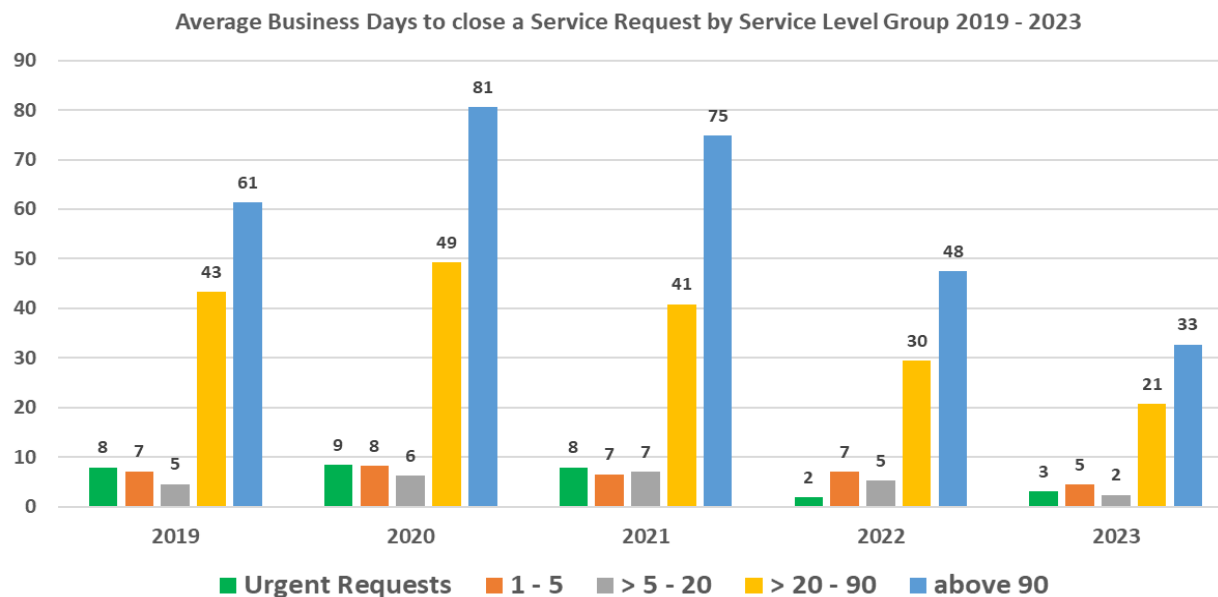


Figure 7 Average number of Business Days to close 2019 to 2023 by Case Group

Percentage of service requests out of SLA by service level grouping

Percentage of Service Request Out of SLA (in Business Days) 2019 - 2023

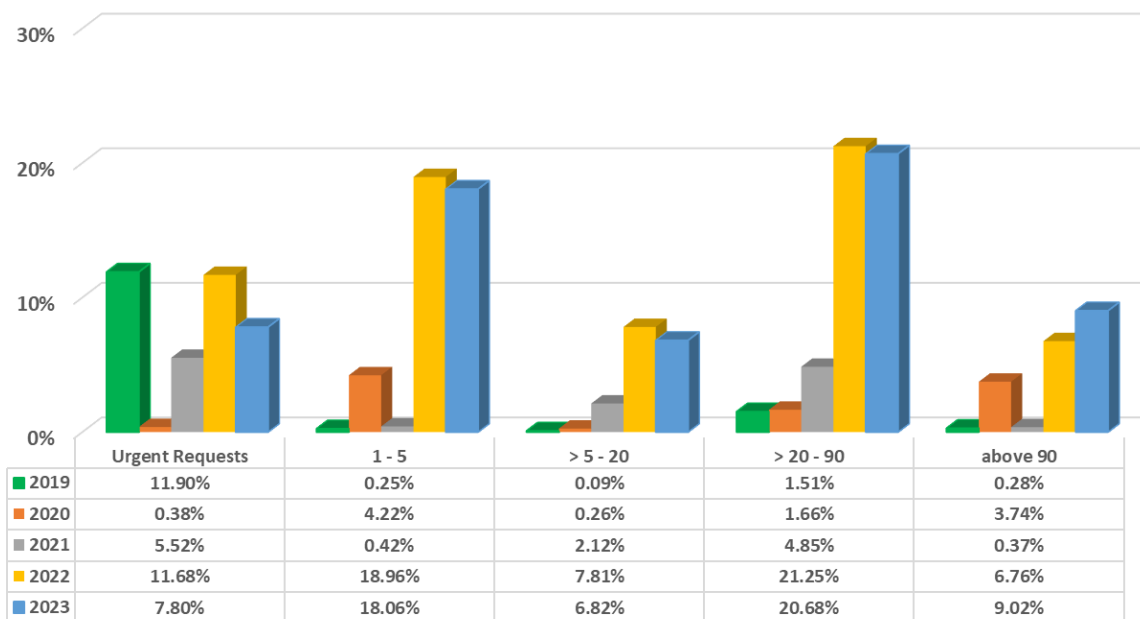


Figure 2 Percentage of Service Requests out of SLA by Case Group 2019 to 2023

Figure 8 Notes:

- (a) Urgent Requests case percentages seem high in 2019 and 2022 because a few of them were not actually urgent in nature but were tagged urgent in Salesforce & hence got picked up on the report. This is being corrected by better and more frequent Salesforce case management and monitoring.
- (b) The percentage of service requests for the years 2022 and 2023 SLA group more than 20 to 90 business days is high due to the know system integration issue of a cases closing in the downstream system but not auto closing thereafter in Salesforce as expected. Our ITS is looking into this. Another reason is some BU's users are not closing their cases in Salesforce, this is being addressed by providing the BU's frequent updates by reporting and dashboards.

Percentage of Service Requests resolved within or over SLA between 2019 - 2023

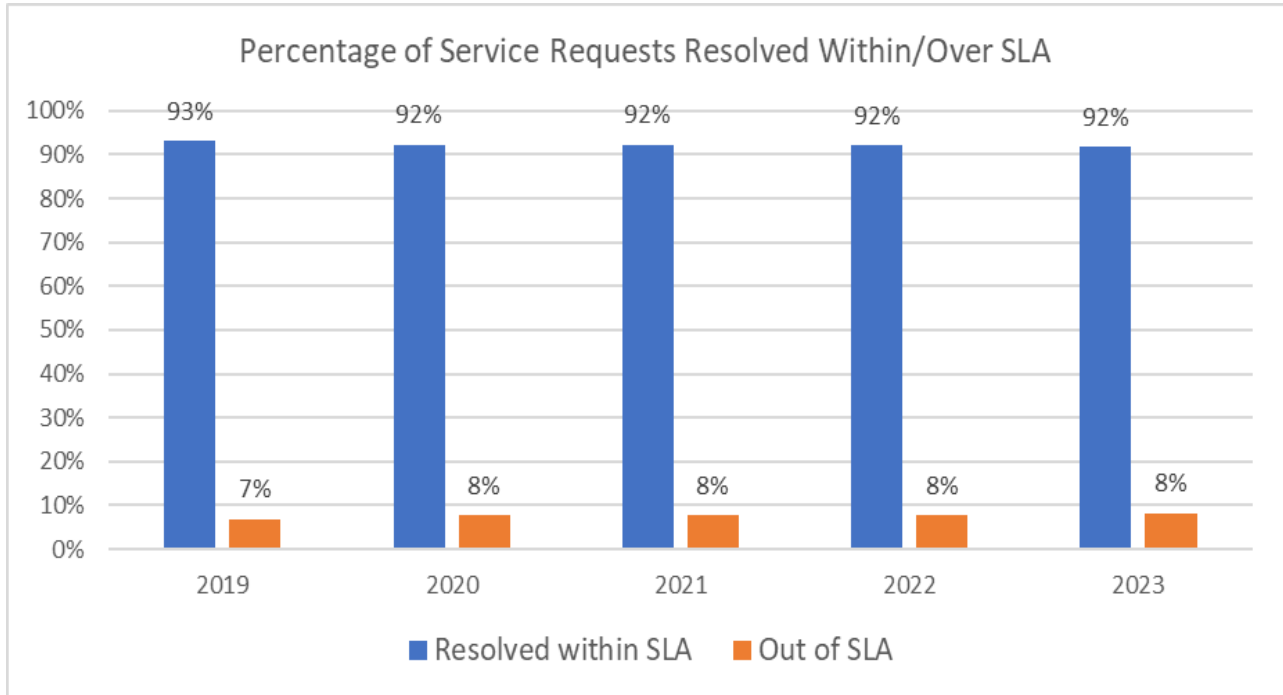


Figure 9 Percentage of Service Requests resolved within or out of SLA 2019 to 2023