

	Submitted	Completed	% Complete	Quality	Informed	OnTime	Return Rate	Shop 0to10	Shop NPS	Ins NPS
Feb 17	107	64	59.8%	9.92	100.0%	96.9%	17.2%	9.86	96.8%	82.5%
Mar 17	146	74	50.7%	9.82	97.3%	95.9%	5.4%	9.70	91.9%	83.3%
Apr 17	139	64	46.0%	9.75	98.4%	96.9%	4.7%	9.58	89.1%	81.6%
May 17	126	62	49.2%	9.81	98.4%	95.2%	6.5%	9.82	95.2%	70.2%
Jun 17	137	68	49.6%	9.88	98.5%	85.3%	7.4%	9.74	92.6%	81.5%
Jul 17	113	51	45.1%	9.94	98.0%	100.0%	11.8%	9.71	90.2%	64.1%
Aug 17	145	72	49.7%	9.74	98.6%	95.8%	11.1%	9.68	93.1%	81.4%
Sep 17	139	42	30.2%	9.74	97.6%	100.0%	2.4%	9.79	95.2%	82.4%
Oct 17	141	73	51.8%	9.81	100.0%	98.6%	6.8%	9.77	91.8%	73.7%
Nov 17	123	53	43.1%	9.81	98.1%	98.1%	11.3%	9.87	96.2%	61.4%
Dec 17	122	65	53.3%	9.85	98.5%	96.9%	1.5%	9.86	96.9%	89.8%
Jan 18	85	29	34.1%	9.83	100.0%	89.7%	10.3%	9.86	93.1%	85.2%
12 months	1523	717	47.1%	9.82	98.6%	95.8%	7.9%	9.76	93.4%	78.4%
CSi Complete Industry				7.33	93.0%	88.9%	13.1%	9.24	76.4%	62.3%



Information compiled by TenPoint Complete, a national provider of
CSI and call center services to business. For more information
please call (800) 343-0641 x165. Copyright 2014 CSi Complete

