

	Submitted	Completed	% Complete	Quality	Informed	OnTime	Return Rate	Shop 0to10	Shop NPS	Ins NPS
Apr 16	104	65	62.5%	9.85	98.5%	98.4%	4.6%	9.66	89.2%	72.4%
May 16	105	59	56.2%	9.83	98.3%	98.3%	15.3%	9.85	94.9%	71.7%
Jun 16	99	57	57.6%	9.88	98.2%	94.7%	14.0%	9.75	93.0%	62.5%
Jul 16	106	55	51.9%	9.71	100.0%	92.7%	9.1%	9.58	87.3%	59.2%
Aug 16	126	68	54.0%	9.85	98.5%	95.6%	7.4%	9.85	97.1%	68.3%
Sep 16	126	56	44.4%	9.82	98.2%	94.6%	3.6%	9.71	92.9%	80.0%
Oct 16	113	72	63.7%	9.82	100.0%	97.2%	4.2%	9.75	94.4%	68.3%
Nov 16	131	75	57.3%	9.79	100.0%	94.7%	4.0%	9.75	92.0%	81.2%
Dec 16	104	55	52.9%	9.85	100.0%	96.4%	7.3%	9.85	94.5%	71.2%
Jan 17	112	71	63.4%	9.76	98.6%	98.6%	11.3%	9.73	93.0%	72.6%
Feb 17	107	63	58.9%	9.92	100.0%	96.8%	17.5%	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%
12 months	1379	770	55.8%	9.82	99.0%	96.2%	8.4%	9.75	93.1%	73.0%
CSi Complete Industry				8.54	93.7%	89.4%	13.0%	9.24	76.3%	61.7%



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

