

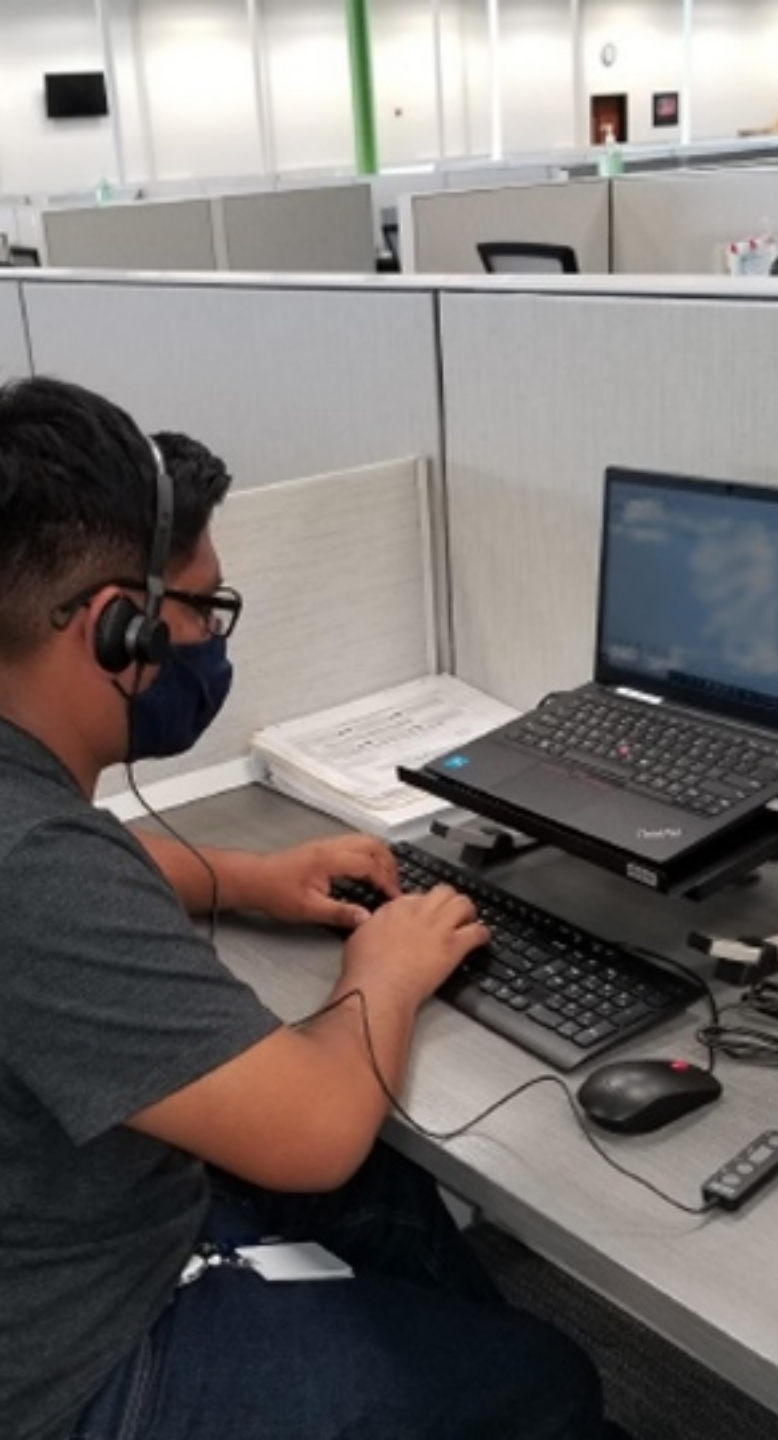


# **FASTRAK<sup>®</sup> CUSTOMER SERVICE CENTER OPERATIONS UPDATE**

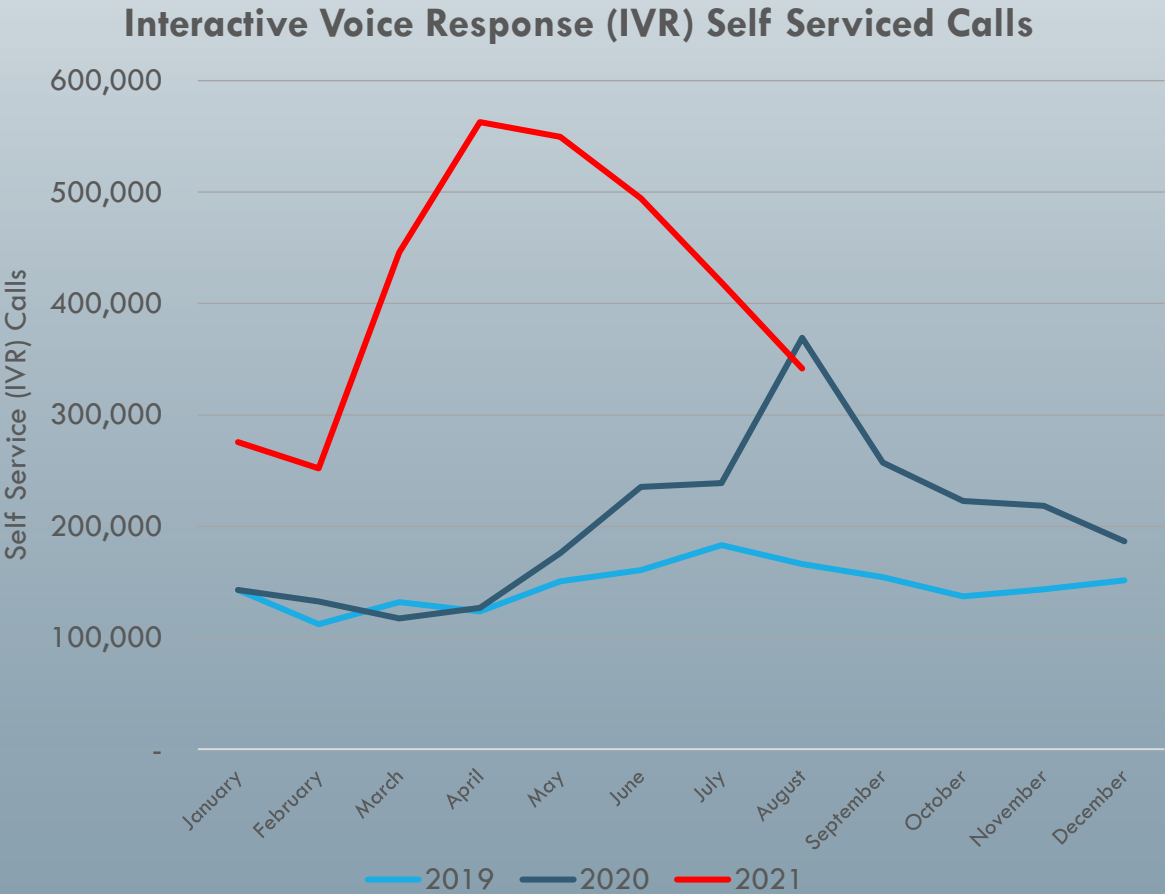
September 8, 2021







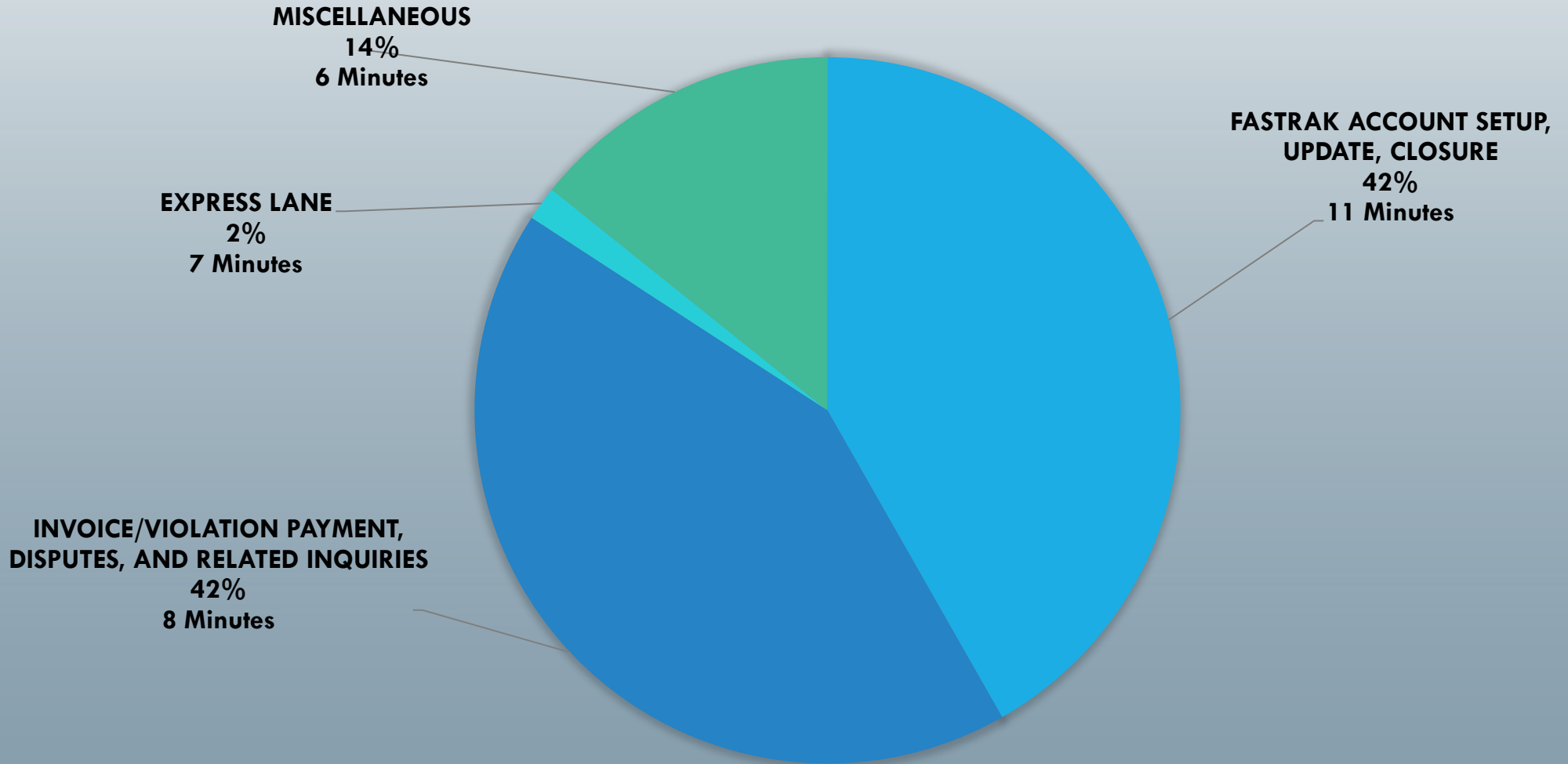
# CUSTOMER CONTACTS: CALL VOLUMES



# CUSTOMER CONTACTS: CALL TYPES



## 2021 CALL TYPES AND AVERAGE CALL TIMES

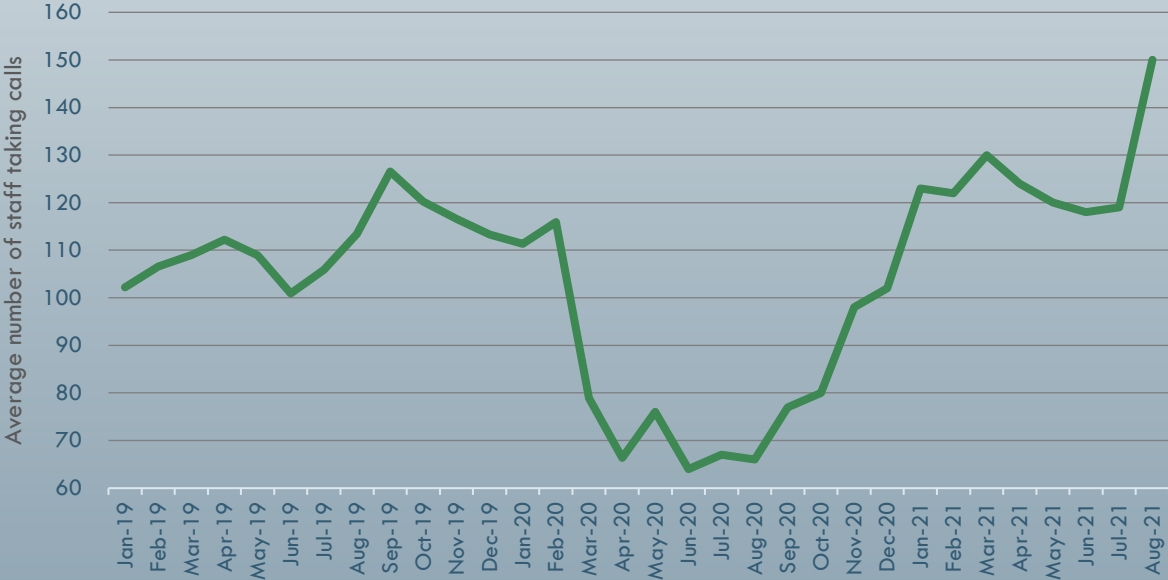




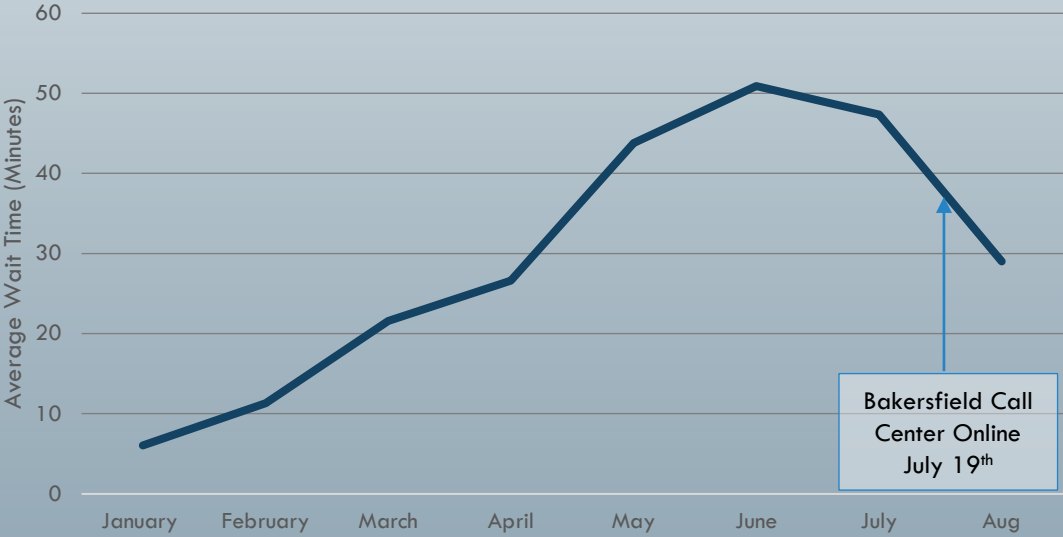
# CALL CENTER STAFFING AND WAIT TIMES



Average Daily Number of Staff Answering Calls



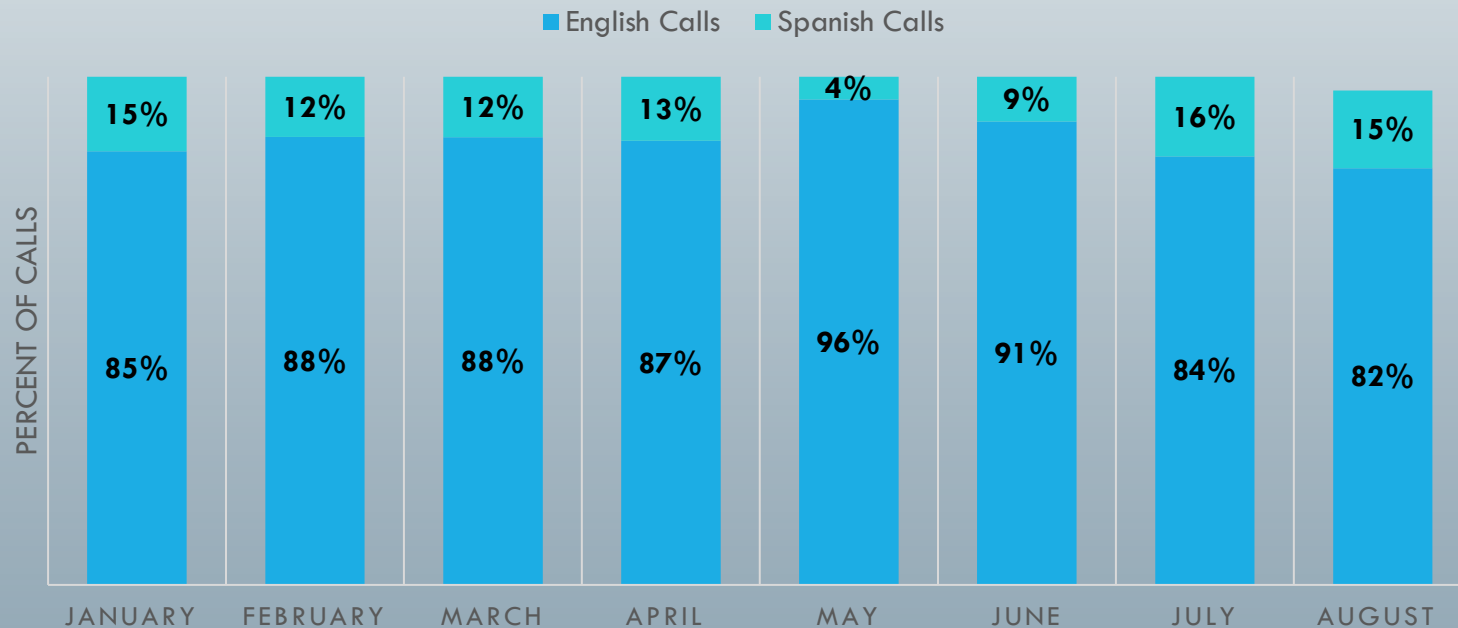
Average Wait Times 2021



# FASTRAK OPERATIONS LANGUAGE SUPPORT



## PERCENTAGE OF ENGLISH AND SPANISH CALLS



Month (2021)	Spanish Wait	English Wait
June	34:32	50
July	47:23	47:13
August	29:33	29:43

- 23% of phone agents are bilingual (Spanish)
- English and Spanish wait times are the same
- Calls answering provided in 32 other languages via language translation service
- Top languages requested: Mandarin, Portuguese, Cantonese, Chinese, Vietnamese

# CUSTOMER SATISFACTION 2021



## PHONE

Customer Satisfaction: **83%**

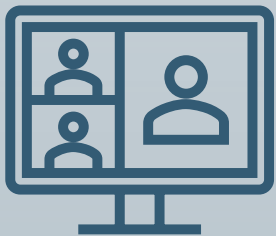
Issue Resolved on First Contact: **76%**



## EMAIL

Customer Satisfaction: **56%**

Issue Resolved on First Contact: **43%**



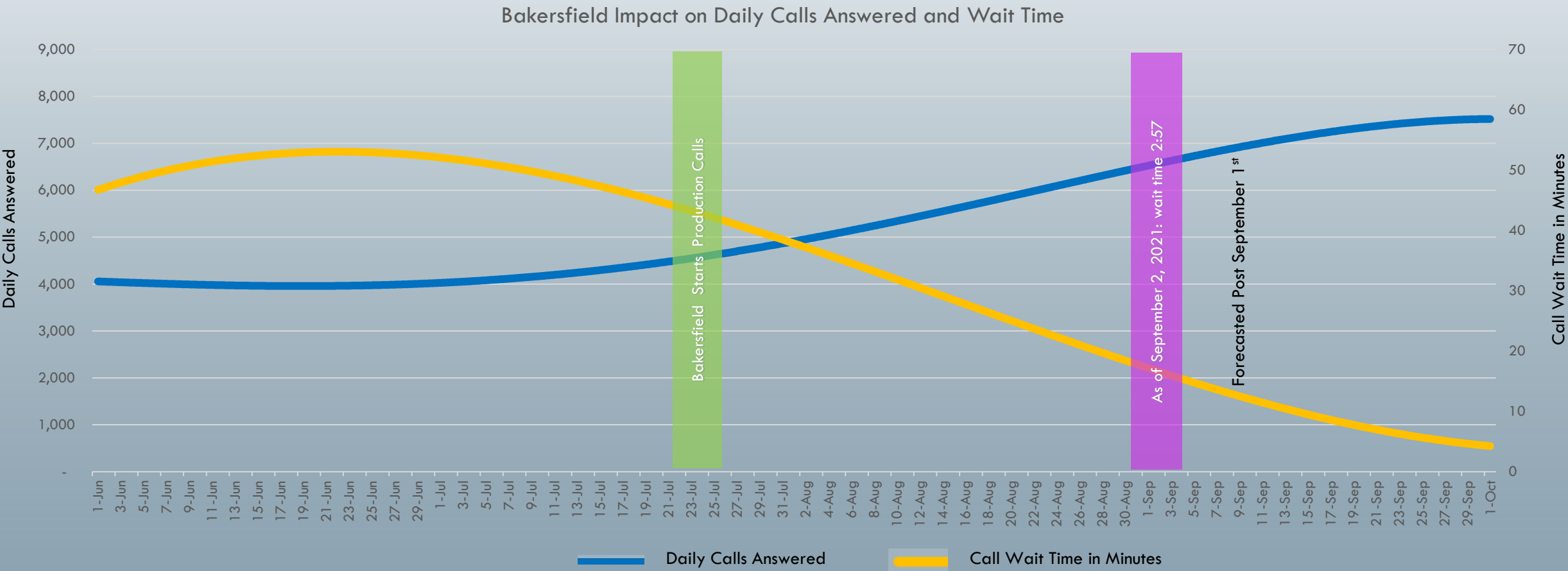
## CHAT

Customer Satisfaction: **93%**

Issue Resolved on First Contact: **84%**



# CONDUENT UPDATE: BAKERSFIELD OVERVIEW



*The current trend is showing the wait time under 10 minutes by end of September – COVID notwithstanding*



# CONDUENT UPDATE: STRATEGY & COVID RESPONSE



## Attract & Retain

### Attract

- 5-dedicated recruiters
- Active marketing via job listing portals / local media / veterans / local schools
- Strong pay for performance culture
- Implemented retention 'stay' bonuses & currently assessing sign-on bonuses

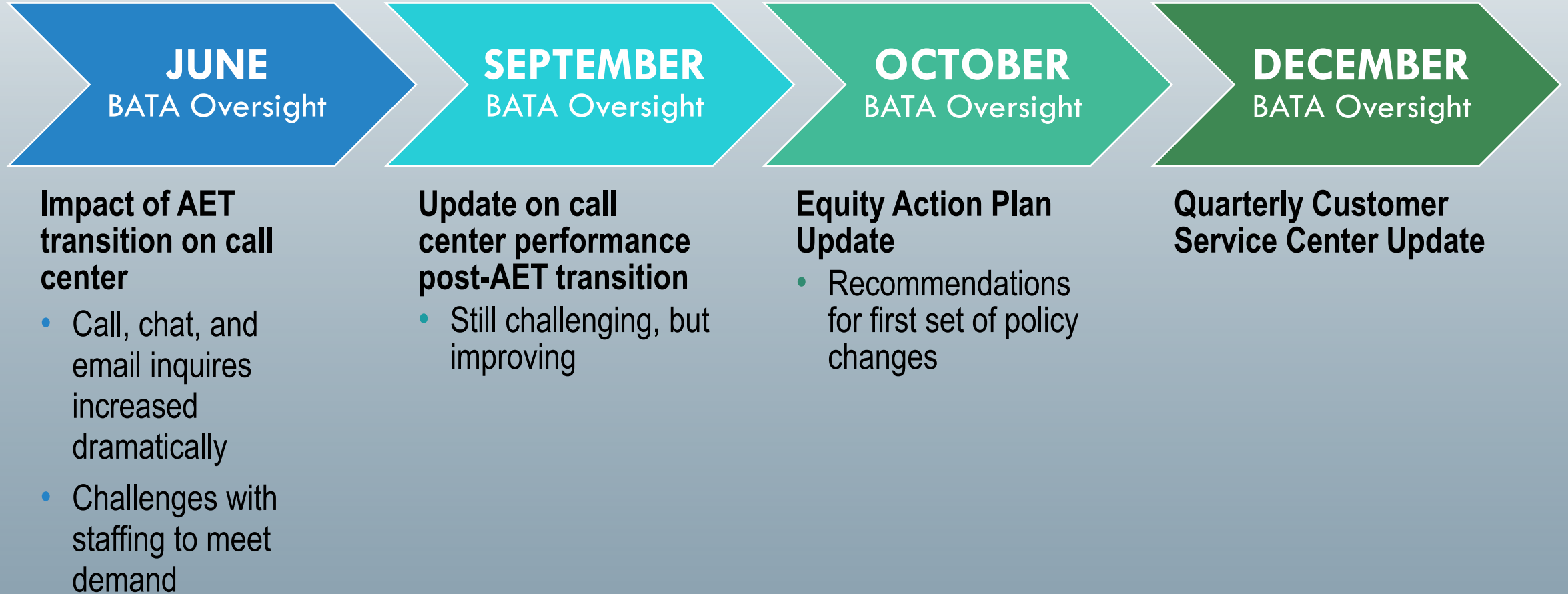
### Development

- Enhanced management & leadership training
- Career path development implemented
- Expanding specialized learning opportunities

### Work Culture

- Implement alternative work schedules
- Implemented work from home
- Innovative sourcing for new talent networks (i.e., students and retirees)

# FASTRAK CSC OPERATIONS UPDATE TIMELINE



**QUESTIONS?**

