

**HR**

<b>Task</b>	<b>Jan-17</b>	<b>Feb-17</b>	<b>Mar-17</b>	<b>Apr-17</b>	<b>May-17</b>	<b>Jun-17</b>	<b>Jul-17</b>	<b>Aug-17</b>	<b>Sep-17</b>	<b>Oct-17</b>	<b>Nov-17</b>	<b>Dec-17</b>	<b>Total</b>
ISR Completed	7494	8310	8027	6410	10539	13,311	10,391	10,194	9984	9271	7572	5577	<b>107,080</b>
ISR Rejected	141	156	146	88	137	314	256	210	233	210	168	102	<b>2,161</b>
*HR Misc Deductions/Payments	843	571	550	378	473	258	859	507	430	541	271	403	<b>6,084</b>
Enrlmnt Forms-Hlth & Welfare (167)	147	191	151	175	206	281	180	146	170	165	92	173	<b>2,077</b>
Enrlmnt Forms-Insurance (168)	276	301	293	388	347	501	786	328	350	326	185	321	<b>4,402</b>
Enrlmnt Forms-Savings (169)	141	144	157	109	110	168	239	108	91	114	94	128	<b>1,603</b>
*Benefit Misc Deductions/Payments	660	289	338	442	408	653	559	712	405	351	92	546	<b>5,455</b>
E-mails Received	1663	1257	1645	1607	1675	2081	1305	1489	1379	1461	791	916	<b>17,269</b>
<b>Total</b>	<b>11,365</b>	<b>11,219</b>	<b>11,307</b>	<b>9,597</b>	<b>13,895</b>	<b>17,567</b>	<b>14,575</b>	<b>13,694</b>	<b>13,042</b>	<b>12,439</b>	<b>9,265</b>	<b>8,166</b>	<b>146,131</b>

<b>Phone Tree Info</b>	<b>Jan-17</b>	<b>Feb-17</b>	<b>Mar-17</b>	<b>Apr-17</b>	<b>May-17</b>	<b>Jun-17</b>	<b>Jul-17</b>	<b>Aug-17</b>	<b>Sep-17</b>	<b>Oct-17</b>	<b>Nov-17</b>	<b>Dec-17</b>	<b>Total</b>
Total Calls Received	1467	1511	1490	1068	686	831	745	727	735	631	548	837	<b>11,276</b>
Avg Time to Answer Call mm:ss	00:08	00:09	00:26	00:12	00:17	00:08	00:08	00:06	00:09	00:13	00:15	00:18	<b>35:13</b>
Avg Length of Call mm:ss	02:35	02:47	03:04	04:28	02:24	02:35	02:32	02:01	2:23	2:56	2:44	3:04	<b>07:28</b>
Abandoned Calls	39	58	53	34	39	31	49	24	40	49	31	41	<b>488</b>
Total Calls Out	1089	911	1136	1281	608	777	673	793	837	852	779	703	<b>10,439</b>

<b>ISR Accuracy Rates</b>	<b>Jan-17</b>	<b>Feb-17</b>	<b>Mar-17</b>	<b>Apr-17</b>	<b>May-17</b>	<b>Jun-17</b>	<b>Jul-17</b>	<b>Aug-17</b>	<b>Sep-17</b>	<b>Oct-17</b>	<b>Nov-17</b>	<b>Dec-17</b>	<b>Total</b>
Total Records (ISRs) Audited	991	722	231	202	226	303	197	227	202	223	201	163	<b>3888</b>
Total Errors Found	35	14	11	4	6	13	4	5	7	13	2	9	<b>123</b>
% of errors that impact payroll	1.00%	0.14%	0.00%	0.00%	0.00%	0.67%	0.00%	0.00%	1.00%	0.00%	0.00%	0.61%	<b>0.68%</b>
% of errors that do not impact payroll	3.43%	1.80%	4.80%	1.99%	2.65%	3.63%	2.03%	2.20%	2.47%	5.83%	1.00%	4.91%	<b>3.06%</b>
Accuracy Rate	96.47%	98.06%	95.20%	98.01%	99.56%	95.70%	97.97%	99.10%	96.53%	94.17%	99.00%	94.48%	<b>97.02%</b>

**Payroll**

<b>Task</b>	<b>Jan-17</b>	<b>Feb-17</b>	<b>Mar-17</b>	<b>Apr-17</b>	<b>May-17</b>	<b>Jun-17</b>	<b>Jul-17</b>	<b>Aug-17</b>	<b>Sep-17</b>	<b>Oct-17</b>	<b>Nov-17</b>	<b>Dec-17</b>	<b>Total</b>
<b># of paycheck generated</b>	105,945	109,323	111,678	111,219	110,393	137,238	110,905	108,146	109,990	112,541	112,920	141,536	<b>1,381,834</b>
<b>Off Cycle Pay Check</b>	1,283	826	826	737	757	1,247	1,168	799	1,079	1,007	907	1,169	<b>11,805</b>
<b>Direct Deposit/Bank Changes</b>	301	527	448	313	408	1,752	756	500	724	359	468	479	<b>7,035</b>
<b>Tax Forms</b>	115	195	117	79	116	1,704	322	213	180	239	157	128	<b>3,565</b>
<b>Emails Received</b>	1,183	1,175	1,286	1,030	772	1,168	1,310	1,213	1,307	1,122	1,247	1,101	<b>13,914</b>

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Total Calls Received	1,812	1,664	1503	1,433	1,182	1,384	1,552	1,444	1,432	1,435	1,316	1,435	<b>17,592</b>
Avg Time to Answer Call mm:ss	00:20	0:00:15	0:00:14	0:00:12	0:00:12	0:00:16	0:00:15	0:00:14	0:00:14	0:00:15	0:00:14	0:00:22	<b>00:15</b>
Avg Length of Call mm:ss	02:50	02:33	02:47	02:47	02:24	02:35	12:02:40AM	02:45	06:22	02:43	02:36	02:36	<b>03:00</b>
Abandoned Calls	22	27	24	14	29	28	20	17	37	11	22	39	<b>290</b>
Total Calls Out	1,093	991	1227	1,069	1,149	1244	1301	1,088	1,081	1,084	998	933	<b>13,258</b>