

Human Resource Shared Services													
Task	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Total
ISR Completed	9097	7959	7410	6308	9809	12387	10241	10630	8949	9003	6832	5730	104355
ISR Rejected	250	148	167	254	306	336	206	246	171	221	123	223	2651
Success Factors Hire Transactions													239
*HR Misc Deductions/Payments	587	546	863	355	479	557	835	624	586	604	571	431	7038
Enrlmnt Forms-Hlth & Welfare (167)	117	138	250	110	149	152	145	113	114	149	92	232	1761
Enrlment Forms-Insurance (168)	276	240	366	240	188	292	714	216	276	250	137	481	3676
Enrlment Forms-Savings (169)	169	95	107	83	75	142	159	138	134	143	115	149	1509
*Benefit Misc Deductions/Payments	617	293	485	276	343	295	613	141	98	416	826	218	4621
E-mails Received	1290	1741	2261	2042	2125	2054	2835	2541	2425	2543	2310	1581	25748
Total	12403	11160	11909	9668	13474	16215	15748	14649	12753	13329	11006	0	151359
Phone Tree Info													
Task	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Total
Total Calls Received	1594	1655	1562	1241	657	788	771	802	635	470	627	662	11464
Avg Time to Answer Call mm:ss	0:00:15	0:00:16	0:00:15	0:00:16	0:00:12	0:00:25	0:00:20	0:00:15	0:00:17	0:00:18	0:00:17	0:00:24	0:00:17
Avg Length of Call mm:ss	0:02:56	0:03:12	0:03:07	0:03:01	0:02:44	0:02:54	0:02:47	0:02:49	0:02:45	0:02:42	0:02:45	0:02:45	0:02:52
Abandoned Calls	46	55	41	40	72	47	35	44	37	39	48	47	551
Total Calls Out	1017	909	738	656	519	576	525	594	489	445	599	461	7528
ISR Accuracy Rates													
Task	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Total
Total Records (ISRs) Audited	213	205	251	176	302	490	329	115	195	192	181	220	2869
Total Errors Found	4	10	7	9	5	3	3	4	1	7	6	0	59
% of errors that impact payroll	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.25%
% of errors that do not impact payroll	1.88%	4.88%	2.79%	5.11%	1.66%	0.61%	0.91%	3.48%	0.51%	3.65%	3.31%	0.00%	2.40%
Accuracy Rate	98.12%	95.12%	97.21%	94.89%	98.34%	99.39%	96.09%	96.52%	99.49%	96.35%	96.69%	100%	97.35%

Payroll Shared Services													
Task	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Total
# of paycheck generated	108,720	113,318	113,968	113,437	111,885	139,815	113,436	110,683	111,039	116,062	145,871	113,934	1,412,168
Off Cycle Pay Check	1,425	658	1,478	1,223	629	962	1,199	977	904	986	1,169	1,410	13,020
Direct Deposit/Bank Changes	383	241	377	408	551	1,221	1,095	484	308	718	455	468	6,709
Tax Forms	272	234	235	200	426	1,135	579	170	292	452	173	169	4,337
Emails Received	1,487	1,141	1,008	942	942	1,437	1,690	1,466	1,431	1,554	1,252	1,140	15,490
Phone Tree Info													
Task	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Total
Total Calls Received	1984	1671	1541	1455	1282	1655	1818	1669	1400	1559	1438	1280	18752
Avg Time to Answer Call mm:ss	0:00:16	0:00:16	0:00:16	0:00:18	0:00:17	0:00:30	0:00:22	0:00:15	0:00:19	0:00:18	0:00:16	0:00:25	0:00:19
Avg Length of Call mm:ss	0:02:44	0:02:45	0:02:44	0:02:30	0:02:41	0:02:46	0:02:35	0:02:42	0:02:45	0:02:38	0:02:40	0:02:46	0:02:41
Abandoned Calls	23	23	25	17	32	73	56	21	28	27	21	44	390
Total Calls Out	1135	1033	977	993	864	914	883	880	756	780	748	613	10576