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## Major Changes Quarterly Reporting Template for Call Center Modifications

Fiscal Year: \_\_\_\_\_  
 State Name: \_\_\_\_\_  
 State Contact Person: \_\_\_\_\_  
 Contact Person's E-mail Address: \_\_\_\_\_  
 Contact Person's Telephone Number: \_\_\_\_\_  
 Date Major Change Implemented: \_\_\_\_\_

DATA ELEMENTS <i>Please hover over any data element field for more detail of what is requested as needed</i>		BASELINE PERIOD		1ST QUARTER POST IMPLEMENTATION		2ND QUARTER POST IMPLEMENTATION		3RD QUARTER POST IMPLEMENTATION		4TH QUARTER POST IMPLEMENTATION		X QUARTER POST IMPLEMENTATION (as needed)	
Call Center Metrics	The total number of calls received by the State prior to implementation of the non-merit staffed call center												
	The total number of calls received at the call center												
	Total number of calls answered												
	Total number of abandoned calls												
	Total number of dropped calls												
	Of the total number of calls received at the call center, provide the number of calls transferred to merit system personnel												
	Total call idle time												
	Total blocked calls												
	Average wait time												
	Average handle time												
	Average time a client has to initially wait for call to be answered												
	Average length of client calls												
	Average time a client has to initially wait for a call to be answered by non-merit staff												
	Average length of client calls with non-merit staff												
	Average time a client has to wait to be transferred to a merit staff member												
	Average length of client calls with merit staff												
	Average client wait time for abandoned calls												
Total number of merit personnel employed by the State agency													
Total number of non-merit staff employed in the call center													
The purpose of SNAP client calls made to the center, broken down by percentage (please refer to FNS response letter for details on what this field must include)													
Certification Metrics	Total number of denied applications												
	Total number of applications denied due to missed client interview												

Client Impact	Customer satisfaction based upon surveys to measure the impact of the non-merit staffed call center																	
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