

# Customer Care Performance

## FY2025

Overall Satisfaction

88%

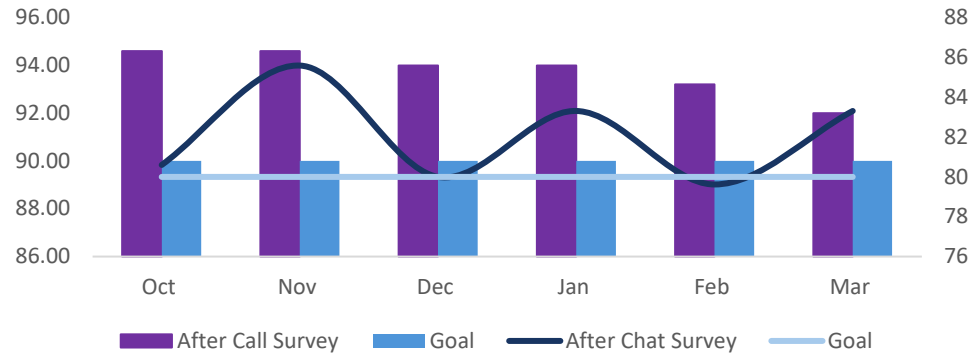
Call Quality

93%

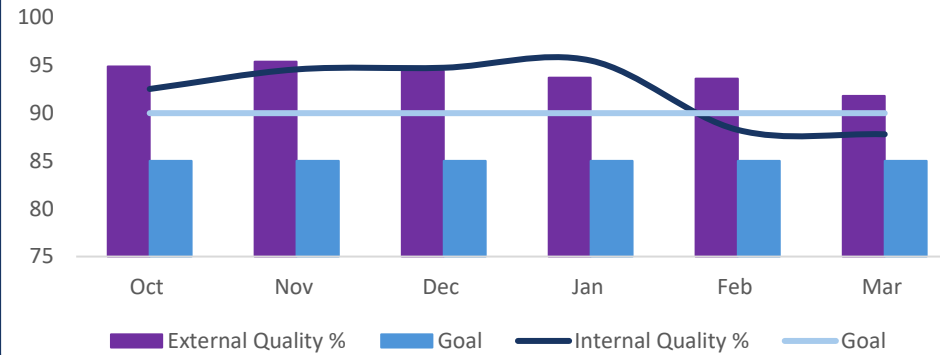
Average Speed Answered

31s

After Call / Chat Surveys

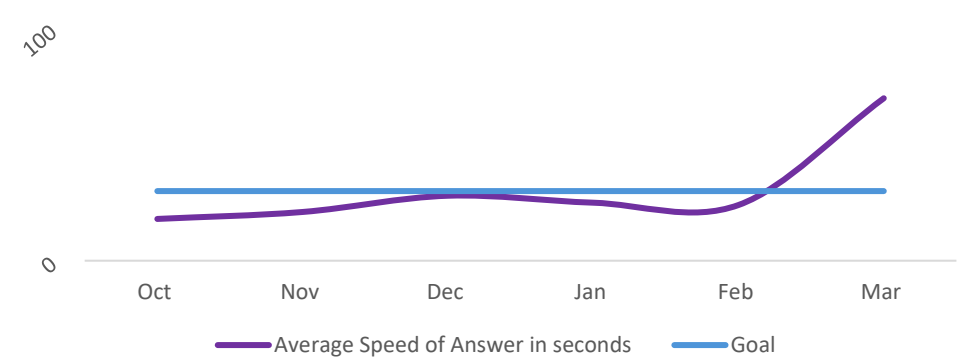


External / Internal Quality

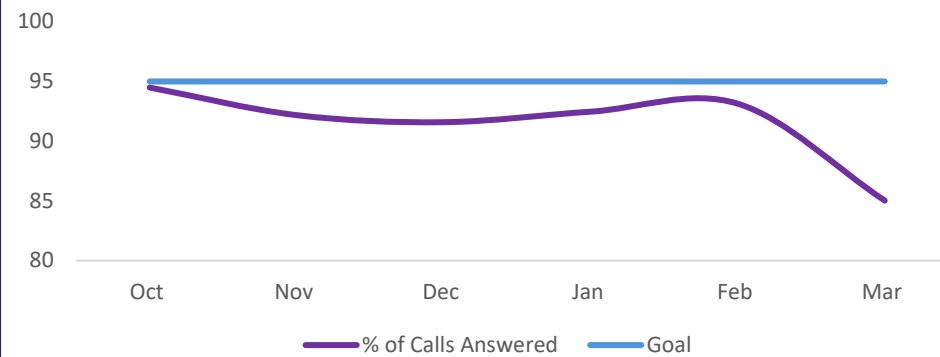


311 Fort Worth Highlights

Average Answer Speed in seconds



% of Calls Answered



Average Days Open

92

Average Days To Close

34

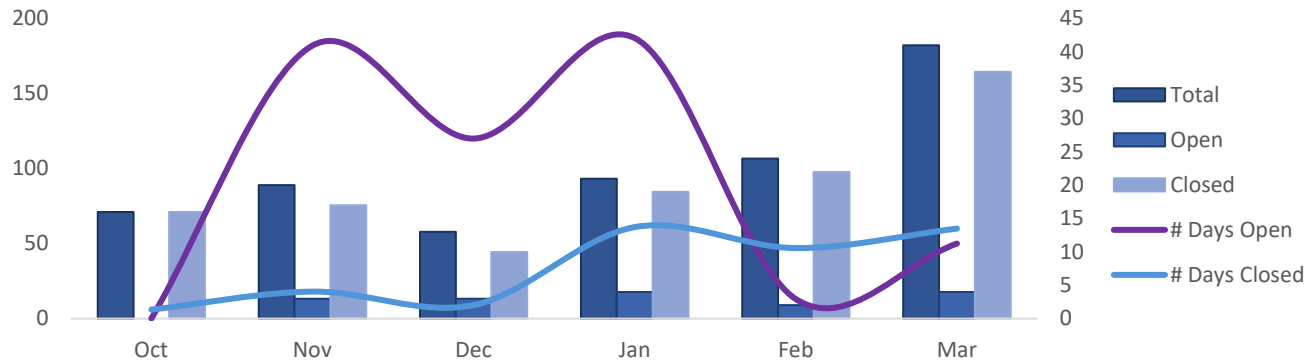
Total Requests

135

# Customer Care Performance

## FY2025

### MyFW Services Support Service Level



### MyFW Services Internal Customers



### MyFW Services Highlights

- Implemented additional internal services
- Upgraded mobile worker app
- Enhanced various integrations

### MyFW Services

