

Year

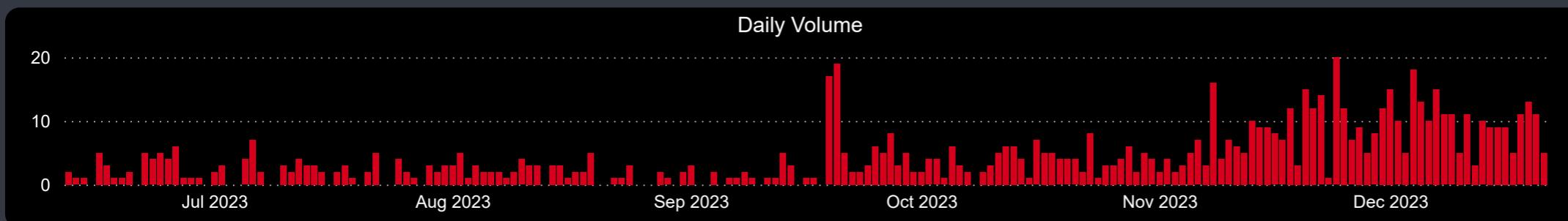
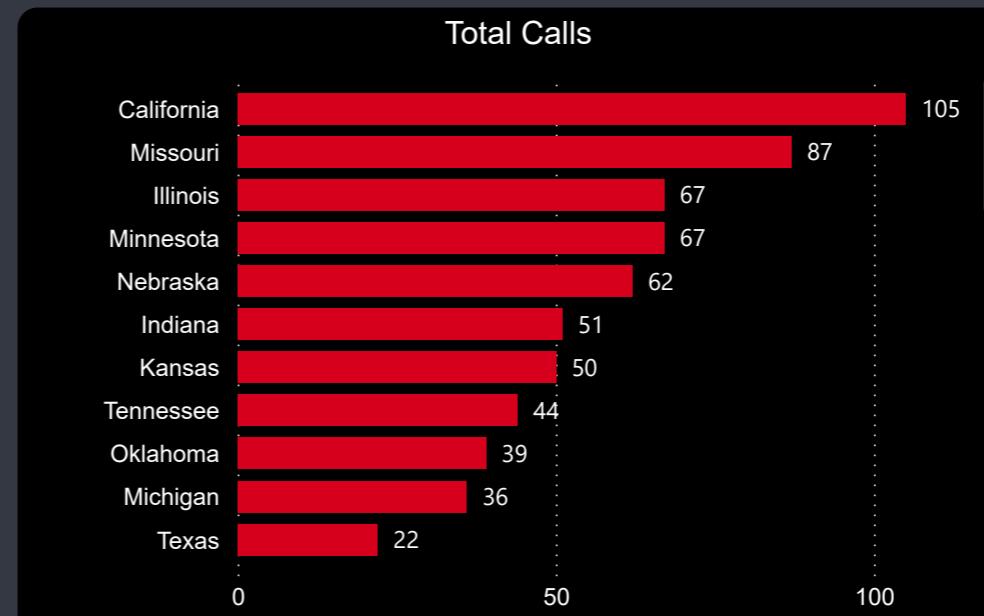
Date

Call Type

Disposition

Brand



Year

Date

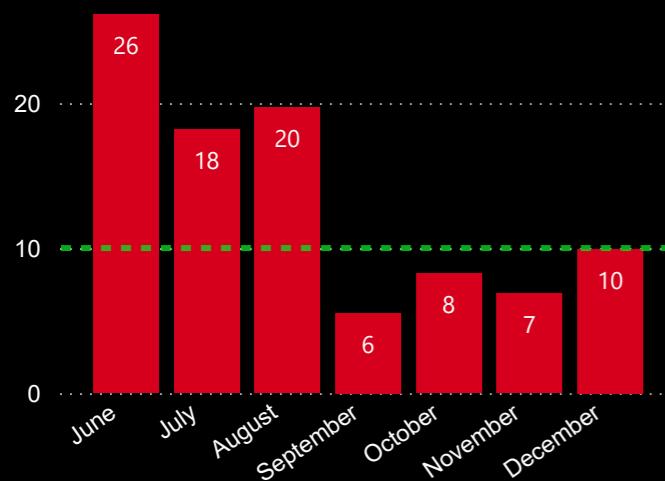
 

Call Type

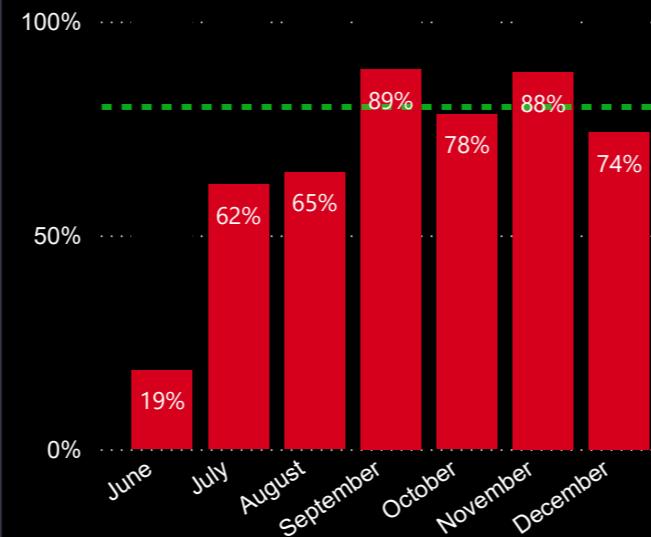
Disposition

Brand

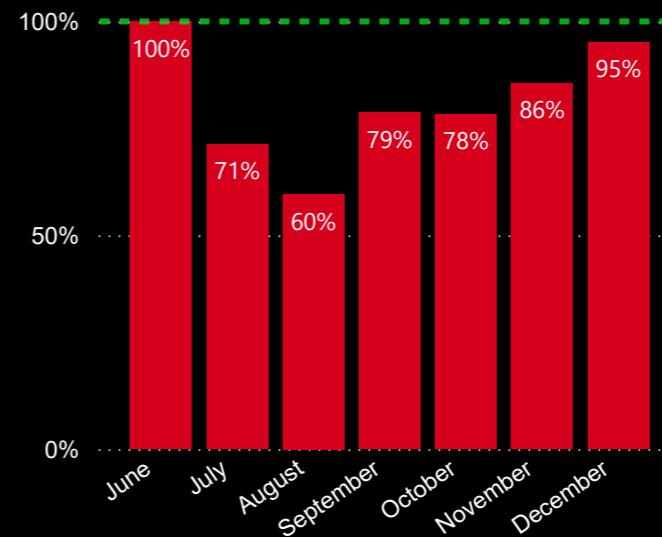
### Average Time to Callback



### Callback Service Level



### Callback Connection Rate



### Year

All

### Date

6/12/2023

12/21/2023

### Call Type

All

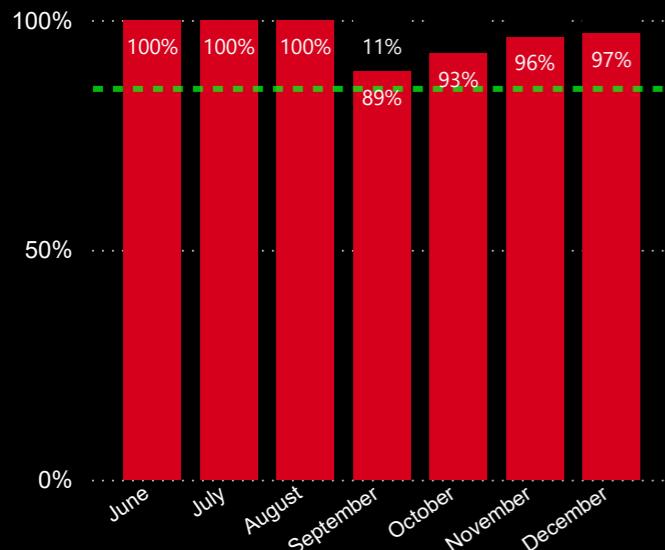
### Brand

All

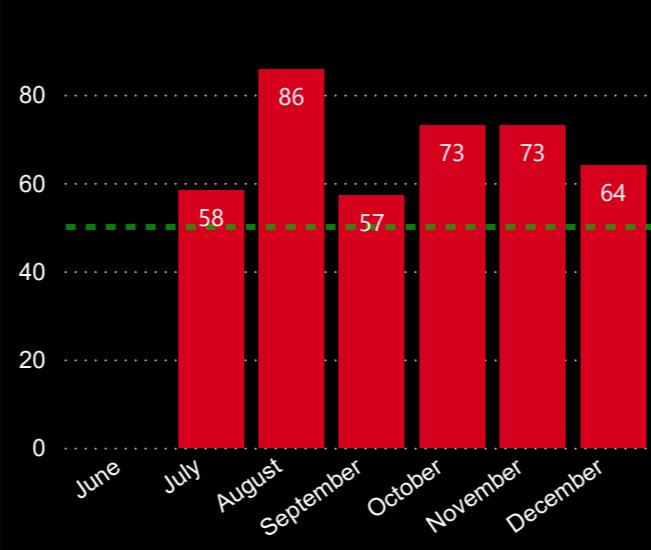
### Skill

All

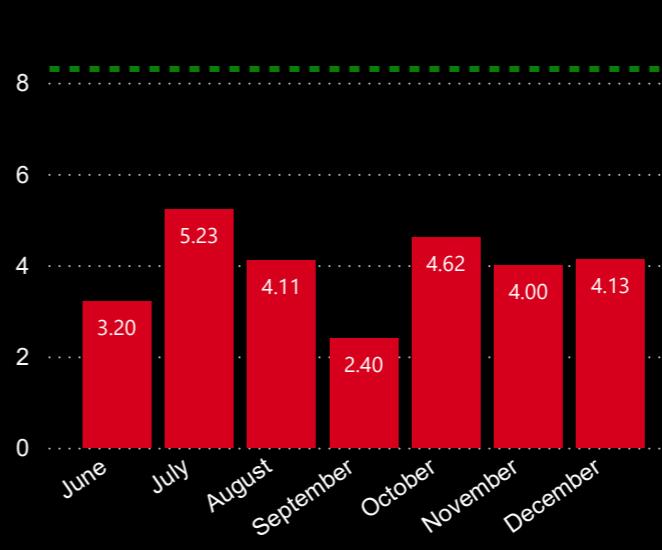
### Customer Satisfaction



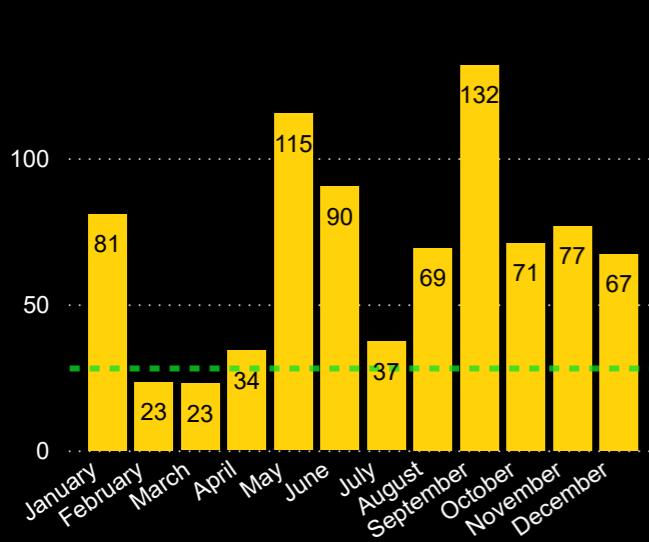
### Net Promoter Score



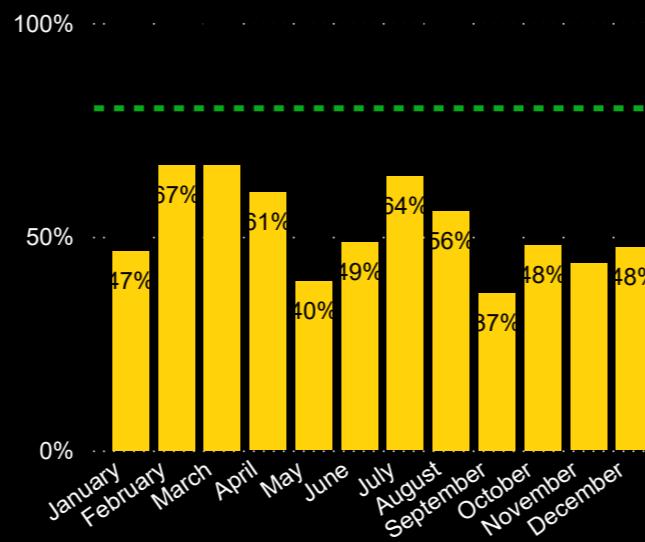
### Average Handle Time



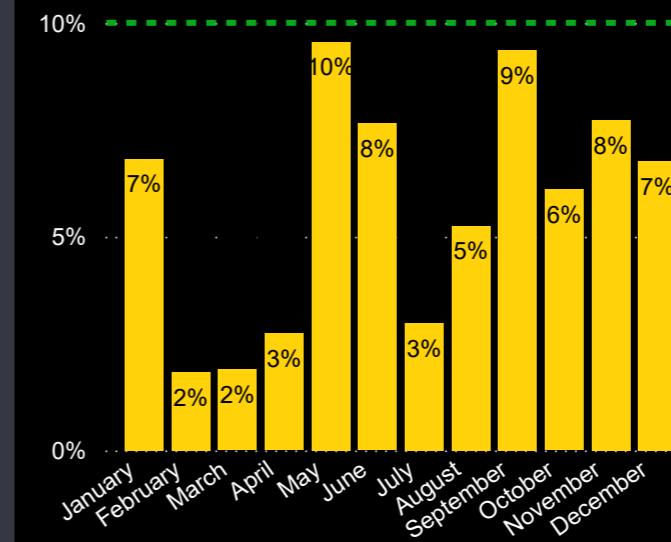
## Average Speed of Answer



## Service Level



## Abandon Rate



## Year

All

## Date

6/12/2023 12/21/2023

## Call Type

All

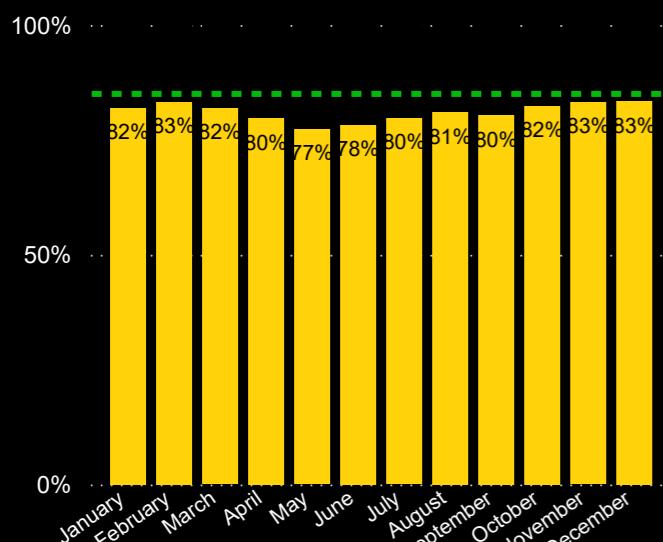
## Disposition

All

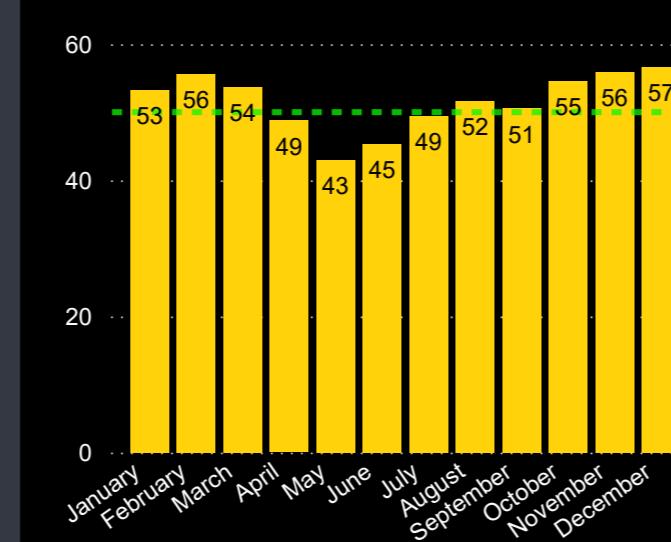
## Brand

All

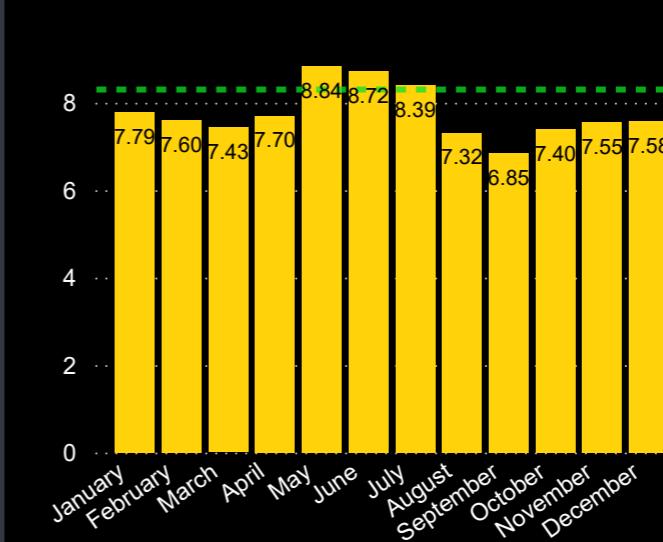
## Customer Satisfaction



## Net Promoter Score



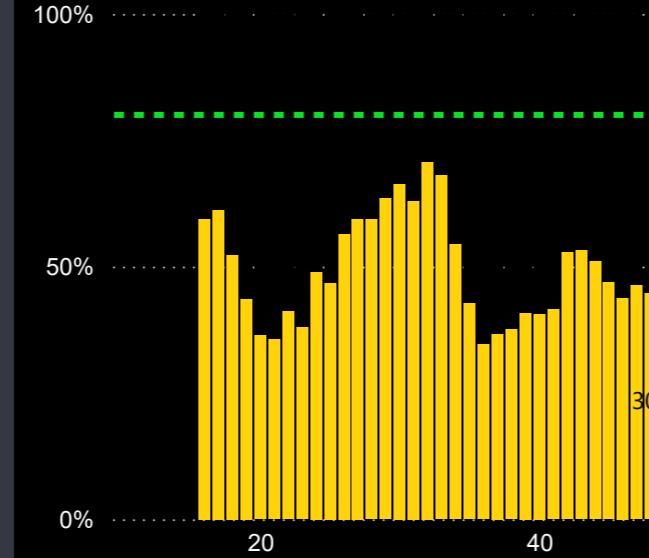
## Average Handle Time



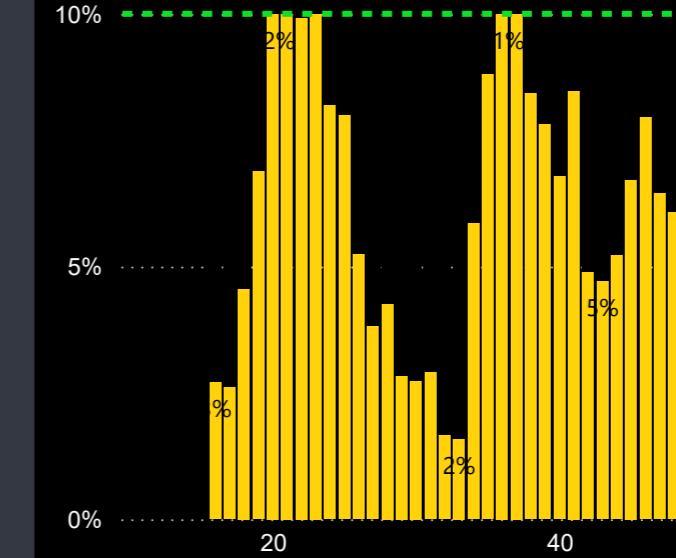
### Average Speed of Answer



### Service Level



### Abandon Rate



### Year

### Date

6/12/2023

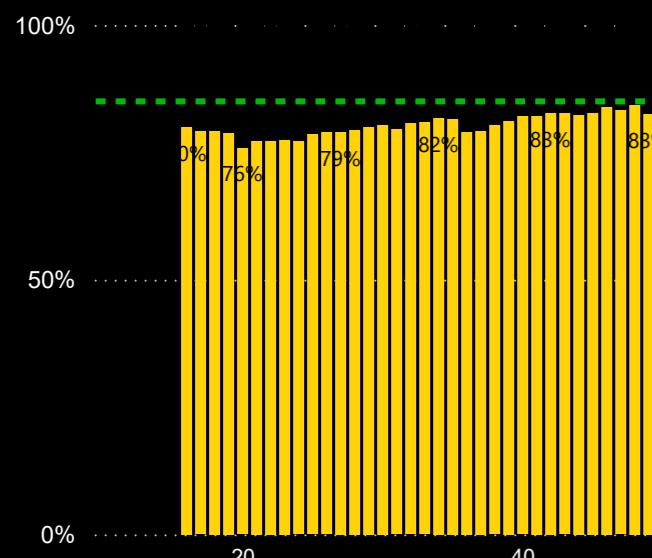
12/21/2023

### Call Type

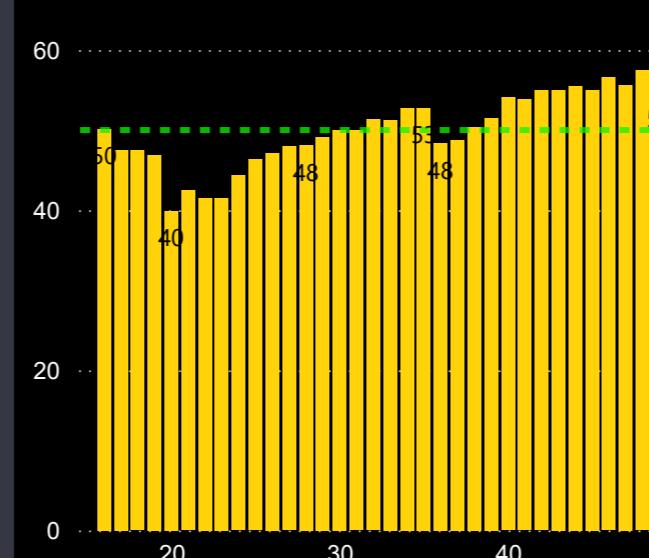
### Disposition

### Brand

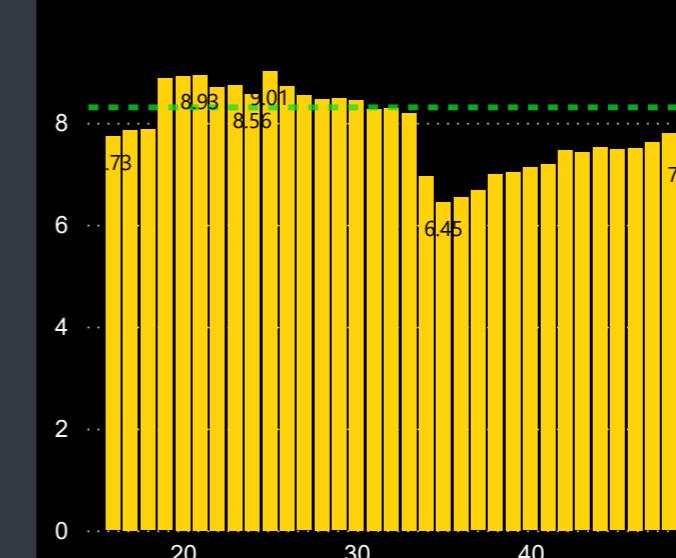
### Customer Satisfaction



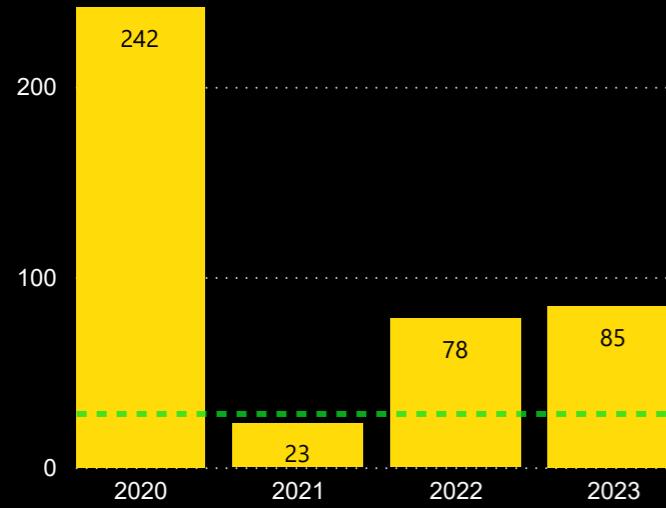
### Net Promoter Score



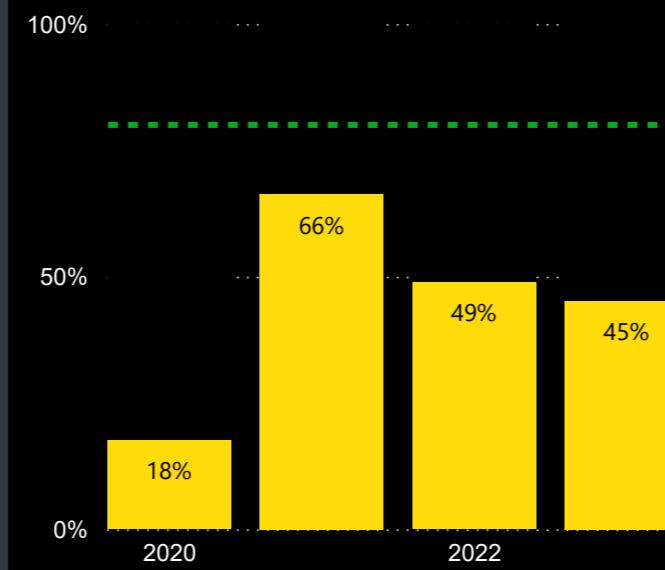
### Average Handle Time



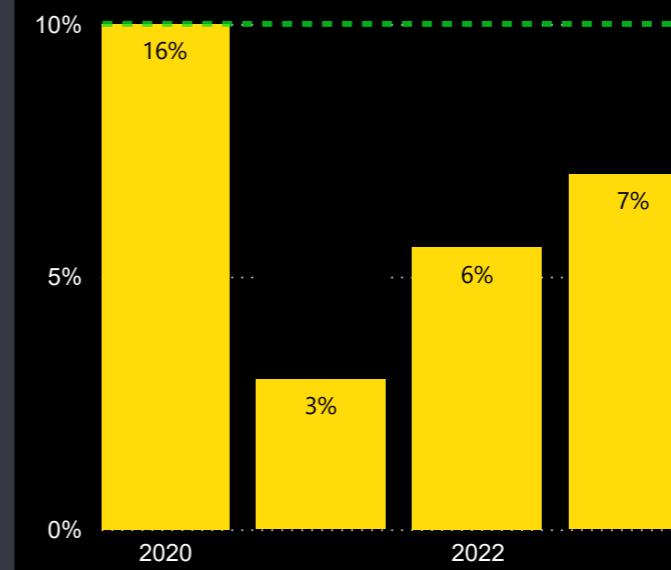
## Average Speed of Answer



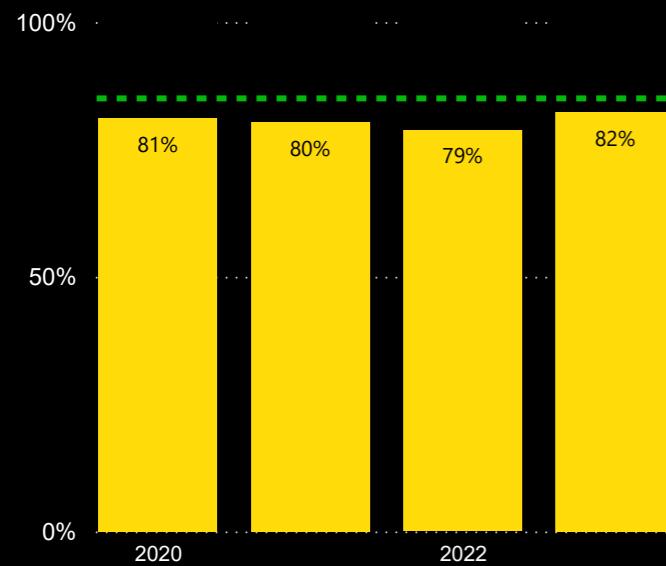
## Service Level



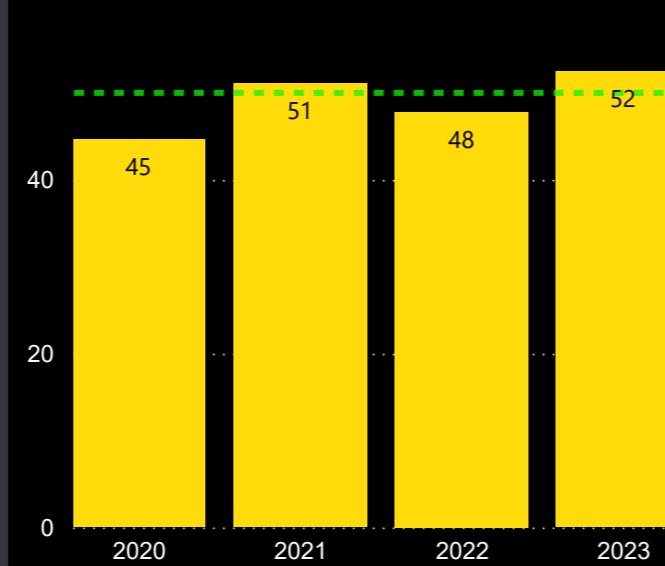
## Abandon Rate



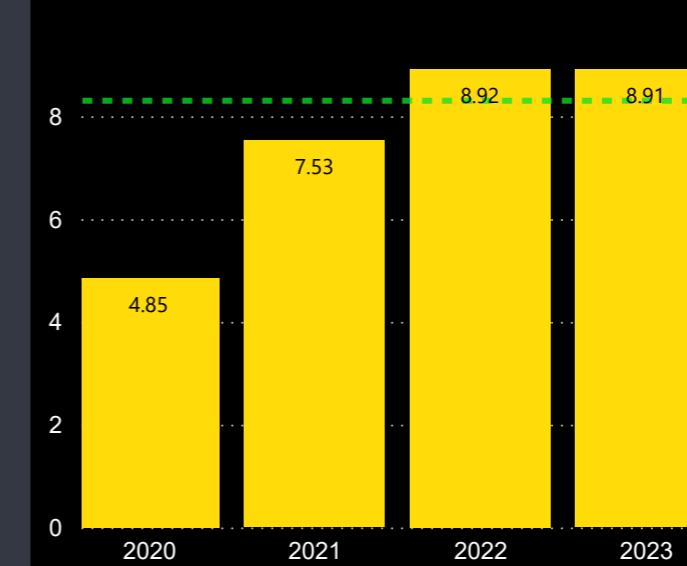
## Customer Satisfaction



## Net Promoter Score



## Average Handle Time



## Year

All

## Date

6/12/2023

12/21/2023

## Call Type

All

## Disposition

All

## Brand

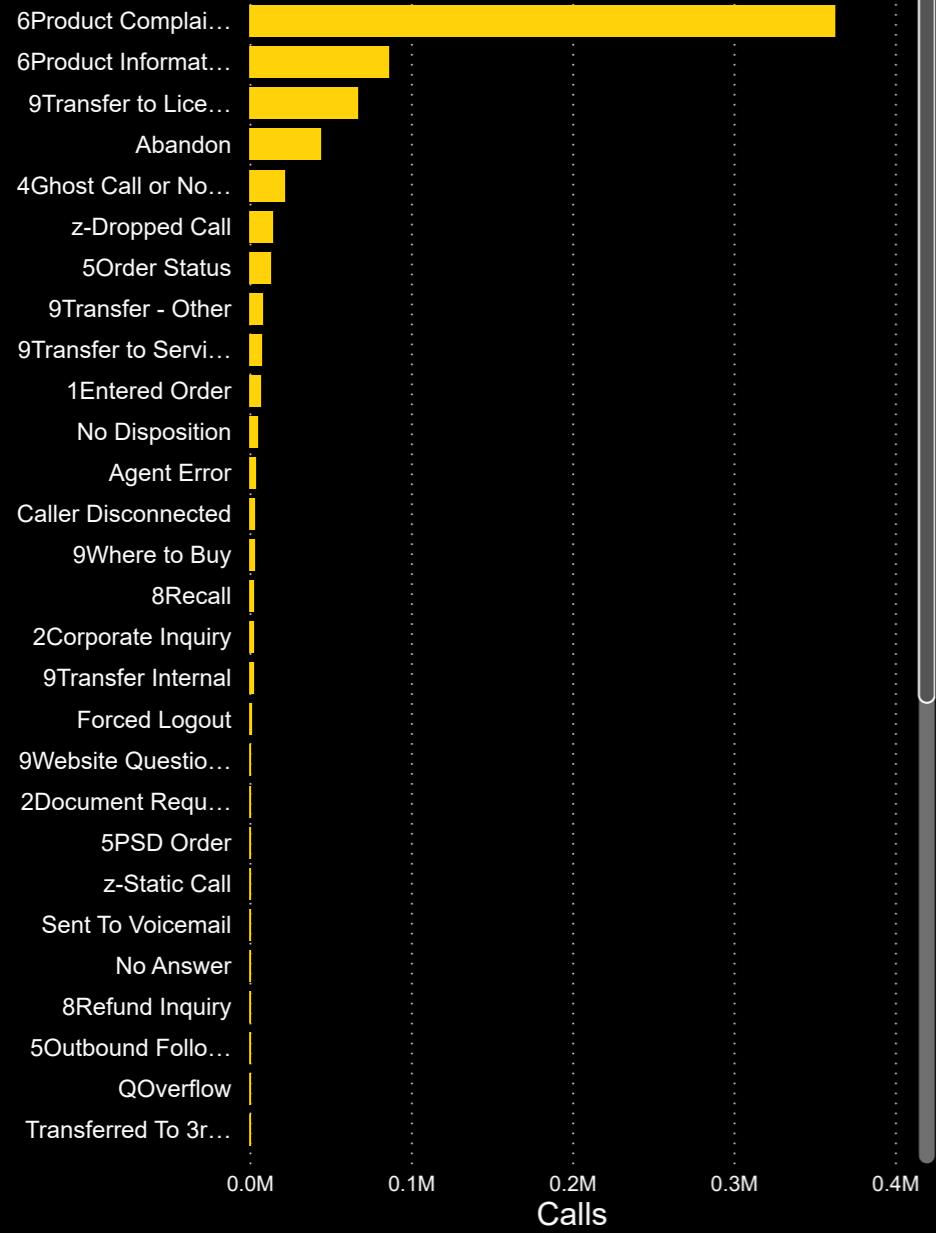
All

SKILL - B+D2	CALLS	CALLS PG
DEWALT	916898	37%
CRAFTSMAN	675496	27%
BLACK + DECKER	374807	15%
PSD	222048	9%
STANLEY	97741	4%
PORTER CABLE	65025	3%
WATERLOO	33535	1%
BOSTITCH	26380	1%
PROTO	24697	1%
IRWIN	17538	1%
NAPA	10825	0%
PORTER CABLE-EN-B2C	9957	0%
POWERS	7458	0%
LENOX	6471	0%
LITHIUM ION	5343	0%
REBATES	3072	0%
B2C - Corporate	1670	0%
CRAFTSMAN-EN-B2C-TEST for VA	225	0%
LITHIUM ION SHIPPING LINE-B2C	63	0%
DEWALT-EN-B2C-TEST	34	0%
PROTO-B2C - SP	18	0%
CRAFTSMAN-EN-B2B-TEST for VA	16	0%
<b>Total</b>	<b>2499338</b>	<b>100%</b>



Year

## Calls by Disposition



DISPOSITION	CALLS	CALLS PG
6Product Complaint or Warranty Issue	362823	43%
6Product Information or Availability	86598	10%
9Transfer to Licensee	67162	8%
Abandon	44362	5%
4Ghost Call or No One On The Line	21739	3%
z-Dropped Call	14335	2%
5Order Status	13416	2%
9Transfer - Other	8673	1%
9Transfer to Service Center or PSD	7737	1%
1Entered Order	7156	1%
No Disposition	5007	1%
Agent Error	4157	0%
Caller Disconnected	3219	0%
9Where to Buy	3207	0%
8Recall	3086	0%
2Corporate Inquiry	2779	0%
9Transfer Internal	2666	0%
Forced Logout	1643	0%
9Website Question or Issue	1203	0%
2Document Request	1168	0%
5PSD Order	880	0%
z-Static Call	843	0%
Sent To Voicemail	725	0%
No Answer	686	0%
8Refund Inquiry	504	0%
5Outbound Follow Up Call	306	0%
QOverflow	294	0%
Transferred To 3rd Party	287	0%
5Order Maintenance	195	0%
Queue Callback Timeout	88	0%
9Test Call	73	0%
Total	667243	79%

SKILL - B+D2	CALLS	CALLS PG
WATERLOO	9246	1%
STANLEY	26293	3%
Scheduled Callbacks - Craftsman ACE	1002	0%
REBATES	160	0%
PSD	45109	5%
PROTO-B2C - SP	8	0%
PROTO	9635	1%
POWERS	2512	0%
PORTERCABLE-RECALL-SP-B2C	1	0%
PORTER CABLE-EN-B2C	9958	1%
PORTER CABLE	8746	1%
NAPA CM-SP-B2C	2	0%
NAPA	2635	0%
LITHIUM ION	567	0%
LENOX	1875	0%
IRWIN	3682	0%
DEWALT-EN-B2C-TEST	13	0%
DEWALT	237932	28%
CRAFTSMAN-SP-B2C-TEST for VA	1	0%
CRAFTSMAN-EN-B2B-TEST for VA	1	0%
CRAFTSMAN	192457	23%
BOSTITCH	5675	1%
BLACK + DECKER	108061	13%
B2C - Corporate	1672	0%
Total	667243	79%

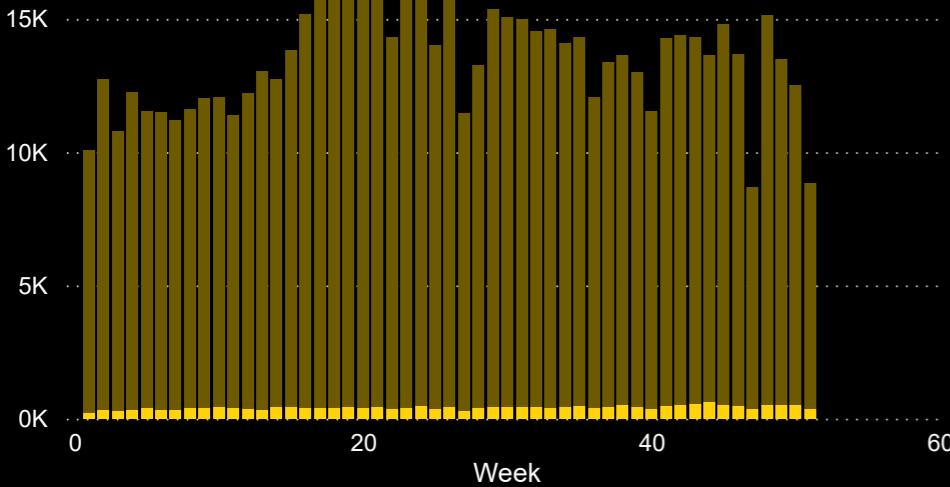
Year: 2023

Call Type: All

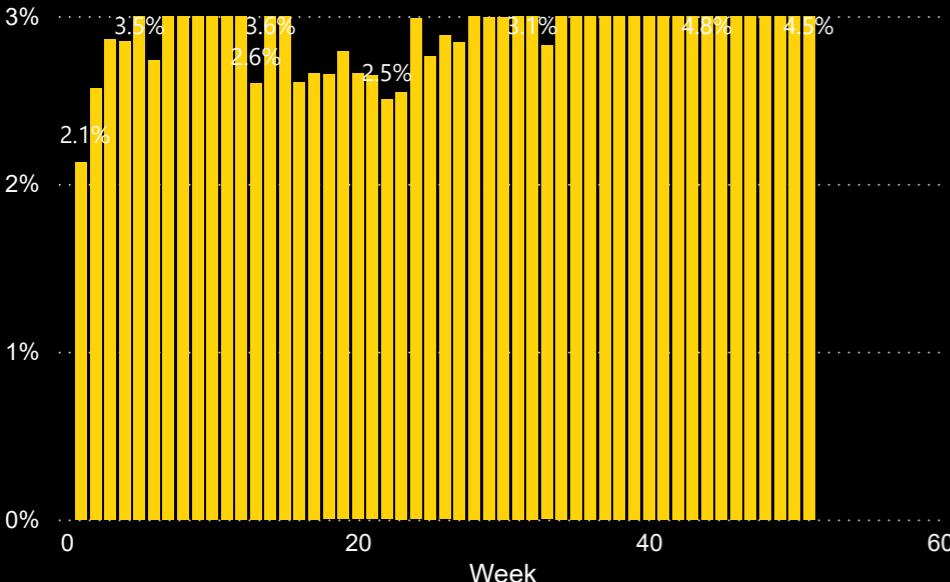
Year  
2023

### Ghost Calls by Week

● Ghost Calls ● Total Dispositions



### % of Ghost Calls by Week

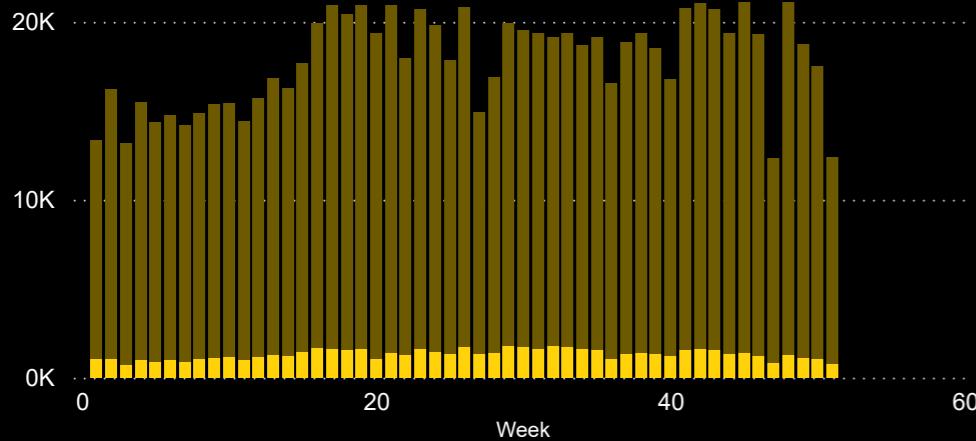


DISPOSITION	October	Total
4Ghost Call or No One On The Line	1848	1848
aibayan@m-piece.com	58	58
cramonida@m-piece.com	54	54
setorres@m-piece.com	49	49
kitonalete@m-piece.com	46	46
rlesplana@m-piece.com	44	44
cjesparza@m-piece.com	42	42
mjcruz@m-piece.com	37	37
Andres.FerreiraSuarez@teleperformance.co	34	34
aflores@m-piece.com	32	32
mlломотан@m-piece.com	31	31
Luis.Barazarte@sbdinc.com	30	30
ancayetano@m-piece.com	28	28
Leonardo.ValverdeMaturana@telent	28	28
<b>Total</b>	<b>1848</b>	<b>1848</b>

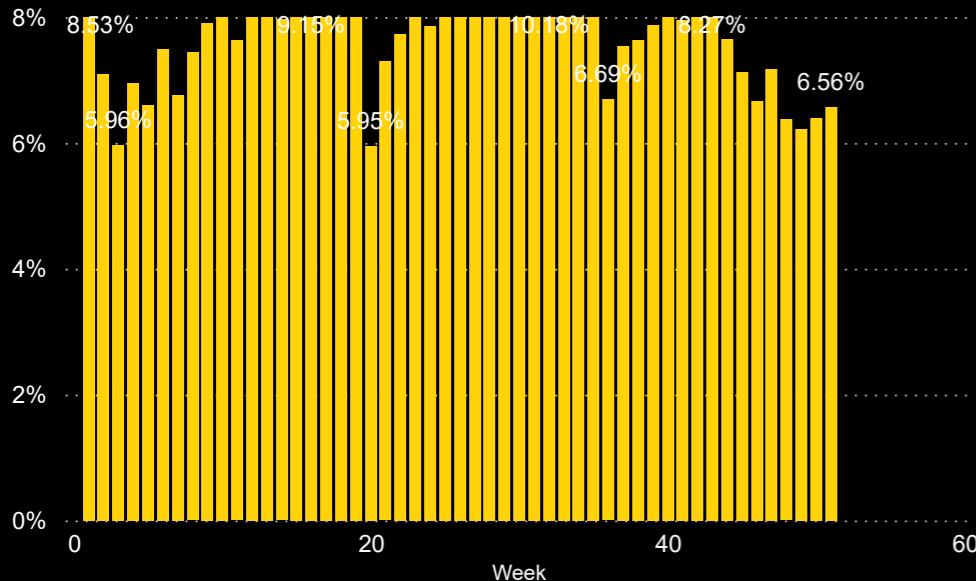
DISPOSITION	January	February	March	April	May	June	July	August	September
4Ghost Call or No One On The Line	1343	1426	1753	1755	1880	1805	1768	2034	1906
Diego.BermudezRico@teleperformance.co	58	92	94	19	34	26	46	12	5
ycatig@m-piece.com	11	26	64	60	47	39	35	41	53
ljara@m-piece.com	30	26	35	32	48	58	19	24	21
aibayan@m-piece.com	4	2		3	21	52	84	61	47
Maycol.Munoz@sbdinc.com	154	43	29	66	41	26			
Cristian.LinaresMunoz@teleperformance.co	27	35	45	33	13	21	22	32	28
rlesplana@m-piece.com	13	12	4	24	24	24	15	15	22
jorton@m-piece.com	11	16	45	26	50	53	31	38	14
Sergio.RamirezBarajas@teleperformance.co	58	33	55	16	46	39	16	28	24
Jonathan.Rondon@sbdinc.com	19	42	34	13	16	33	13	30	40
cristian.aguirre@sbdinc.com	12	83	90	73	61				
<b>Total</b>	<b>1343</b>	<b>1426</b>	<b>1753</b>	<b>1755</b>	<b>1880</b>	<b>1805</b>	<b>1768</b>	<b>2034</b>	<b>1906</b>

## Licensee Call Volume

● Licensee ● Total Dispositions



## % of Licensee Calls by Week



DISPOSITION	October	Total
9Transfer to Licensee	6618	6618
CRAFTSMAN	4571	4571
DEWALT	898	898
BLACK + DECKER	553	553
PSD	347	347
STANLEY	161	161
PORTER CABLE-EN-B2C	40	40
BOSTITCH	16	16
PROTO	16	16
POWERS	8	8
NAPA	4	4
Scheduled Callbacks - Craftsman ACE	4	4
<b>Total</b>	<b>6618</b>	<b>6618</b>

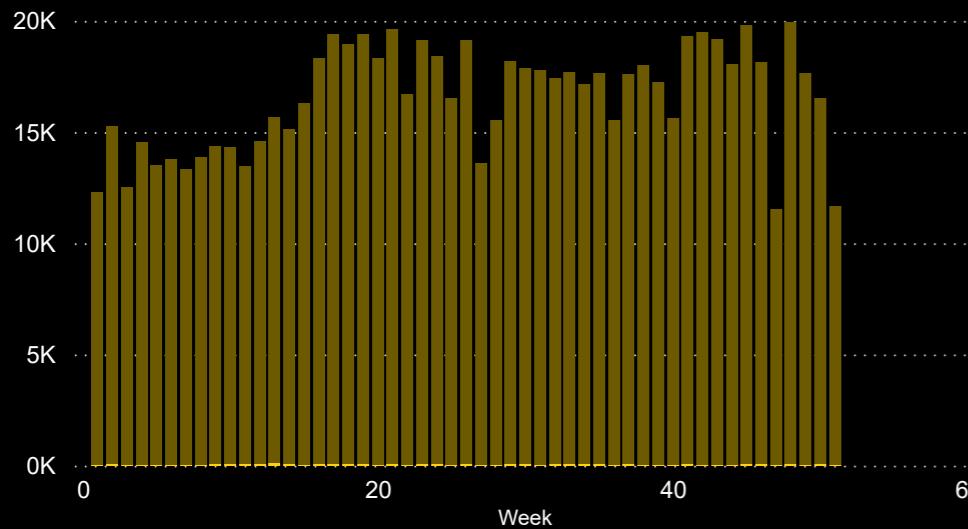
DISPOSITION	January	February	March	April	May	June	July	August	September
9Transfer to Licensee	4290	3946	5193	6058	6318	6723	6804	7480	5412
CRAFTSMAN	2574	2346	3143	4064	4245	4453	4666	4851	3600
DEWALT	881	863	1155	1123	992	1102	1031	1240	717
BLACK + DECKER	484	400	455	462	495	500	553	712	400
PSD	114	136	112	101	159	307	289	305	212
STANLEY	134	123	210	168	244	241	173	266	171
PORTER CABLE	75	60	85	101	94	3	1	1	1
PORTER CABLE-EN-B2C					28	95	71	82	
BOSTITCH	13	11	22	20	26	13	12	12	12
NAPA	14	5	7	9	4	1	3	4	4
B2C - Corporate					1	30	1	1	1
PROTO				2	1	1	2	1	1
POWERS	1				3	1	2	2	2
Scheduled Callbacks - Craftsman ACE					3	1	1	1	1
<b>Total</b>	<b>4290</b>	<b>3946</b>	<b>5193</b>	<b>6058</b>	<b>6318</b>	<b>6723</b>	<b>6804</b>	<b>7480</b>	<b>5412</b>

Year

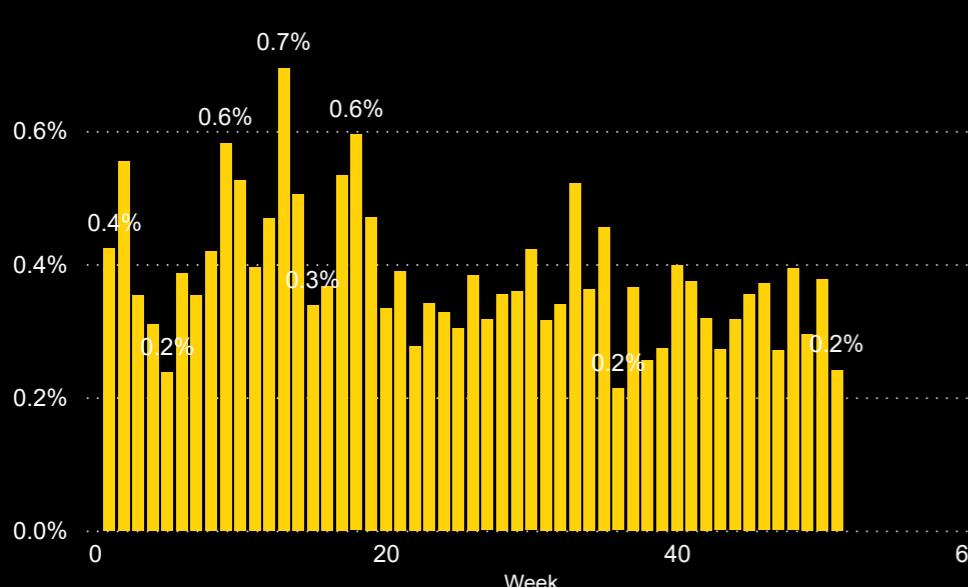
2023

## "Where to Buy" Call Volume

● "Where to Buy" ● Total Dispositions



## % of "Where to Buy" by Week



### DISPOSITION

October Total

	October	Total
9Where to Buy	282	282
PSD	80	80
BLACK + DECKER	76	76
CRAFTSMAN	56	56
DEWALT	49	49
POWERS	8	8
PORTER CABLE-EN-B2C	6	6
PROTO	3	3
STANLEY	3	3
BOSTITCH	1	1
<b>Total</b>	<b>282</b>	<b>282</b>

Year

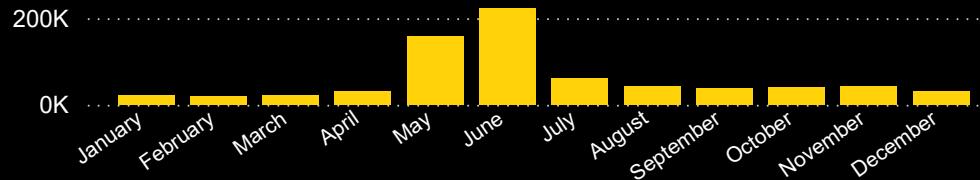
2023

### DISPOSITION

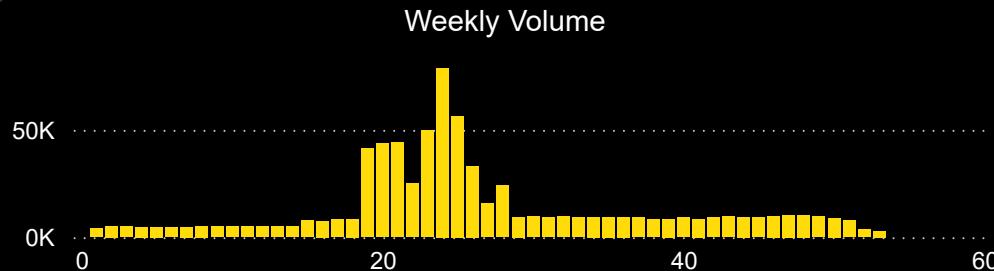
January February March April May June July August September

	January	February	March	April	May	June	July	August	September
9Where to Buy	240	208	351	305	372	256	253	325	204
BLACK + DECKER	45	48	71	91	127	101	95	123	66
PSD	62	39	97	57	74	41	57	62	53
CRAFTSMAN	34	35	57	48	34	43	40	60	31
DEWALT	40	28	38	42	54	27	22	48	32
PORTER CABLE	34	25	49	35	23				
PROTO	4	14	6	8	18	11	8	8	7
PORTER CABLE-EN-B2C						7	19	16	16
POWERS	4	6	7	13	9	2	4	5	8
BOSTITCH	3	4	15	2	3	6	8	1	1
STANLEY	5	1	6	3	5	3	3	1	3
IRWIN	6	6	3	2	3	1			
B2C - Corporate					3	11			
LENOX	2		1	1			1		2
<b>Total</b>	<b>240</b>	<b>208</b>	<b>351</b>	<b>305</b>	<b>372</b>	<b>256</b>	<b>253</b>	<b>325</b>	<b>204</b>

### Monthly Volume



### Weekly Volume



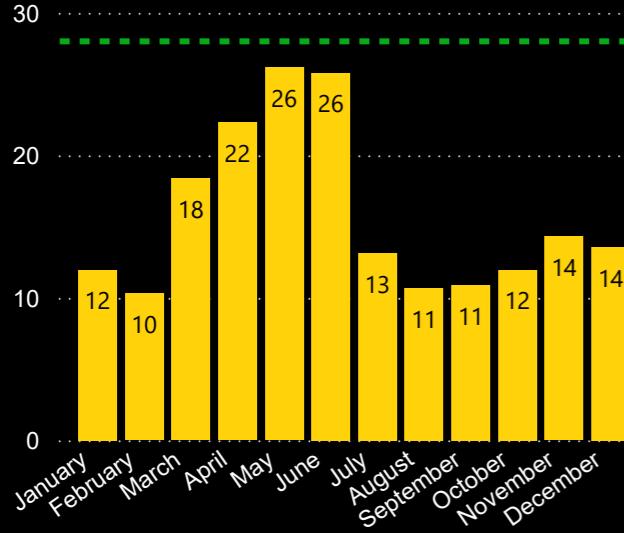
### Daily Volume



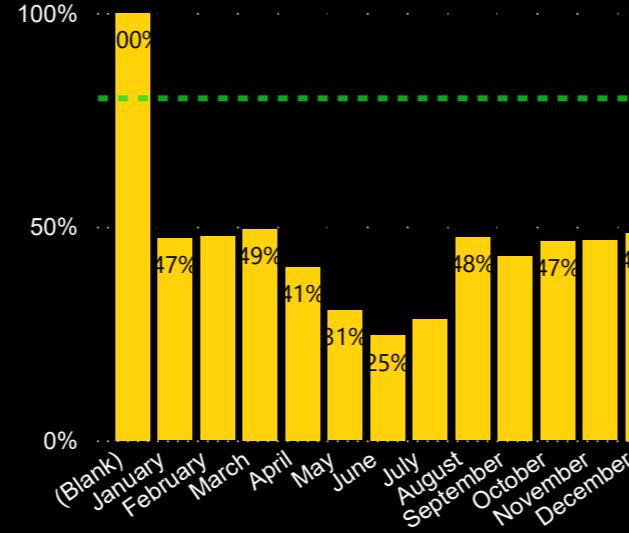
### Quarter Hour



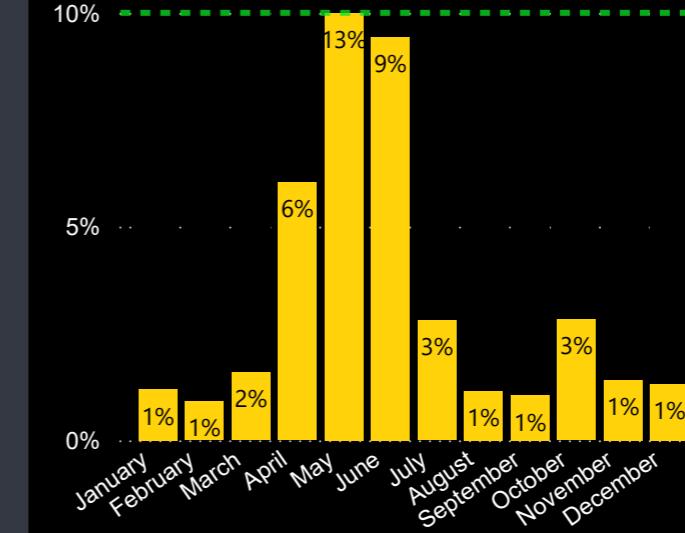
## Average Speed of Answer



## Service Level



## Abandon Rate



## Year

All

## DATE

4/1/2022

12/21/2023

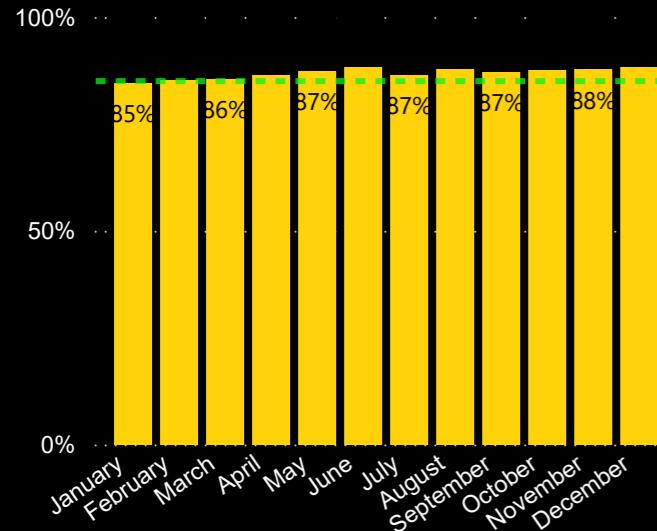
## Brand

All

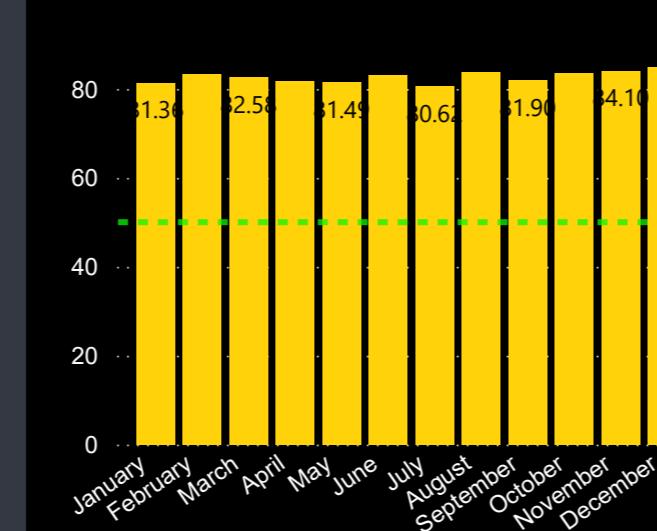
## Skill - Country

All

## Customer Satisfaction



## Net Promoter Score



## Average Handle Time

