Customer Solutions Center

Segra's Customer Solution Center (CSC) was specifically designed to provide a unique and enhanced customer experience. Customer calls are answered by a live person 24/7/365 providing a single point-of-contact that's responsive and friendly.

Key performance indicators (KPIs) are metrics that are monitored when calls are received into the CSC. Calls and service tickets are categorized as technical or billing. Though both types of classifications are answered by CSC technicians, KPIs are monitored separately due to the expected time to resolution. Below are the average trouble tickets received, mean time to repair, average call answer speed, average call handle time, and the average of total calls answered.

Technical KPI Review

Trouble Ticket Avg.	Mean Time to Repair	Answer Speed Avg.	Handle Time Avg.	Calls Answered Avg.
936 a month	**8** hours	**82** seconds	**4.96** minutes	**5,185** a month

Billing KPI Review

Trouble Ticket Avg.	Mean Time to Repair	Answer Speed Avg.	Handle Time Avg.	Calls Answered Avg.
402 a month	**3.2** hours	**15** seconds	**4** minutes	**1271** a month

SEGRA®