

# FY24 - CX Resolution: CCC IVR/Live Agent

## CX Resolution - CCC IVR/Live Agent

## Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
83.88	84.05	84.21	84.38	84.54	84.66	84.78	84.90	85.02	85.14

### Description

The purpose of this indicator is to improve the focus and responsiveness of customer issue resolution.

The Customer Experience (CX) Resolution: Customer Care Center (CCC) Interactive Voice Response (IVR) / Live Agent indicator for the HQ CCMO scorecard is made up of attribute questions within the customer survey. The responses are calculated and compared to the target.

*CX Resolution: CCC IVR/Live Agent is one portion (10%) of the Functional Effectiveness - CCMO indicator.*

### Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

### Data Source and Calculation

- Source** – Extract from CX database maintained by the survey vendor, InMoment and provided to NPA.
- Indicator Value** – Cell Block Value of overall Customer Satisfaction with USPS
- Business Rule** – % Achieved = YTD IVR/Live Agent Satisfaction With Response
- Decimal Precision** – Two Decimals

### Data Validation

CX scores can be validated at: <http://blue.usps.gov/caweb/cesa/customer-insights-2.htm>

eAccess to "Customer Insights" is required to enter the CI2.0 dashboard. Once in the page, click on the "Dashboard" drop down, select "Load Dashboard", select the "Shared Dashboard" tab, then select the CX Resolution Composite dashboard. There each portion can be validated by modifying the date range and then using the four scores displayed.

### Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	FE Weight	Total Weight Towards Composite
HQ CCMO	Nation	10.0%	5.0%