

RECEIVED

MAY 31 2022



May 27, 2022

Mr. Ivan D. Butts  
President  
National Association of Postal Supervisors  
1727 King St., STE 400  
Alexandria, VA 22314-2753

**Certified Mail Tracking Number:**  
7020 3160 0002 0327 0786

Dear Ivan:

This letter is in further reference to the Postal Service's most recent correspondence dated March 31 (enclosed) regarding the plan to conduct testing on the average time needed between customer inquiry calls at the Customer Care Centers (CCCs).

As previously explained, the system currently used by the CCCs generates an "After Call Work" report that includes the amount of time agents take between receiving customer inquiry calls. The evaluation focuses on reducing the 30 second interval that agents have between calls to ten (10) seconds to see if that is sufficient time for an agent to complete the necessary after call work before receiving the next call. If agents need additional time before taking the next call, they have the ability to reject the call allowing an additional ten (10) seconds prior to receiving another call. Upon conclusion of the test, the "After Call Work" report will be analyzed to assist in determining the appropriate amount of time that is necessary between customer calls.

During the initial testing period there were technical issues that resulted in data that could not be utilized; therefore, additional testing with the same two teams in the Edison, New Jersey CCC will be conducted between June 6 and July 8.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon Richardson", with a long, sweeping underline.

Shannon Richardson  
Director  
Contract Administration (APWU)

Enclosure



March 31, 2022

Mr. Ivan D. Butts  
President  
National Association of Postal Supervisors  
1727 King St, STE 400  
Alexandria, VA 22314-2753

**Certified Mail Tracking Number:**  
7020 3160 0002 0327 0724

Dear Ivan:

As a matter of general interest, the Postal Service plans to conduct a test to evaluate the average time needed between customer inquiry calls at the Customer Care Centers (CCC).

Currently, the system used by the CCCs generates an "After Call Work" report that includes the amount of time agents take between receiving customer inquiry calls. Agents are given a maximum of 30 seconds between calls.

During the test, the 30 second interval will be reduced to ten (10) seconds to see if that is sufficient time for an agent to complete the necessary after call work before receiving the next call. If agents need additional time before taking the next call, they will have the ability to reject the call allowing an additional ten (10) seconds prior to receiving another call. Upon conclusion of the test, the "After Call Work" report will be analyzed to assist in determining the appropriate amount of time that is necessary between customer calls.

The analysis will be conducted with two teams in the Edison, New Jersey CCC and is scheduled to take place between April 9 and May 6.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Shannon Richardson".

Shannon Richardson  
Director  
Contract Administration (APWU)