

Modello elettronico di cui all'articolo 5, comma 1, lett. b) della delibera n. 79/09/CSP del 14 maggio 2009

OPERATORE: Colt Technology Services S.p.A.
 Call Center Colt Technology Services S.p.A.

Anno di riferimento: 2024	Periodo di rilevazione dei dati:	1° SEM.	X
		2° SEM.	
		ANNO Intero	

Indicator name	measurement	units of measurement	Valore rilevato
1 - minimum time required to choose to talk with a human operator (=time between the successful dialing of the customer service number and the time when the user can choose to speak to an operator to submit a claim)	average (weighted with respect to the permanence of each IVR in the semester) minimum access time in the IVR to the 'human operator' choice to submit a claim	seconds	110
2 - answering time by a human perator after the choice that allow to talk with a human operator	a) Average answering time for incoming calls	seconds	10
	b) Percentage incoming calls that require less than 20 seconds for answering	%	99
3 - percentage of claims solved without the customer needing to make further calls to the customer care service number on the same claim	%	seconds	