

SilverCloud Usage	M-03	A-03	M-03	J-03	J-03	A-03	S-03	O-03	N-03	D-03	J-04	F-04	M-04	A-04	M-04	J-04	J-04	A-04	S-04	Totals
New Questions Asked	6	70	56	22	16	22	33	37	17	15	16	11	17	4	16	11	12	6	4	<b>391</b>
Auto-answered Questions	149	551	294	327	333	306	455	495	286	319	404	353	421	378	298	414	385	387	484	<b>7,039</b>
Decision Tree Views	55	191	100	151	202	173	261	511	369	364	365	409	443	368	252	317	321	322	405	<b>5,579</b>
Document Views	19	19	134	228	238	321	1012	1503	1483	1366	1602	1492	1518	1787	1653	1592	1749	1718	1945	<b>21,379</b>
Auto-answered Percentage	96%	87%	81%	93%	95%	93%	93%	93%	94%	95%	96%	97%	96%	99%	95%	97%	97%	98%	99%	<b>94%</b>
<b>Total Volume of Q&amp;As</b>	229	831	584	728	789	822	1761	2546	2155	2064	2387	2265	2399	2537	2219	2334	2467	2433	2838	<b>34,388</b>
<b>Savings*</b>	\$ -	\$ 2,496	\$ 1,732	\$ 2,316	\$ 2,535	\$ 2,624	\$ 5,668	\$ 8,230	\$ 7,013	\$ 6,721	\$ 7,777	\$ 7,393	\$ 7,813	\$ 8,308	\$ 7,226	\$ 7,619	\$ 8,052	\$ 7,961	\$ 9,296	<b>\$ 110,779</b>

\* Savings calculated at \$3.28 of cost per phone call

Seven Seventeen Credit Union has improved member service by reducing redundant employee questions and reducing the time employees spend researching products and procedures. The Credit Union received the Best Practice in Technology award at the 2004 Call Center Conference in Las Vegas.

Top Questions	Views
Where can I get a copy of a Maintenance Request Form?	278
Where can I find a printable telephone list?	246
How do you calculate the penalty for early withdrawal on a Term Savings Certificate or IRA Certificate?	195
What is the mileage reimbursement for 2004?	139
Where can I get a copy of the Travel & Conference Reimbursement Form?	139
Top Documents	Views
Employee Incentive Report	1058
Select Group List	796
Seniority List	699
Loan Correction Form	626
Closed Account Form	555
Top Decision Trees	Views
Teller Operations Manual	1530
Lending Manual	1417
Account Administration Manual	738
Internal Credit Union Policy	358
PDOC Dictionary Listing	308

