

Customer Care Performance

FY2025

Overall Satisfaction

88%

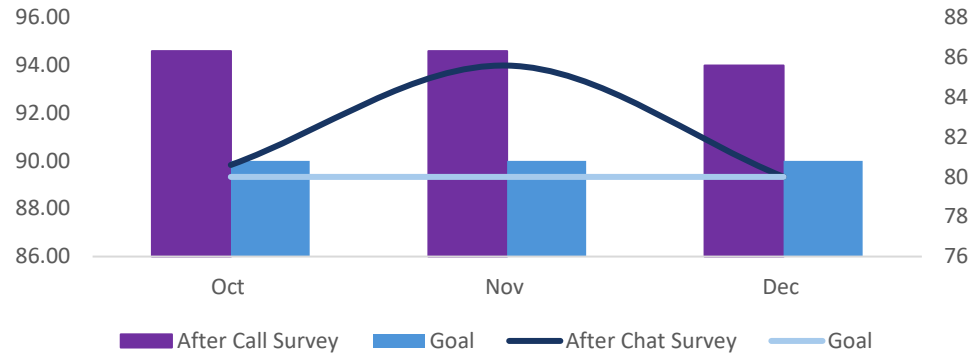
Call Quality

94%

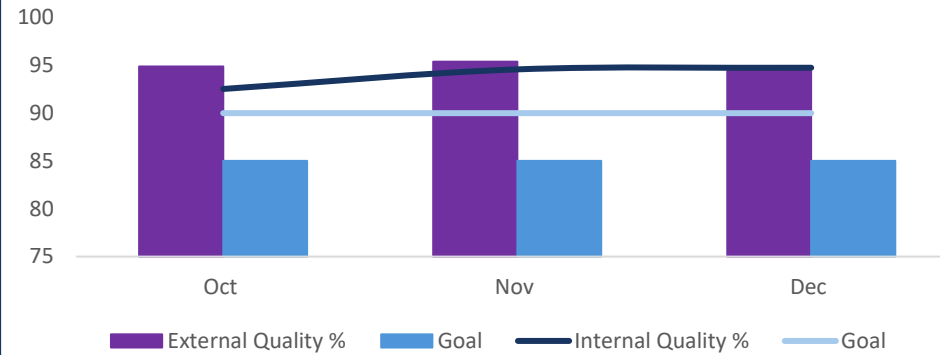
Average Speed Answered

22s

After Call / Chat Surveys

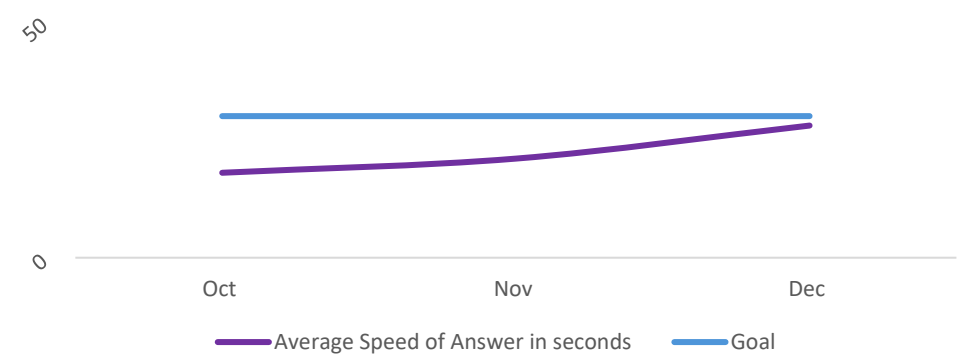


External / Internal Quality

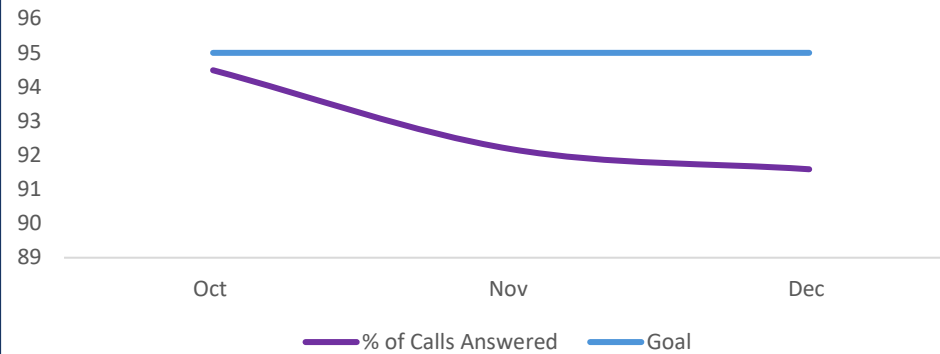


311 Fort Worth Highlights

Average Answer Speed in seconds



% of Calls Answered



Average Days Open

101

Average Days To Close

11

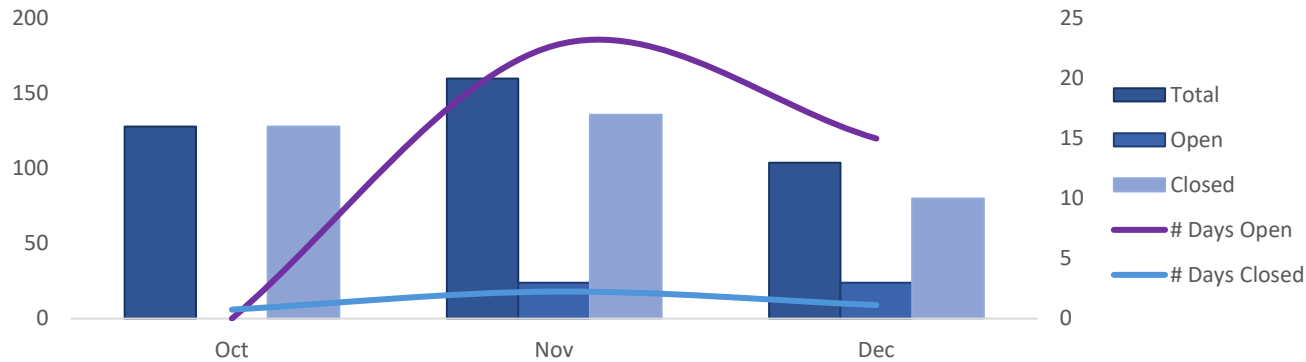
Total Requests

49

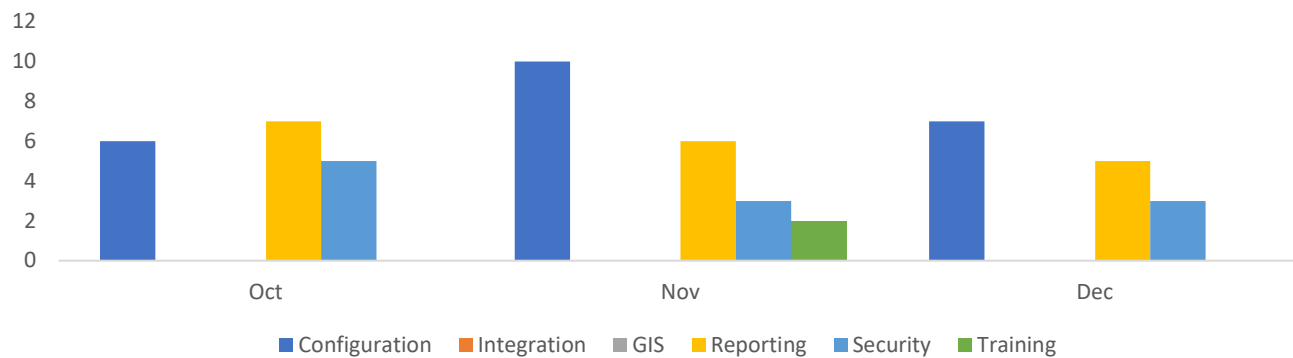
Customer Care Performance

FY2025

MyFW Services Support Service Level



MyFW Services



MyFW Services Internal Customers



MyFW Services Highlights

