

In its second full year, OneStop was again successful in aiding students with prompt and reliable answers to their questions 24/7, 365 days a year. Additional support was added when the Student Accounts office went fully live in February 2016. Outbound communication by OneStop also increased throughout the 2015/2016 academic year.

Along with inbound and outbound support increases, the OneStop department also deepened support for the university with the addition of the University Operator Position in January 2016.

These added services and support have continued to solidify OneStop as an important part of success for students at Wichita State University.

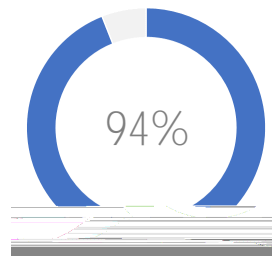
CALL CENTER

46,252 Interactions 41,253 Resolutions 4,999 Escalations

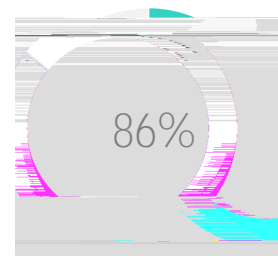
INTERACTIONS BY TYPE

Phone Calls 38,543
 IVR Self-Help 3,443
 Live Chats 3,275
 Web Tickets 883
 Emails 108

AFTER CALL SURVEY

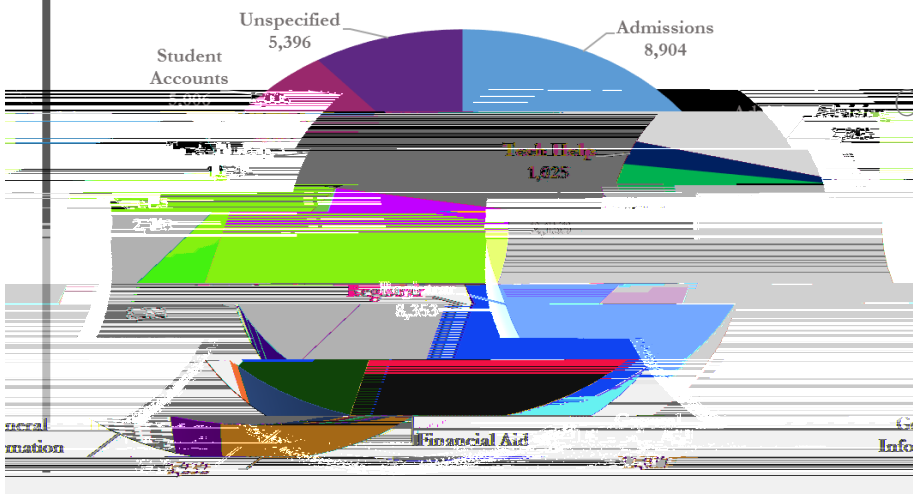


Callers satisfied with their experience



Callers felt their questions were resolved

INTERACTIONS BY DEPARTMENT



Includes Call Center and Campus Location

CALLS ANSWERED AFTER HOURS

7,364

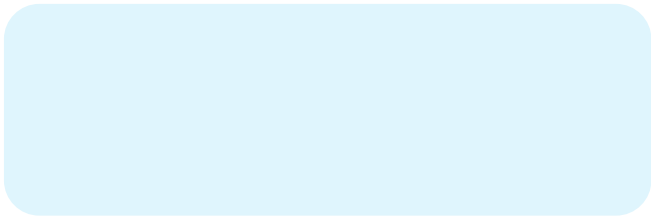
Calls answered after campus business hours

966

Calls answered on weekends

OUTBOUND CAMPAIGNS

105,753



University Operator

Answered 15,344 calls
since January 2016

