Central California...1967
Central California...Present Day
Now isn’t the time to worry about pay
Now isn’t the time to wonder about your selection board letter
Now isn’t the time to not know who to call
Re-Designed...Around You
1306 is a form...

The Sailor receives a timely and accurate response

Sailor completes the request for service on MyNavy Portal

Command endorses the request in MyNavy Portal

The request is received and serviced at the Contact Center

If necessary, the request is elevated to the next Tier

...we provide service
Off to a great start...27,500+ calls
Off to a great start…
88% First Contact Resolution at MNCC
96% closed within 3 days

Tier 1 closed 88% of SRs, but % of SRs transferred to Tier 2 has doubled

<table>
<thead>
<tr>
<th>Key Metrics</th>
<th>Daily Value 11 OCT 18</th>
<th>Status</th>
<th>Prior Week Total 30 SEP 18 – 06 OCT 18</th>
<th>Monthly Total* 01 – 31 OCT</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Offered (CO) – #</td>
<td>1074</td>
<td></td>
<td>4178</td>
<td></td>
<td>Total number of calls received</td>
</tr>
<tr>
<td>Calls Handled (CH) – #</td>
<td>1063</td>
<td></td>
<td>4115</td>
<td></td>
<td>Total number of calls answered</td>
</tr>
<tr>
<td>Calls Abandoned (ABN) – #</td>
<td>1.1</td>
<td></td>
<td>63</td>
<td></td>
<td>Number of callers that hang up or disconnect prior to their call being answered</td>
</tr>
<tr>
<td>Abandon Rate (ABN Rate) – %</td>
<td>1%</td>
<td></td>
<td>1%</td>
<td></td>
<td>Percentage of callers that hang up or disconnect prior to their call being answered (5.4% industry target)</td>
</tr>
<tr>
<td>Service Level Objectives (SLO) – N</td>
<td>98%</td>
<td></td>
<td>97%</td>
<td></td>
<td>Percentage of all incoming contacts that are answered by a live agent (80% within 30 seconds industry target)</td>
</tr>
<tr>
<td>Talk Time (TT) – minutes</td>
<td>5.0</td>
<td></td>
<td>4.7</td>
<td></td>
<td>Average amount of time in minutes that a caller speaks with an agent after Interactive Voice Response (IVR) interaction</td>
</tr>
<tr>
<td>After Call Work (ACW) – minutes</td>
<td>2.2</td>
<td></td>
<td>2.3</td>
<td></td>
<td>Average amount of time in minutes an agent takes to wrap-up a call</td>
</tr>
<tr>
<td>Average Handle Time (AHT) – minutes</td>
<td>14.2</td>
<td></td>
<td></td>
<td></td>
<td>Average amount of time in minutes it takes to handle a call including talk time, hold time, and after call work</td>
</tr>
<tr>
<td>First Contact Resolution (FCR) – %</td>
<td>85.4%</td>
<td></td>
<td></td>
<td></td>
<td>A contact center’s ability to resolve customer problems, questions or needs the first time they call, with no follow-up required (65% industry target)</td>
</tr>
</tbody>
</table>
Off to a great start... 96% Satisfaction

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Responses</th>
<th>Response Rate</th>
<th>% Satisfied</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>MyNavy Career Center</td>
<td>50</td>
<td>1%</td>
<td>96%</td>
<td>G</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Satisfaction Question</th>
<th>Responses</th>
<th>% Satisfied</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Were you satisfied with your</td>
<td>50</td>
<td>96%</td>
<td></td>
</tr>
<tr>
<td>overall experience?</td>
<td></td>
<td></td>
<td>G</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Standard Scale Questions</th>
<th>Responses</th>
<th>Average Rating</th>
<th>Status</th>
<th>% Top Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee/Staff Attitude (Scale: 1-5*)</td>
<td>51</td>
<td>4.88</td>
<td>G</td>
<td>90%</td>
</tr>
<tr>
<td>Timeliness of Service (Scale: 1-5*)</td>
<td>51</td>
<td>4.76</td>
<td>G</td>
<td>86%</td>
</tr>
<tr>
<td>Hours of Service (Scale: 1-5*)</td>
<td>42</td>
<td>4.90</td>
<td>G</td>
<td>90%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Responses</th>
<th>% Yes</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did the product or service</td>
<td>45</td>
<td>89%</td>
<td>G</td>
</tr>
<tr>
<td>meet your needs? (Yes/No)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Satisfaction and Yes/No Questions

- 100%-85% G
- 84%-65% Y
- 64%-0% R

Standard Scale Questions

- 5.00-4.00 G
- 3.99-2.75 Y
- 2.74-0 R

*Scale: 5-Excellent, 4-Good, 3-OK, 2-Poor, 1-Awful
The Navy Changes...
...and learns
We’re learning too
Full Operations

- Routine Personnel Transactions and Inquiries
- Pay Transactions
- FAQs and Inquiry Resolution
- Move and Travel Support
- Record Management/Personal Data
- Travel Claims
- Retirements, Separations, Reenlistments, Extensions, AC to RC Transition
- Performance Management
- E-learning

MNCC Beta Open

IOC 2019

We’re learning too
Navy Performance Evaluation...1967

Paper Format, U.S Mail
- Demographic Info
- Trait Averages
- Forced Distribution
- Words, lots of words
Navy Performance Evaluation...2018

Paper Format, U.S Mail

- Demographic Info
- Trait Averages
- Forced Distribution
- Words, lots of words
Navy Performance Evaluation...

Performance Evaluation Transformation Tool

Coming Soon
Vision...

- Merit over Seniority/Tenure
- Evaluated to Paygrade Standard – not one’s peers
- Nine-point scale for better accuracy and distinction
- Timing based on check-in
- Emphasis on coaching
- Meaningful feedback and perspective leading to improved development
- More direct observation
- Modern tool for an enhanced process
We are testing our design today