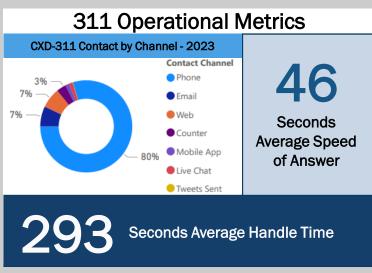
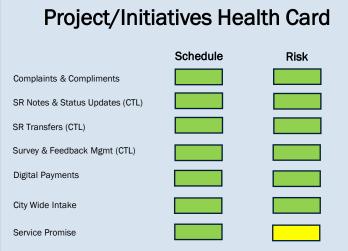
# **CXD 2023 Annual Productivity Dashboard**





# **Milestones Achieved**

#### 311

- Achieved an 81% Service Level via phone channel
- Supported Mayoral by-election by responding to 6,321 inquiries
- Supported Vacant Home Tax program by responding to 49,903 inquiries

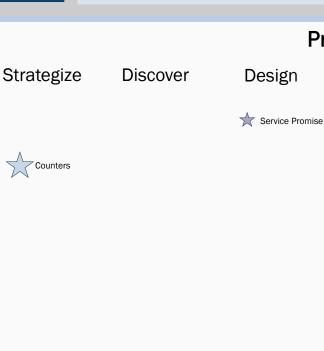
### Digital Payments - My Toronto Pay

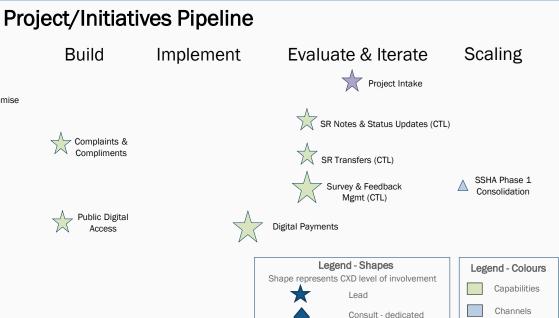
- Launched Pre-Authorized Utilities Payments program
- Created 420,000 accounts and processed 1.1 Million transactions

## Closing the Loop

- Successfully enabled flow of Work Orders from Maximo to
- Successfully launched post-contact Customer Insights Surveys







Consult - ad hoc

CX Maturity

Shape size is proportional to projected customer impact for missions (projects) past Strategize phase

Build

Complaints &