



UI Tech and Data Control,
TECH AND Modernization

*OUR VISION: We provide
Internal and External
customers with knowledge
and support of UIA's
automated systems.*

October 02, 2014

MARVIN Phone vs. MiWAM Contact Report

**July –September
4th Quarter 2014 (Fiscal Year)**

Total MARVIN Contacts	Calls to MARVIN (Lai Pang)		MiWAM_MARVIN (Executive Dashboard)	
727,661	210,981	29%	516,680	71%

$210,981 \div 727,661 = 29\%$

$516,680 \div 727,661 = 71\%$