



Operation: Open Enrollment Success

PARTICIPANT
SATISFACTION

96%

CONTACT
CENTER NET
PROMOTER
SCORE

81

AVERAGE SPEED TO ANSWER

33 SECONDS

ABANDONMENT RATE

1.2%

LIVE AGENT CHAT RESPONSE

23 SECONDS



"Thank you again for your help! You ALWAYS go above and beyond for me and our employees"

"My experience was so awesome! ... Irving explained things well, and researched smaller items to be sure it was all very clear!"

"We've had a very positive experience with Open Enrollment this year. It's been great so far! Keep up the great work!!"

"I can't thank you and Aptia enough for your help. Our retirees are lucky to have you folks as a trusted resource."



Contact us to learn how Aptia can bring peace of mind for your benefits administration.



Aptia

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Results are from October 1, 2024 - December 31, 2024 and reflect the Aptia365 solution