

# Enterprise operating model update

Dear Team,

This month we met with team members who will soon transition to roles within our team's new operating model. There's been great discussion and feedback, which continues to help us effectively rollout each model phase. During this rollout, we're also guided by a top priority — ensuring minimal to no customer impact throughout the transition.

In alignment with that priority, we are gradually implementing operating model training. We're also carefully planning the timeline of when colleagues will begin their new roles, targeting this September for the model's launch.

We'll continue to provide updates on this critical change. In the meantime, you can visit [this site](#) to access [FAQs](#) that contain general information about the new model and its implementation.




Sincerely,

Your Leadership Team



## Results update

Early pilot data shows that based on spending an average of **one to two minutes more per call**, we have generated the following results.

 <b>10-15%</b>	FIRST CALL RESOLUTION increase
 <b>30%</b>	TICKET REASSIGNMENT decrease
 <b>3 hrs</b>	RESOLUTION TIME decrease