

	# of Calls	Response Time	Solution Time	Courtesy	Knowledge	Overall Support	Professionalism
DDEC	2913	9.85	9.85	9.95	9.85	9.84	9.95
eCore Total	1929	9.97	9.95	9.98	9.87	9.93	9.98
DDEC & eCore	4842	9.86	9.85	9.96	9.86	9.87	9.95