



WELLS FARGO

ONTRAC CUSTOMER SERVICE CENTER



OnTrac Customer Service Center

Dedicated Customer Support

ArvinMeritor is known for its industry-leading customer support. A cornerstone of this capability is the OnTrac Customer Service Center. Staffed by experienced professionals, the OnTrac team is dedicated to assist dealer, fleet and end user customers with diagnostics, technical support and warranty mediation.

Through the approximate 800 transactions per day received in the OnTrac center, real-time data and failure analysis details are available to help quickly address concerns for OnTrac callers. This same data is utilized by our district managers when field review is required.

The OnTrac center manages calls all across North America. With agents fluent in Spanish and French, callers in Canada and Mexico will experience focused attention in their native language.

For prompt attention, OnTrac is just a phone call away.

Performance is a Top Priority

Customer satisfaction takes precedence with the OnTrac team. Performance is continuously measured to ensure OnTrac callers receive the best possible service. Notable performance goals are set and often exceeded. And, customers frequently express positive feedback with their OnTrac experience.



Key Performance Indicator	Best In Class	YTD Actual
Average Speed to Answer (Seconds)	0:50	0:47
Call Abandon Rate (%)	4.00	3.31
After Call Work (Minutes)	3:30	2:31
Representative Training (Hours)	36	40.4

Weekly customer satisfaction surveys indicate an 87% overall satisfaction rating.





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