



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.

## MARVIN Phone vs. MiWAM Contact Report

January – March 2<sup>nd</sup> Quarter 2015  
(Fiscal Year)

Total MARVIN Contacts	Calls to MARVIN (Lai Pang)		MiWAM v MARVIN (Executive Dashboard)	
759,753	157,093	20.7%	602,660	79.3%

$157,093 \div 759,753 = 20.7\%$   
 $602,660 \div 759,753 = \frac{79.30\%}{100.0\%}$