



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.*

September 30, 2015

**MARVIN Phone vs. MiWAM Contact Report**  
**July - September 4th Quarter 2015**  
**(Fiscal Year)**

Total MARVIN Contacts	Calls to MARVIN (Lai Pang)		MiWAM_MARVIN (Executive Dashboard)	
507,437	110,367	21.7%	397,070	78.3%

$$110,367 \div 507,437 = 21.7\%$$

$$397,070 \div 507,437 = \underline{78.3\%}$$

$$100.0\%$$