PERFORMANCE EXPECTATIONS & SERVICE LEVEL AGREEMENTS

ORDER PLACEMENT

DOCUMENT REVIEW: 3-5 DAYS
BACKGROUND CHECKS: 3-5 DAYS
DRUG TESTS: NEGATIVE RESULTS 2 DAYS, NON-NEGATIVE RESULTS 5 DAYS

CUSTOMER EXPERIENCE

WRITTEN COMMUNICATION: 2 DAYS
VOICEMAIL: 1 DAY

USER EXPERIENCE

WRITTEN COMMUNICATION: 2 DAYS
CALL BACK QUEUE: SAME DAY RESPONSE