

Indicator	Scope	Value
Number of average monthly recipients during the reporting period	TOTAL	
Number of average monthly recipients during the reporting period	AT	
Number of average monthly recipients during the reporting period	[...]	
Number of average monthly recipients during the reporting period	SE	
Number of internal moderators employed by the provider	BG	
Number of internal moderators employed by the provider	[...]	
Number of internal moderators employed by the provider	SV	
Number of external moderators contracted by the provider	BG	
Number of external moderators contracted by the provider	[...]	
Number of external moderators contracted by the provider	SV	
Number of total moderators with sufficient linguistic expertise	BG	
Number of total moderators with sufficient linguistic expertise	[...]	
Number of total moderators with sufficient linguistic expertise	SV	
Number of items solely processed by automated means	BG	
Number of items solely processed by automated means	[...]	
Number of items solely processed by automated means	SV	
Number of items partly processed by automated means	BG	
Number of items partly processed by automated means	[...]	
Number of items partly processed by automated means	SV	
Number of items not processed by automated means	BG	
Number of items not processed by automated means	[...]	
Number of items not processed by automated means	SV	
Accuracy rate of the items processed solely by automated means	BG	
Accuracy rate of the items processed solely by automated means	[...]	
Accuracy rate of the items processed solely by automated means	SV	
Accuracy rate of the items processed partly by automated means	BG	
Accuracy rate of the items processed partly by automated means	[...]	
Accuracy rate of the items processed partly by automated means	SV	
Error rate of the automated means applied	BG	
Error rate of the automated means applied	[...]	
Error rate of the automated means applied	SV	