## IT Support Center Call Handling Metrics

### Week Beginning: November 4, 2018

<table>
<thead>
<tr>
<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound Calls</td>
<td>552</td>
<td>360</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>386</td>
<td>250</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>166</td>
<td>110</td>
</tr>
<tr>
<td>Flow Out</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### Metrics

- **Avg Speed to Answer (Target 02:00):** 2:49
- **Avg Abandon Time (Target 03:00):** 2:52
- **Avg Talk Time (Target 07:00):** 7:32
- **Avg After Call Work Time (03:00):** 0
- **Avg Speed to Answer (Target 01:30):** 0:40
- **Avg Abandon Time (Target 02:00):** 0:58
- **Avg Talk Time (Target 01:00):** 1:30
- **Avg After Call Work Time (00:30):** 0

### Incoming Call History

Number of calls coming in to either IT Support at 4-4948 or Directory Assistance at 4-1000 over the specified week.
## IT Support Center Call Handling Metrics

**Week Beginning: November 11, 2018**

### Total ITSC
- **Inbound Calls**: 867
- **ACD Calls**: 692
- **Abandoned Calls**: 175
- **Flow Out**: 0

### ITSC Helpdesk
- **Inbound Calls**: 559
- **ACD Calls**: 452
- **Abandoned Calls**: 107
- **Flow Out**: 0

### Directory Assistance
- **Inbound Calls**: 308
- **ACD Calls**: 240
- **Abandoned Calls**: 68
- **Flow Out**: 0

### Call Handling Metrics
- **Avg Speed to Answer (Target 02:00)**: 1:55
- **Avg Speed to Answer (Target 01:30)**: 0:30
- **Avg Abandon Time (Target 03:00)**: 2:59
- **Avg Abandon Time (Target 02:00)**: 1:17
- **Avg Talk Time (Target 07:00)**: 6:47
- **Avg Talk Time (Target 01:00)**: 1:37
- **Avg After Call Work Time (03:00)**: 0
- **Avg After Call Work Time (00:30)**: 0

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### Incoming Call History

**Number of calls coming in to either IT Support at 4-4948 or Directory Assistance at 4-1000 over the specified week**

- **Inbound Calls**[^1]
- **ACD Calls**[^2]
- **Abandoned Calls**[^3]
- **Flow Out**[^4]

[^1]: ![Inbound Calls Graph](#)
[^2]: ![ACD Calls Graph](#)
[^3]: ![Abandoned Calls Graph](#)
[^4]: ![Flow Out Graph](#)
IT Support Center Call Handling Metrics
Week Beginning: November 18, 2018

Total ITSC

<table>
<thead>
<tr>
<th>Category</th>
<th>Total ITSC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound Calls</td>
<td>600</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>423</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>177</td>
</tr>
<tr>
<td>Flow Out</td>
<td>0</td>
</tr>
</tbody>
</table>

ITSC Helpdesk

<table>
<thead>
<tr>
<th>Category</th>
<th>ITSC Helpdesk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound Calls</td>
<td>440</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>303</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>137</td>
</tr>
<tr>
<td>Flow Out</td>
<td>0</td>
</tr>
</tbody>
</table>

Directory Assistance

<table>
<thead>
<tr>
<th>Category</th>
<th>Directory Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound Calls</td>
<td>160</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>120</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>40</td>
</tr>
<tr>
<td>Flow Out</td>
<td>0</td>
</tr>
</tbody>
</table>

- Avg Speed to Answer (Target 02:00): 5:27
- Avg Speed to Answer (Target 01:30): 0:31
- Avg Abandon Time (Target 03:00): 4:48
- Avg Abandon Time (Target 02:00): 1:09
- Avg Talk Time (Target 07:00): 6:48
- Avg Talk Time (Target 01:00): 1:29
- Avg After Call Work Time (03:00)
- Avg After Call Work Time (00:30): 0

Incoming Call History
Number of calls coming in to either IT Support at 4-4948 or Directory Assistance at 4-1000 over the specified week

- Inbound Calls
- ACD Calls
- Abandoned Calls
- Flow Out