

IT Support Center Call Handling Metrics

Week Beginning: November 4, 2018

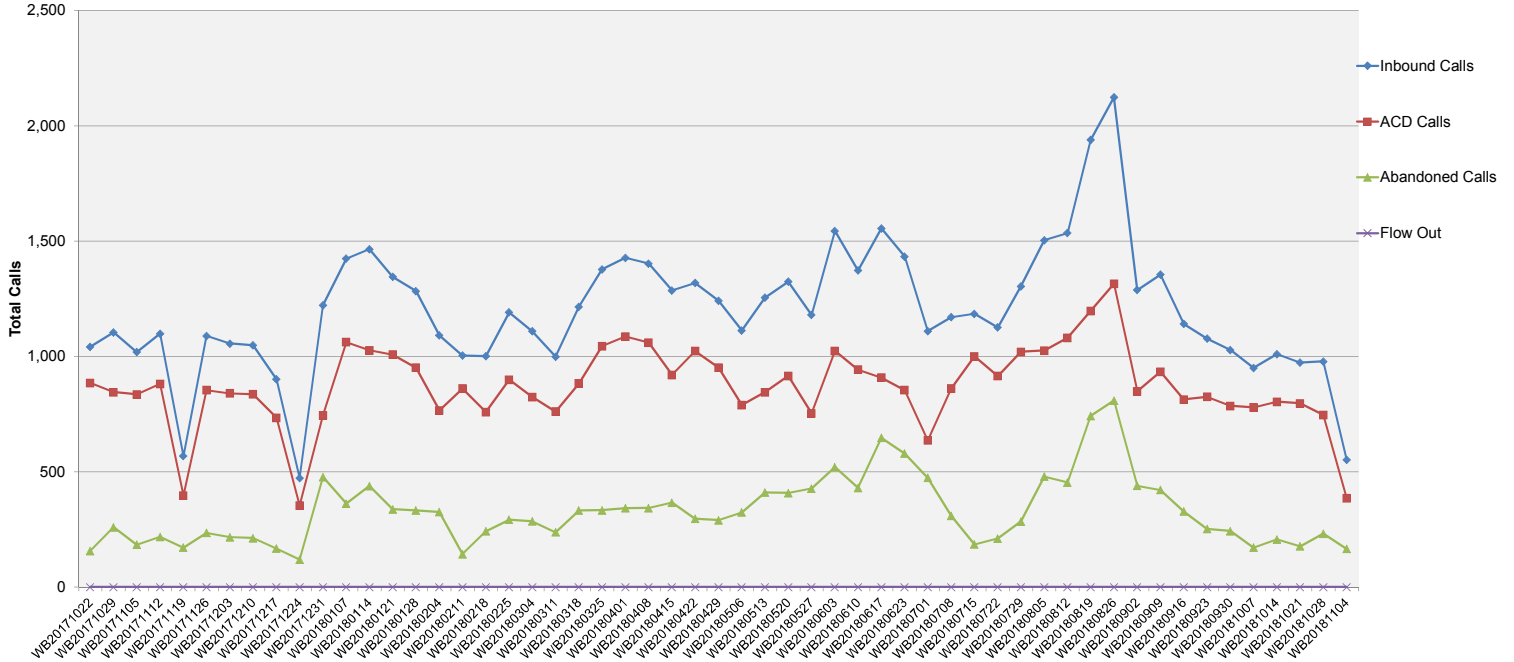
Total ITSC	
Inbound Calls	552
ACD Calls	386
Abandoned Calls	166
Flow Out	0

ITSC Helpdesk	
Inbound Calls	360
ACD Calls	250
Abandoned Calls	110
Flow Out	0
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)	

Directory Assistance	
Inbound Calls	192
ACD Calls	136
Abandoned Calls	56
Flow Out	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)	

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

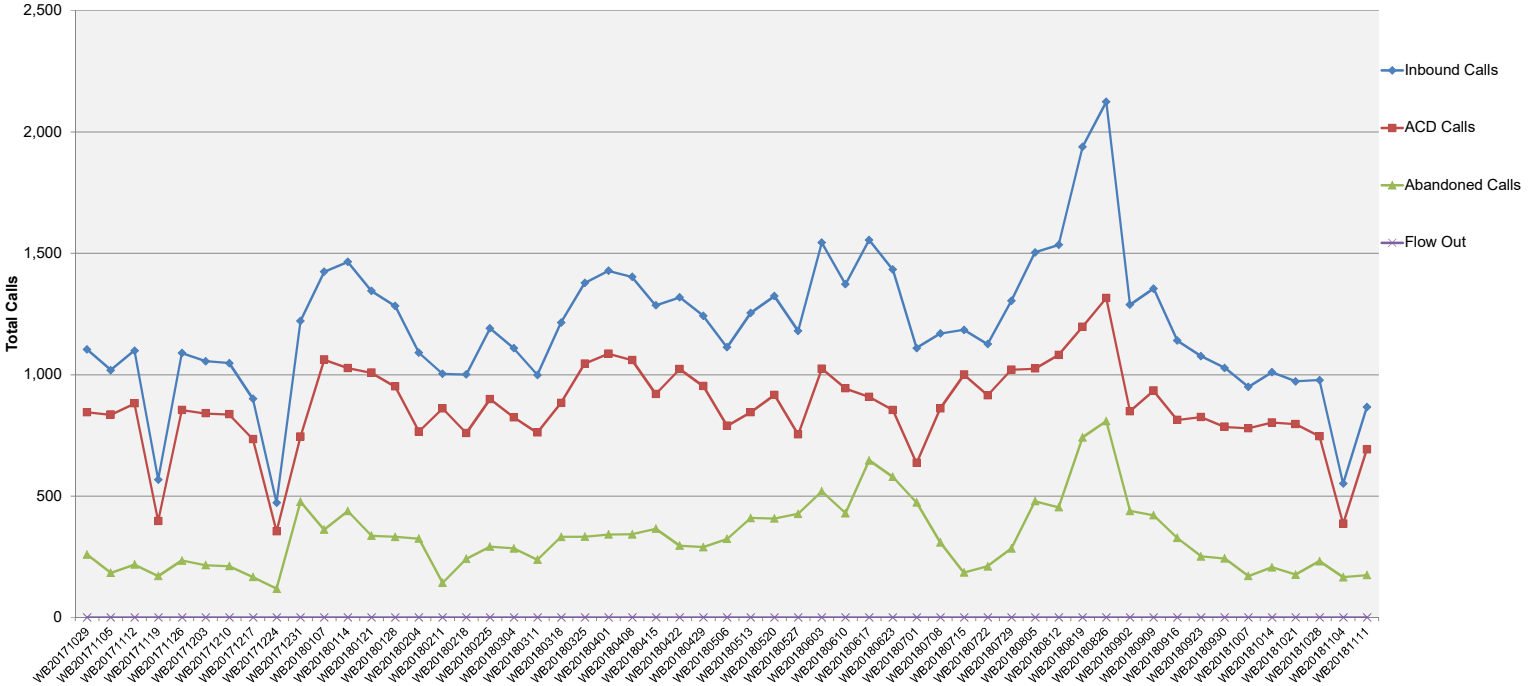
Week Beginning: November 11, 2018

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
Avg Speed to Answer (Target 02:00)	1:55
Avg Abandon Time (Target 03:00)	2:59
Avg Talk Time (Target 07:00)	6:47
Avg After Call Work Time (03:00)	

Directory Assistance	
Inbound Calls	308
ACD Calls	240
Abandoned Calls	68
Flow Out	0
Avg Speed to Answer (Target 01:30)	0:30
Avg Abandon Time (Target 02:00)	1:17
Avg Talk Time (Target 01:00)	1:37
Avg After Call Work Time (00:30)	

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 18, 2018

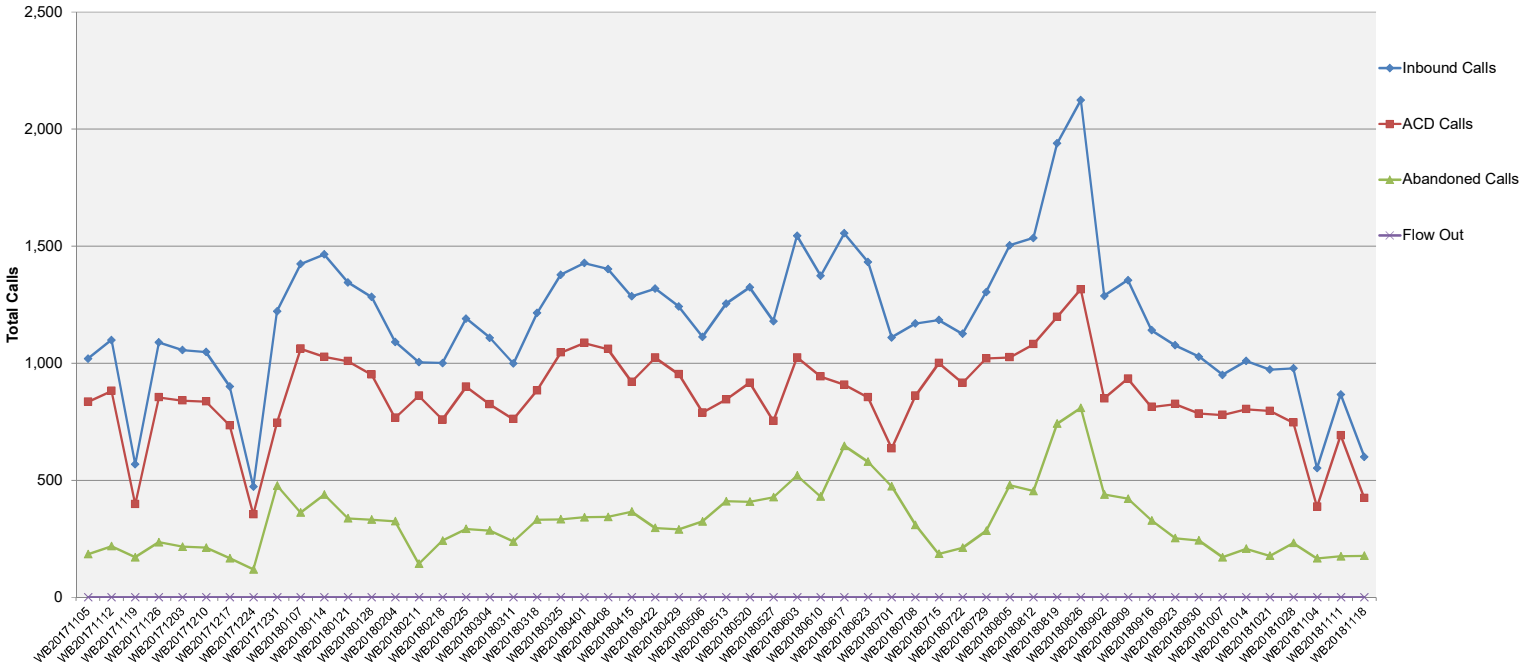
	Total ITSC
Inbound Calls	600
ACD Calls	423
Abandoned Calls	177
Flow Out	0

	ITSC Helpdesk
Inbound Calls	440
ACD Calls	303
Abandoned Calls	137
Flow Out	0
Avg Speed to Answer (Target 02:00)	5:27
Avg Abandon Time (Target 03:00)	4:48
Avg Talk Time (Target 07:00)	6:48
Avg After Call Work Time (03:00)	

	Directory Assistance
Inbound Calls	160
ACD Calls	120
Abandoned Calls	40
Flow Out	0
Avg Speed to Answer (Target 01:30)	0:31
Avg Abandon Time (Target 02:00)	1:09
Avg Talk Time (Target 01:00)	1:29
Avg After Call Work Time (00:30)	

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 25, 2018

Total ITSC	
Inbound Calls	1121
ACD Calls	835
Abandoned Calls	286
Flow Out	0

ITSC Helpdesk	
Inbound Calls	775
ACD Calls	577
Abandoned Calls	198
Flow Out	0
Avg Speed to Answer (Target 02:00)	3:05
Avg Abandon Time (Target 03:00)	4:01
Avg Talk Time (Target 07:00)	7:07
Avg After Call Work Time (03:00)	

Directory Assistance	
Inbound Calls	346
ACD Calls	258
Abandoned Calls	88
Flow Out	0
Avg Speed to Answer (Target 01:30)	0:49
Avg Abandon Time (Target 02:00)	1:10
Avg Talk Time (Target 01:00)	1:35
Avg After Call Work Time (00:30)	

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

