

IT Support Center Call Handling Metrics

Week Beginning: December 2, 2018

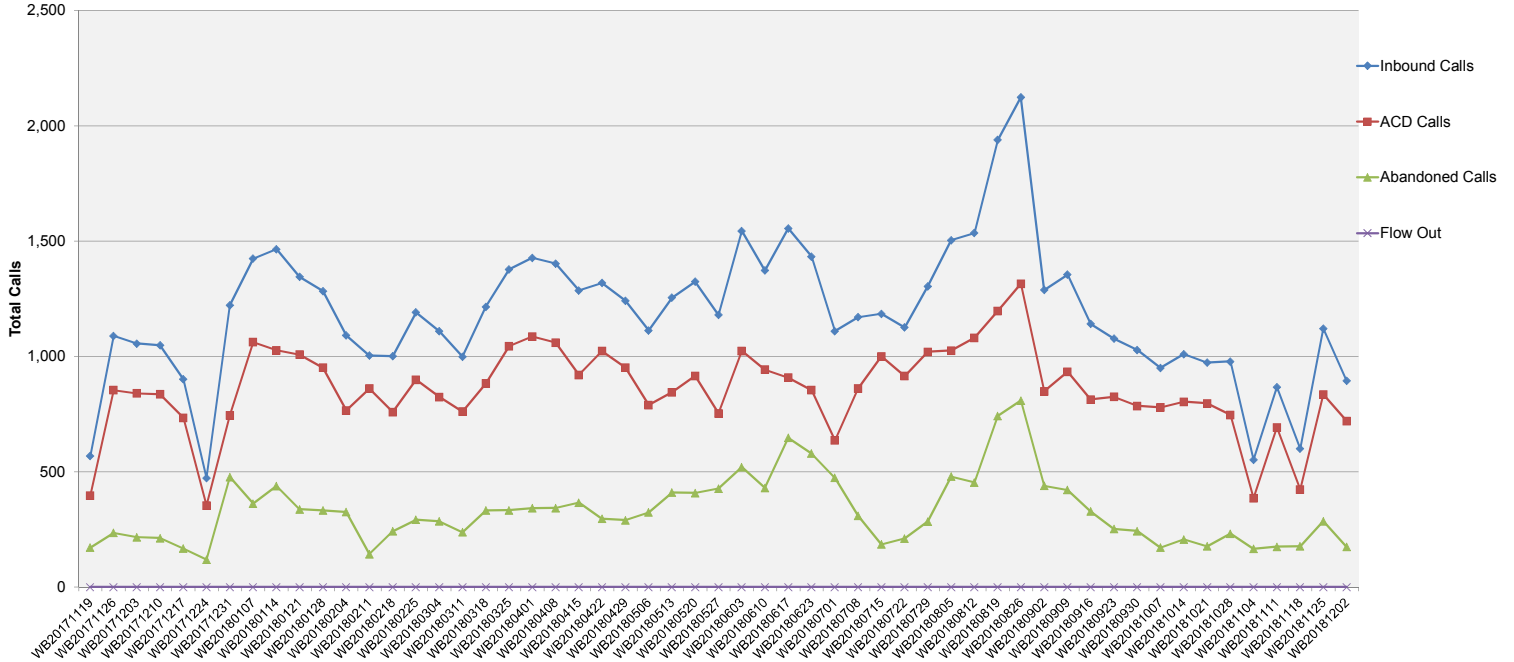
Total ITSC	
Inbound Calls	894
ACD Calls	720
Abandoned Calls	174
Flow Out	0

ITSC Helpdesk	
Inbound Calls	534
ACD Calls	436
Abandoned Calls	98
Flow Out	0
Avg Speed to Answer (Target 02:00)	1:24
Avg Abandon Time (Target 03:00)	2:20
Avg Talk Time (Target 07:00)	8:06
Avg After Call Work Time (03:00)	

Directory Assistance	
Inbound Calls	360
ACD Calls	284
Abandoned Calls	76
Flow Out	0
Avg Speed to Answer (Target 01:30)	0:30
Avg Abandon Time (Target 02:00)	0:52
Avg Talk Time (Target 01:00)	1:34
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

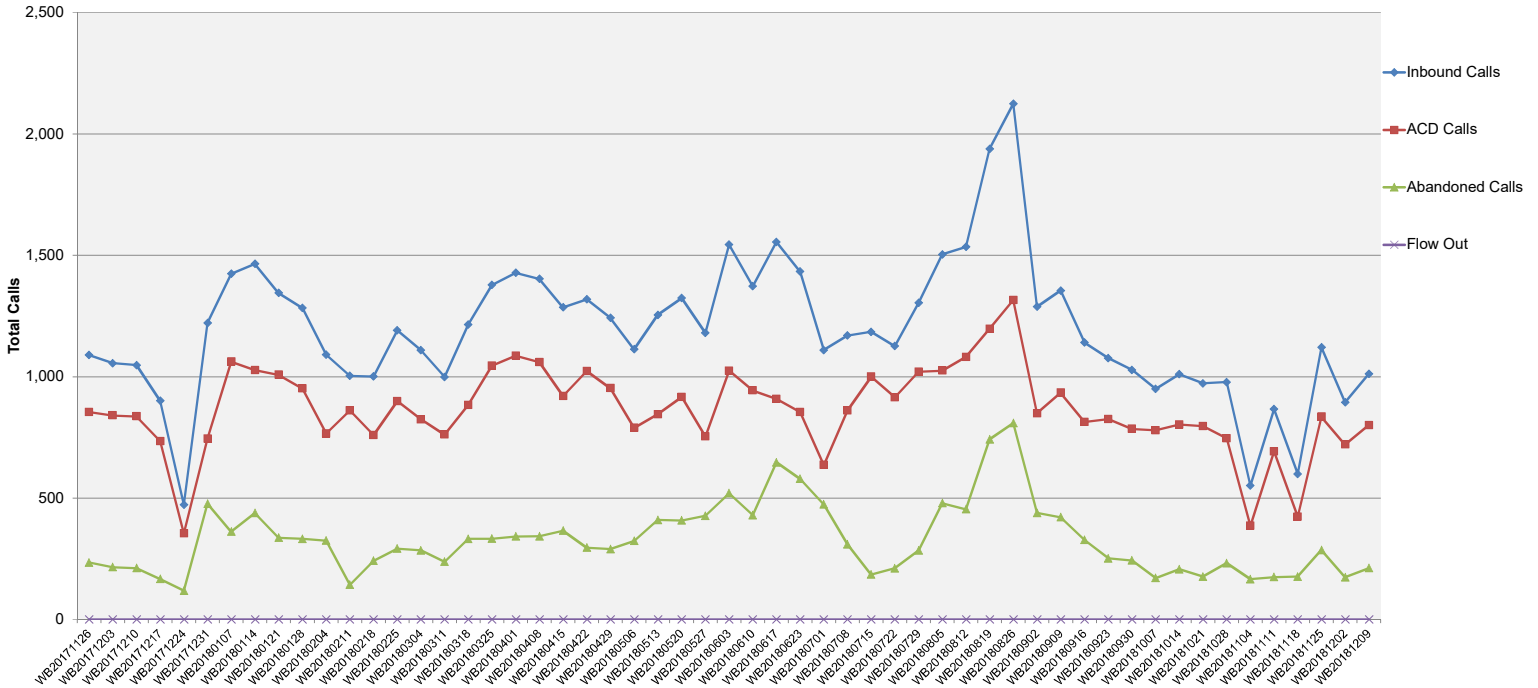
Week Beginning: December 09, 2018

Total ITSC	
Inbound Calls	1012
ACD Calls	800
Abandoned Calls	212
Flow Out	0

ITSC Helpdesk	
Inbound Calls	631
ACD Calls	516
Abandoned Calls	115
Flow Out	0
Avg Speed to Answer (Target 02:00)	1:49
Avg Abandon Time (Target 03:00)	2:19
Avg Talk Time (Target 07:00)	6:40
Avg After Call Work Time (03:00)	

Directory Assistance	
Inbound Calls	381
ACD Calls	284
Abandoned Calls	97
Flow Out	0
Avg Speed to Answer (Target 01:30)	0:38
Avg Abandon Time (Target 02:00)	1:08
Avg Talk Time (Target 01:00)	1:21
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: December 16, 2018

	Total ITSC
Inbound Calls	1025
ACD Calls	804
Abandoned Calls	163
Flow Out	0

	ITSC Helpdesk
Inbound Calls	703
ACD Calls	573
Abandoned Calls	72
Flow Out	0
Avg Speed to Answer (Target 02:00)	2:50
Avg Abandon Time (Target 03:00)	2:40
Avg Talk Time (Target 07:00)	7:37
Avg After Call Work Time (03:00)	

	Directory Assistance
Inbound Calls	322
ACD Calls	231
Abandoned Calls	91
Flow Out	0
Avg Speed to Answer (Target 01:30)	0:46
Avg Abandon Time (Target 02:00)	1:02
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

