IT Support Center Call Handling Metrics
Week Beginning: July 1, 2018

<table>
<thead>
<tr>
<th>Total ITSC</th>
<th>Inbound Calls</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Inbound Calls</td>
<td>ACD Calls</td>
<td>Abandoned Calls</td>
</tr>
<tr>
<td></td>
<td>1110</td>
<td>785</td>
<td>325</td>
</tr>
<tr>
<td></td>
<td>636</td>
<td>447</td>
<td>189</td>
</tr>
<tr>
<td></td>
<td>474</td>
<td>338</td>
<td>136</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Avg Speed to Answer (Target 02:00)</td>
<td>6:24</td>
<td>1:43</td>
<td></td>
</tr>
<tr>
<td>Avg Abandon Time (Target 03:00)</td>
<td>4:00</td>
<td>1:25</td>
<td></td>
</tr>
<tr>
<td>Avg Talk Time (Target 07:00)</td>
<td>7:17</td>
<td>1:27</td>
<td></td>
</tr>
<tr>
<td>Avg After Call Work Time (03:00)</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

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
## IT Support Center Call Handling Metrics

**Week Beginning: July 8, 2018**

### Total ITSC
- **Inbound Calls**: 1170
- **ACD Calls**: 861
- **Abandoned Calls**: 309
- **Flow Out**: 0

### ITSC Helpdesk
- **Inbound Calls**: 767
- **ACD Calls**: 577
- **Abandoned Calls**: 190
- **Flow Out**: 0

### Directory Assistance
- **Inbound Calls**: 403
- **ACD Calls**: 284
- **Abandoned Calls**: 119
- **Flow Out**: 0

### Call Handling Metrics
- **Avg Speed to Answer (Target 02:00)**: 2:52
- **Avg Abandon Time (Target 02:00)**: 1:19
- **Avg Talk Time (Target 07:00)**: 6:43
- **Avg After Call Work Time (03:00)**: 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: July 15, 2018**

<table>
<thead>
<tr>
<th></th>
<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound Calls</td>
<td>1185</td>
<td>755</td>
<td>430</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>1000</td>
<td>653</td>
<td>347</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>185</td>
<td>103</td>
<td>82</td>
</tr>
<tr>
<td>Flow Out</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### Call Handling Metrics

- **Avg Speed to Answer (Target 02:00)**: 1:33
- **Avg Speed to Answer (Target 01:30)**: 0:36
- **Avg Abandon Time (Target 03:00)**: 1:58
- **Avg Abandon Time (Target 02:00)**: 0:52
- **Avg Talk Time (Target 07:00)**: 7:16
- **Avg Talk Time (Target 01:00)**: 1:29
- **Avg After Call Work Time (03:00)**: 0
- **Avg After Call Work Time (00:30)**: 500

### 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**
IT Support Center Call Handling Metrics
Week Beginning: July 22, 2018

### Total ITSC
- **Inbound Calls**: 1126
- **ACD Calls**: 915
- **Abandoned Calls**: 211
- **Flow Out**: 0

### ITSC Helpdesk
- **Inbound Calls**: 757
- **ACD Calls**: 629
- **Abandoned Calls**: 128
- **Flow Out**: 0
- **Avg Speed to Answer (Target 02:00)**: 1:49
- **Avg Abandon Time (Target 03:00)**: 2:45
- **Avg Talk Time (Target 07:00)**: 7:04
- **Avg After Call Work Time (03:00)**: 0

### Directory Assistance
- **Inbound Calls**: 369
- **ACD Calls**: 286
- **Abandoned Calls**: 83
- **Flow Out**: 0
- **Avg Speed to Answer (Target 01:30)**: 0:38
- **Avg Abandon Time (Target 02:00)**: 1:13
- **Avg Talk Time (Target 01:00)**: 1:28
- **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