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

Inbound Calls 1110
ACD Calls 636
Abandoned Calls 474
Flow Out 0

ITSC Helpdesk
Inbound Calls 785
ACD Calls 447
Abandoned Calls 338
Flow Out 0

Avg Speed to Answer (Target 02:00) 6:24
Avg Abandon Time (Target 03:00) 4:00
Avg Talk Time (Target 07:00) 7:17
Avg After Call Work Time (03:00) 0

Directory Assistance
Inbound Calls 325
ACD Calls 189
Abandoned Calls 136
Flow Out 0

Avg Speed to Answer (Target 01:30) 1:43
Avg Abandon Time (Target 02:00) 1:25
Avg Talk Time (Target 01:00) 1:27
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: July 8, 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>1170</td>
<td>767</td>
<td>403</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>861</td>
<td>577</td>
<td>284</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>309</td>
<td>190</td>
<td>119</td>
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<tr>
<td>Flow Out</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Avg Speed to Answer (Target 02:00)</td>
<td>2:52</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg Abandon Time (Target 03:00)</td>
<td>2:53</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg Talk Time (Target 07:00)</td>
<td>6:43</td>
<td></td>
<td></td>
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<tr>
<td>Avg After Call Work Time (03:00)</td>
<td></td>
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</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.
### IT Support Center Call Handling Metrics

#### Week Beginning: July 15, 2018

<table>
<thead>
<tr>
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<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
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</thead>
<tbody>
<tr>
<td>Inbound Calls</td>
<td>1185</td>
<td>755</td>
<td>430</td>
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<tr>
<td>ACD Calls</td>
<td>1000</td>
<td>653</td>
<td>347</td>
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<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>

#### Avg Speed to Answer (Target 02:00)

- Total ITSC: 1:33
- ITSC Helpdesk: 1:33
- Directory Assistance: 0:36

#### Avg Abandon Time (Target 03:00)

- Total ITSC: 1:58
- ITSC Helpdesk: 1:58
- Directory Assistance: 0:52

#### Avg Talk Time (Target 07:00)

- Total ITSC: 7:16
- ITSC Helpdesk: 7:16
- Directory Assistance: 1:29

#### Avg After Call Work Time (03:00)

- Total ITSC: 0
- ITSC Helpdesk: 0
- Directory Assistance: 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.
## IT Support Center Call Handling Metrics

**Week Beginning: July 22, 2018**

<table>
<thead>
<tr>
<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
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</thead>
<tbody>
<tr>
<td>Inbound Calls</td>
<td>1126</td>
<td>Inbound Calls</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>915</td>
<td>ACD Calls</td>
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<tr>
<td>Abandoned Calls</td>
<td>211</td>
<td>Abandoned Calls</td>
</tr>
<tr>
<td>Flow Out</td>
<td>0</td>
<td>Flow Out</td>
</tr>
<tr>
<td>Avg Speed to Answer (Target 02:00)</td>
<td>1:49</td>
<td>Avg Speed to Answer (Target 01:30)</td>
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<tr>
<td>Avg Abandon Time (Target 03:00)</td>
<td>2:45</td>
<td>Avg Abandon Time (Target 02:00)</td>
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<tr>
<td>Avg Talk Time (Target 07:00)</td>
<td>7:04</td>
<td>Avg Talk Time (Target 01:00)</td>
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<tr>
<td>Avg After Call Work Time (03:00)</td>
<td>0</td>
<td>Avg After Call Work Time (00:30)</td>
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</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.
IT Support Center Call Handling Metrics
Week Beginning: July 29, 2018

Total ITSC
- Inbound Calls: 1304
- ACD Calls: 1020
- Abandoned Calls: 284
- Flow Out: 0

ITSC Helpdesk
- Inbound Calls: 898
- ACD Calls: 718
- Abandoned Calls: 180
- Flow Out: 0

Directory Assistance
- Inbound Calls: 406
- ACD Calls: 302
- Abandoned Calls: 104
- Flow Out: 0

Avg Speed to Answer (Target 02:00): 2:10
Avg Speed to Answer (Target 01:30): 0:46
Avg Abandon Time (Target 03:00): 2:31
Avg Abandon Time (Target 02:00): 0:59
Avg Talk Time (Target 07:00): 6:51
Avg Talk Time (Target 01:00): 1:37
Avg After Call Work Time (03:00): 0
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