IT Support Center Call Handling Metrics

Week Beginning: August 5, 2018
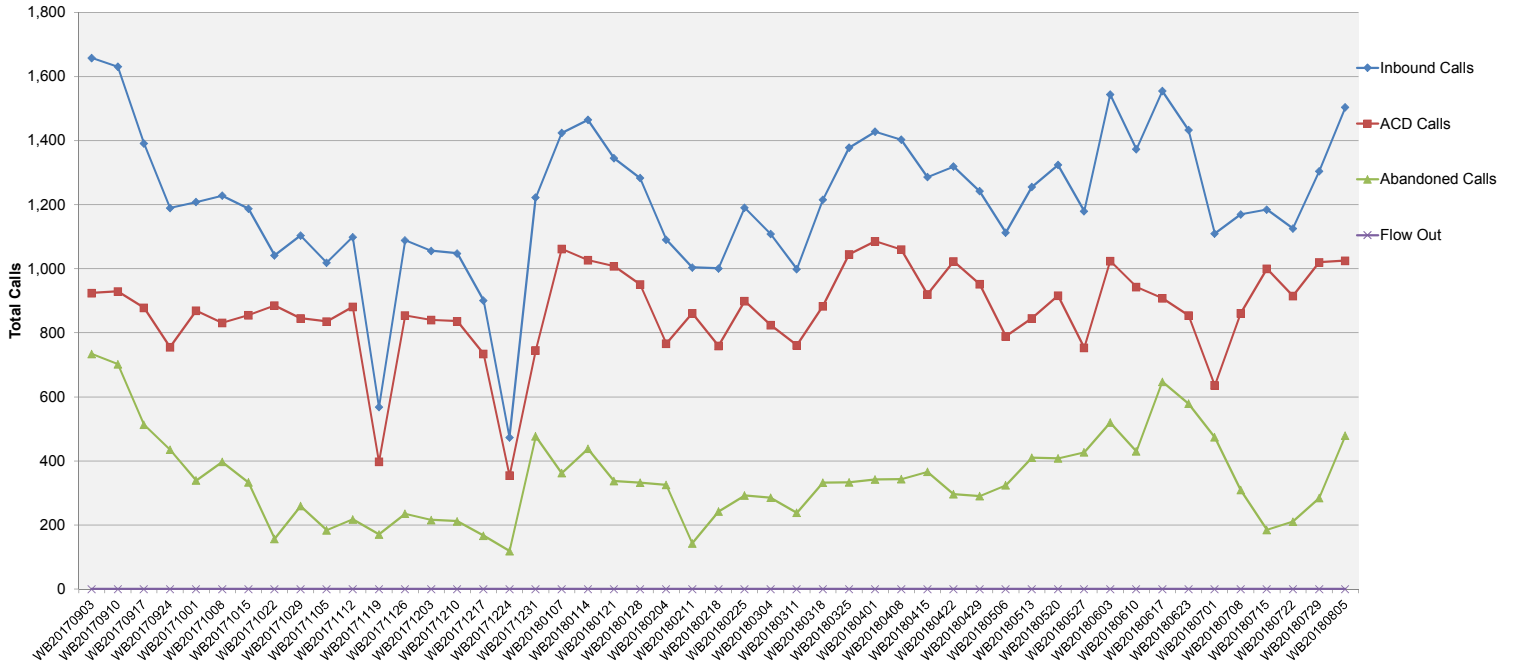
	Total ITSC
Inbound Calls	1504
ACD Calls	1025
Abandoned Calls	479
Flow Out	0

	ITSC Helpdesk
Inbound Calls	1095
ACD Calls	727
Abandoned Calls	368
Flow Out	0
Avg Speed to Answer (Target 02:00)	3:10
Avg Abandon Time (Target 03:00)	3:26
Avg Talk Time (Target 07:00)	9:23
Avg After Call Work Time (03:00)	

	Directory Assistance
Inbound Calls	409
ACD Calls	298
Abandoned Calls	111
Flow Out	0
Avg Speed to Answer (Target 01:30)	0:58
Avg Abandon Time (Target 02:00)	1:10
Avg Talk Time (Target 01:00)	1:44
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
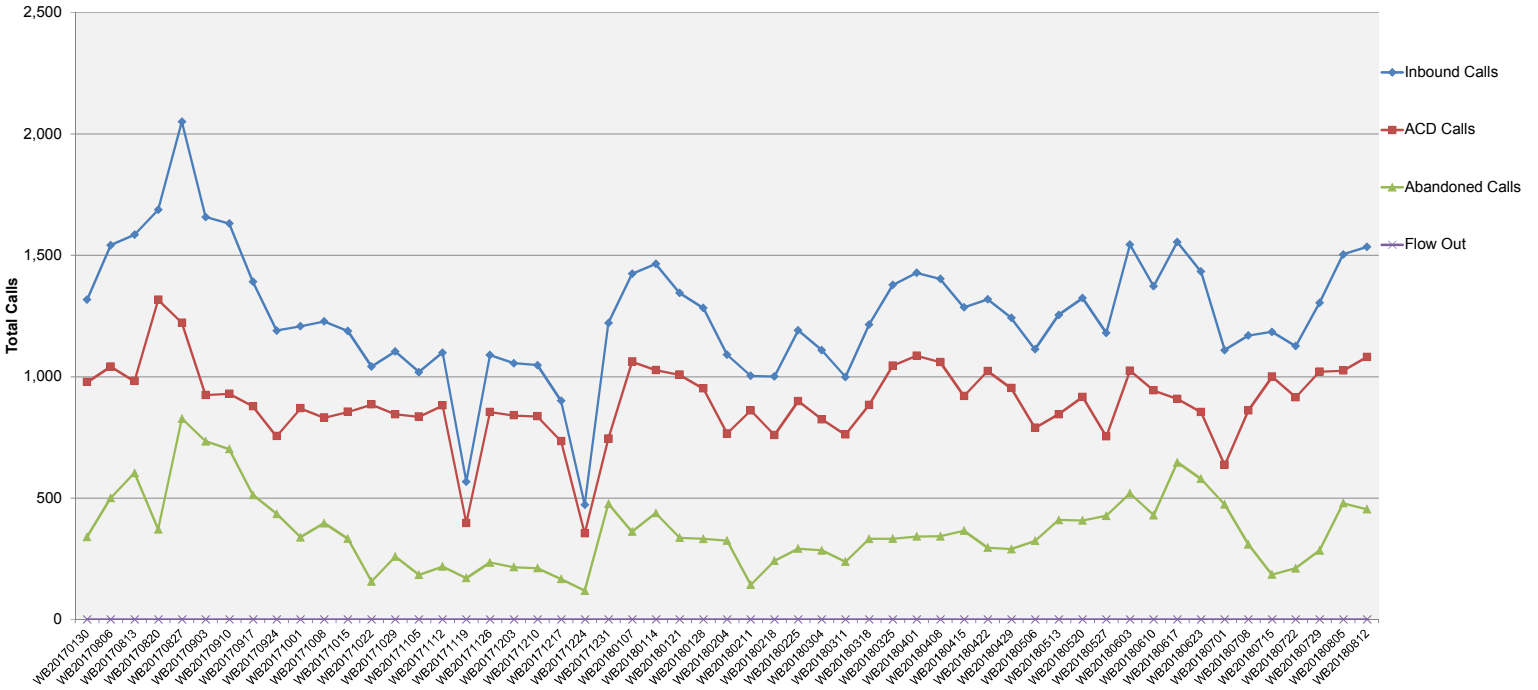
Week Beginning: August 12, 2018

	Total ITSC
Inbound Calls	1535
ACD Calls	1081
Abandoned Calls	454
Flow Out	0

	ITSC Helpdesk
Inbound Calls	1133
ACD Calls	771
Abandoned Calls	362
Flow Out	0
Avg Speed to Answer (Target 02:00)	3:27
Avg Abandon Time (Target 03:00)	3:30
Avg Talk Time (Target 07:00)	8:00
Avg After Call Work Time (03:00)	

	Directory Assistance
Inbound Calls	402
ACD Calls	310
Abandoned Calls	92
Flow Out	0
Avg Speed to Answer (Target 01:30)	0:57
Avg Abandon Time (Target 02:00)	1:18
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
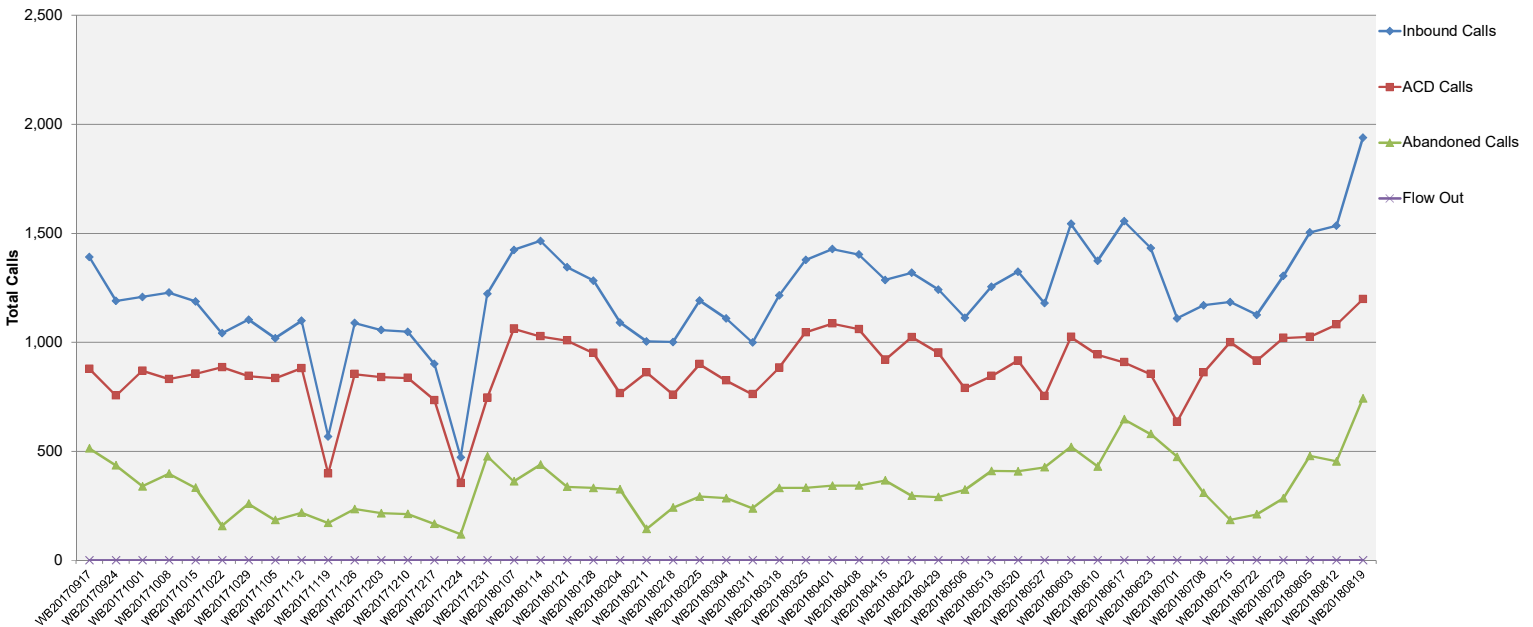
IT Support Center Call Handling Metrics

Week Beginning: August 19, 2018

	Total ITSC
Inbound Calls	1939
ACD Calls	1197
Abandoned Calls	742
Flow Out	0

	ITSC Helpdesk
Inbound Calls	1438
ACD Calls	842
Abandoned Calls	597
Flow Out	0
Avg Speed to Answer (Target 02:00)	5:30
Avg Abandon Time (Target 03:00)	3:56
Avg Talk Time (Target 07:00)	7:54
Avg After Call Work Time (03:00)	

	Directory Assistance
Inbound Calls	501
ACD Calls	355
Abandoned Calls	145
Flow Out	0
Avg Speed to Answer (Target 01:30)	1:12
Avg Abandon Time (Target 02:00)	1:15
Avg Talk Time (Target 01:00)	1:56
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: August 26, 2018

	Total ITSC
Inbound Calls	2124
ACD Calls	1315
Abandoned Calls	809
Flow Out	0

	ITSC Helpdesk
Inbound Calls	1679
ACD Calls	994
Abandoned Calls	685
Flow Out	0
Avg Speed to Answer (Target 02:00)	5:25
Avg Abandon Time (Target 03:00)	3:18
Avg Talk Time (Target 07:00)	7:05
Avg After Call Work Time (03:00)	

	Directory Assistance
Inbound Calls	445
ACD Calls	321
Abandoned Calls	124
Flow Out	0
Avg Speed to Answer (Target 01:30)	1:08
Avg Abandon Time (Target 02:00)	1:07
Avg Talk Time (Target 01:00)	1:38
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