**IT Support Center Call Handling Metrics**

*Week Beginning: September 2, 2018*

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**Total ITSC**
- Inbound Calls: 1288
- ACD Calls: 849
- Abandoned Calls: 439
- Flow Out: 0

**ITSC Helpdesk**
- Inbound Calls: 1001
- ACD Calls: 639
- Abandoned Calls: 362
- Flow Out: 0

**Directory Assistance**
- Inbound Calls: 287
- ACD Calls: 210
- Abandoned Calls: 77
- Flow Out: 0

- Avg Speed to Answer (Target 02:00): 4:31
- Avg Abandon Time (Target 02:00): 3:03
- Avg Talk Time (Target 07:00): 7:47
- Avg After Call Work Time (03:00): 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

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**Legend:**
- Inbound Calls
- ACD Calls
- Abandoned Calls
- Flow Out
IT Support Center Call Handling Metrics
Week Beginning: September 9, 2018

<table>
<thead>
<tr>
<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound Calls</td>
<td>1355</td>
<td>961</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>934</td>
<td>659</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>421</td>
<td>302</td>
</tr>
<tr>
<td>Flow Out</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

- Avg Speed to Answer (Target 02:00): 4:58
- Avg Speed to Answer (Target 01:30): 0:48
- Avg Abandon Time (Target 03:00): 3:49
- Avg Abandon Time (Target 02:00): 1:04
- Avg Talk Time (Target 07:00): 7:43
- Avg Talk Time (Target 01:00): 1:46
- Avg After Call Work Time (03:00)
- 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: September 16, 2018

Total ITSC | Inbound Calls | ACD Calls | Abandoned Calls | Flow Out
---|---|---|---|---
1141 | 805 | 552 | 253 | 0

ITSC Helpdesk | Directory Assistance
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Inbound Calls | ACD Calls | Abandoned Calls | Flow Out | Avg Speed to Answer (Target 02:00) | Avg Abandon Time (Target 03:00) | Avg Talk Time (Target 07:00) | Avg After Call Work Time (03:00) | Avg Speed to Answer (Target 01:30) | Avg Abandon Time (Target 02:00) | Avg Talk Time (Target 01:00) | Avg After Call Work Time (00:30)
805 | 552 | 253 | 0 | 3:32 | 3:03 | 6:43 | | 0:39 | 0:56 | 1:54 | 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