IT Support Center Call Handling Metrics
Week Beginning: October 7, 2018

**Total ITSC**
- Inbound Calls: 950
- ACD Calls: 779
- Abandoned Calls: 171
- Flow Out: 0

**ITSC Helpdesk**
- Inbound Calls: 669
- ACD Calls: 548
- Abandoned Calls: 121
- Flow Out: 0

**Directory Assistance**
- Inbound Calls: 281
- ACD Calls: 231
- Abandoned Calls: 50
- Flow Out: 0

**Average Metrics**
- Avg Speed to Answer (Target 02:00): 1:59
- Avg Abandon Time (Target 03:00): 2:19
- Avg Talk Time (Target 07:00): 7:31
- 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: October 14, 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>1010</td>
<td>650</td>
<td>360</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>803</td>
<td>522</td>
<td>281</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>207</td>
<td>128</td>
<td>79</td>
</tr>
<tr>
<td>Flow Out</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Average Speed to Answer (Target 02:00) 2:06
Average Abandon Time (Target 03:00) 2:46
Average Talk Time (Target 07:00) 7:32
Average 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

- Inbound Calls
- ACD Calls
- Abandoned Calls
- Flow Out
# IT Support Center Call Handling Metrics

**Week Beginning: October 21, 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>973</td>
<td>660</td>
<td>313</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>796</td>
<td>544</td>
<td>252</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>133</td>
<td>72</td>
<td>61</td>
</tr>
<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>1:28</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg Abandon Time (Target 03:00)</td>
<td>2:24</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg Talk Time (Target 07:00)</td>
<td>6:54</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg After Call Work Time (03:00)</td>
<td></td>
<td></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: October 28, 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>978</td>
<td>Inbound Calls</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>746</td>
<td>ACD Calls</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>232</td>
<td>Abandoned Calls</td>
</tr>
<tr>
<td>Flow Out</td>
<td>0</td>
<td>Flow Out</td>
</tr>
</tbody>
</table>

- **Avg Speed to Answer (Target 02:00)**: 2:40
- **Avg Abandon Time (Target 03:00)**: 3:18
- **Avg Talk Time (Target 07:00)**: 6:50
- **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