### IT Support Center Call Handling Metrics

**Week Beginning: June 3, 2018**

#### Total ITSC
- **Inbound Calls**: 1544
- **ACD Calls**: 1024
- **Abandoned Calls**: 520
- **Flow Out**: 0

#### ITSC Helpdesk
- **Inbound Calls**: 947
- **ACD Calls**: 681
- **Abandoned Calls**: 266
- **Flow Out**: 0

#### Directory Assistance
- **Inbound Calls**: 597
- **ACD Calls**: 343
- **Abandoned Calls**: 254
- **Flow Out**: 0

<table>
<thead>
<tr>
<th>Metric</th>
<th>Target 02:00</th>
<th>Target 01:30</th>
<th>Target 03:00</th>
<th>Target 00:30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg Speed to Answer</td>
<td>3:07</td>
<td>0:52</td>
<td>3:23</td>
<td>0:49</td>
</tr>
<tr>
<td>Avg Abandon Time</td>
<td>1:23</td>
<td>0:49</td>
<td>1:31</td>
<td>1:13</td>
</tr>
<tr>
<td>Avg Talk Time</td>
<td>6:31</td>
<td>1:13</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg After Call Work Time</td>
<td></td>
<td></td>
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<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*
IT Support Center Call Handling Metrics
Week Beginning: June 10, 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>1374</td>
<td>864</td>
<td>510</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>943</td>
<td>636</td>
<td>306</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>430</td>
<td>226</td>
<td>204</td>
</tr>
<tr>
<td>Flow Out</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Inbound Calls</th>
<th>ACD Calls</th>
<th>Abandoned Calls</th>
<th>Flow Out</th>
<th>Avg Speed to Answer (Target 02:00)</th>
<th>Avg Abandon Time (Target 03:00)</th>
<th>Avg Talk Time (Target 07:00)</th>
<th>Avg After Call Work Time (03:00)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1374</td>
<td>943</td>
<td>430</td>
<td>0</td>
<td>2:57</td>
<td>3:42</td>
<td>6:34</td>
<td>0</td>
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<tr>
<td></td>
<td>864</td>
<td>636</td>
<td>226</td>
<td>0</td>
<td>0:58</td>
<td>0:52</td>
<td>1:21</td>
<td>0</td>
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</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: June 17, 2018

### Total ITSC
- **Inbound Calls**: 1555
- **ACD Calls**: 908
- **Abandoned Calls**: 647
- **Flow Out**: 0

### ITSC Helpdesk
- **Inbound Calls**: 943
- **ACD Calls**: 587
- **Abandoned Calls**: 356
- **Flow Out**: 0

### Directory Assistance
- **Inbound Calls**: 612
- **ACD Calls**: 321
- **Abandoned Calls**: 291
- **Flow Out**: 0

<table>
<thead>
<tr>
<th>Metric</th>
<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound Calls</td>
<td>1555</td>
<td>943</td>
<td>612</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>908</td>
<td>587</td>
<td>321</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>647</td>
<td>356</td>
<td>291</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>4:30</td>
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<td></td>
</tr>
<tr>
<td>Avg Abandon Time (Target 03:00)</td>
<td>4:12</td>
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<td></td>
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<tr>
<td>Avg Talk Time (Target 07:00)</td>
<td>5:48</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg After Call Work Time (03:00)</td>
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<td></td>
<td></td>
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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: June 23, 2018

Total ITSC | ITSC Helpdesk | Directory Assistance
--- | --- | ---
Inbound Calls | 1433 | 1041 | 392
ACD Calls | 854 | 618 | 236
Abandoned Calls | 579 | 423 | 156
Flow Out | 0 | 0 | 0

Avg Speed to Answer (Target 02:00): 5:10
Avg Speed to Answer (Target 01:30): 1:30
Avg Abandon Time (Target 03:00): 4:06
Avg Abandon Time (Target 02:00): 1:08
Avg Talk Time (Target 07:00): 6:38
Avg Talk Time (Target 01:00): 1:19
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