

IT Support Center Call Handling Metrics

Week Beginning: January 3, 2016

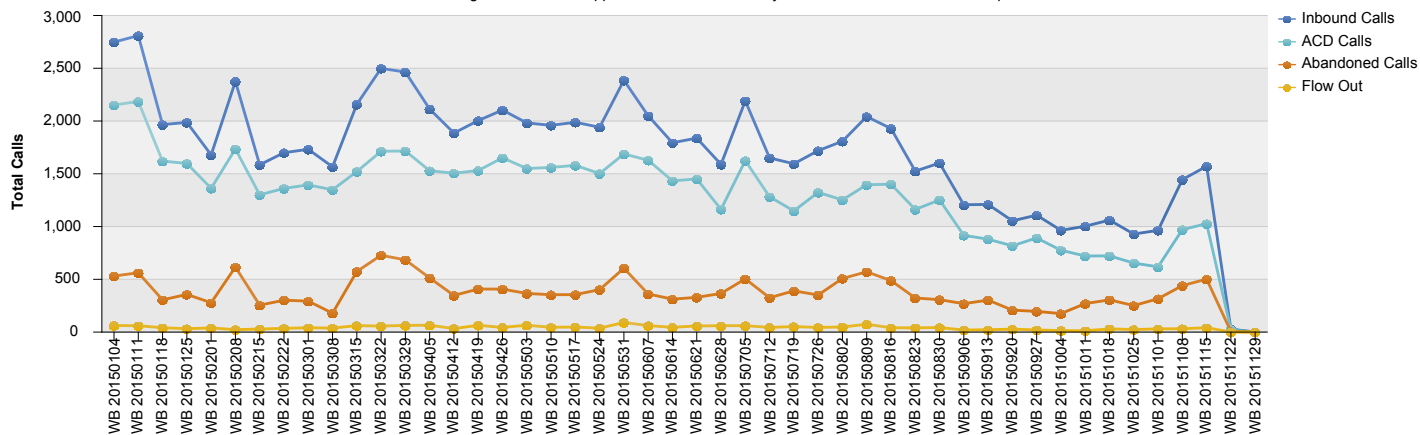
Inbound Calls
ACD Calls
Abandoned Calls
Flow Out

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 (Target 03:00)

Inbound Calls
ACD Calls
Abandoned Calls
Flow Out
Avg Speed to Answer (Target 01:30)
Avg Abandon Time (Target 2:00)
Avg Talk Time (Target 01:00)
Avg After Call Work Time (Target 00:30)

Incoming Call History

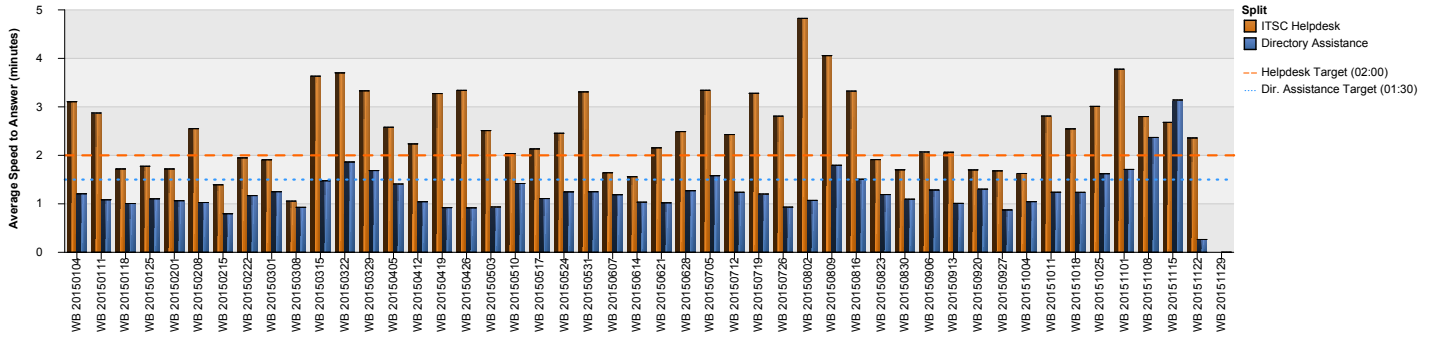
Number of calls coming in to either IT Support at 4-4948 or Directory Assistance at 4-1000 over the specified week



ITSC Call Handling Metrics

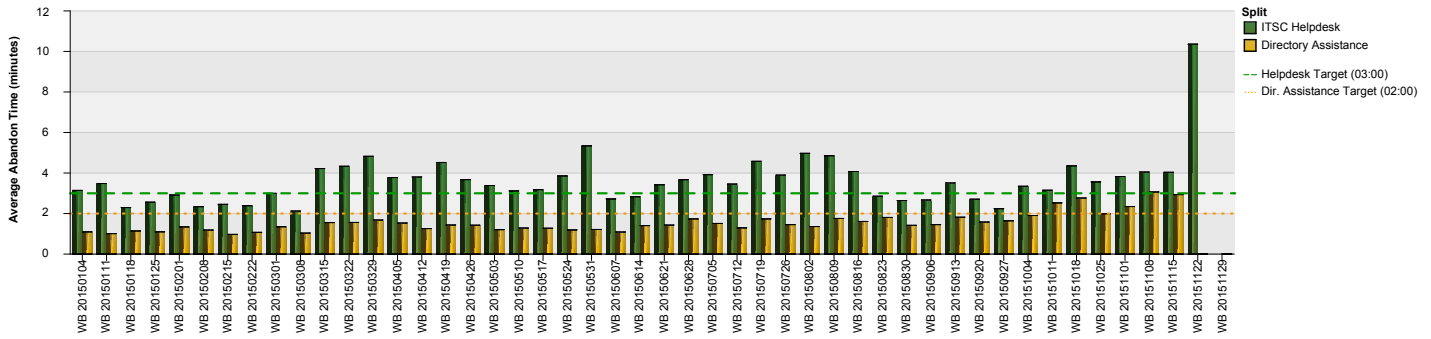
Speed to Answer History

Average time a user waited on hold in order to reach an IT Support Analyst for IT Support or Directory Assistance.



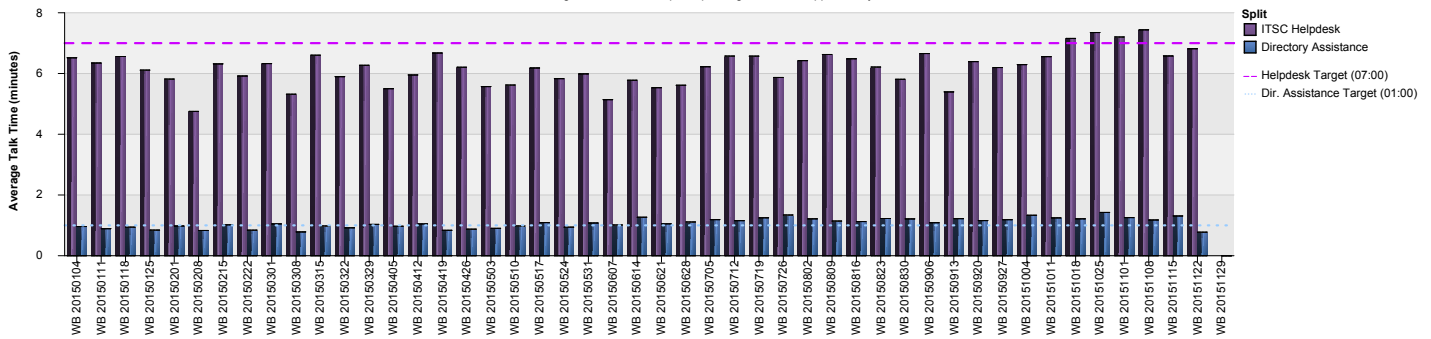
Abandon Time History

Average amount of time a caller waited on hold before they hung up or opted out to voice mail.



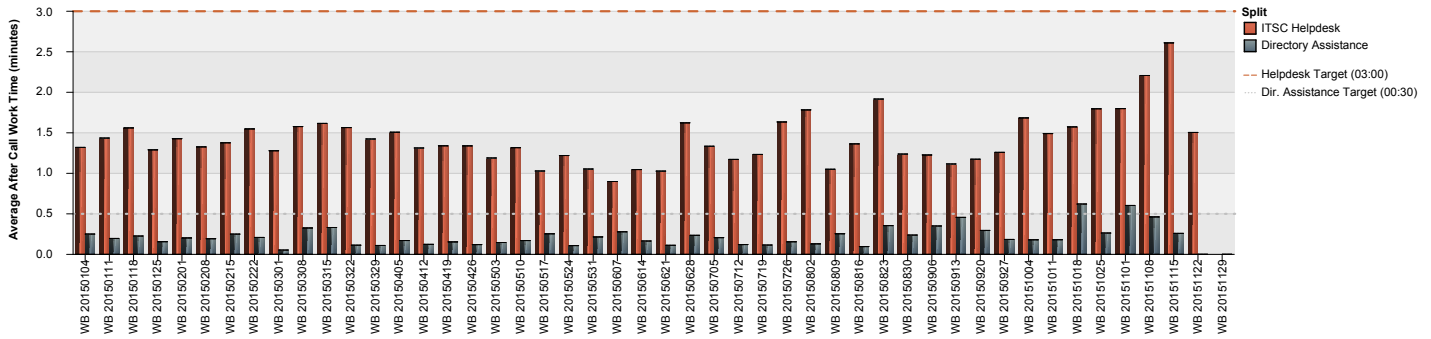
Talk Time History

Average duration of time spent speaking with an IT Support Analyst.



After Call Work History

Average amount of time analysts spend finishing up an incident ticket or completing background work for their previous call.



IT Support Center Call Handling Metrics

Week Beginning: January 10, 2016

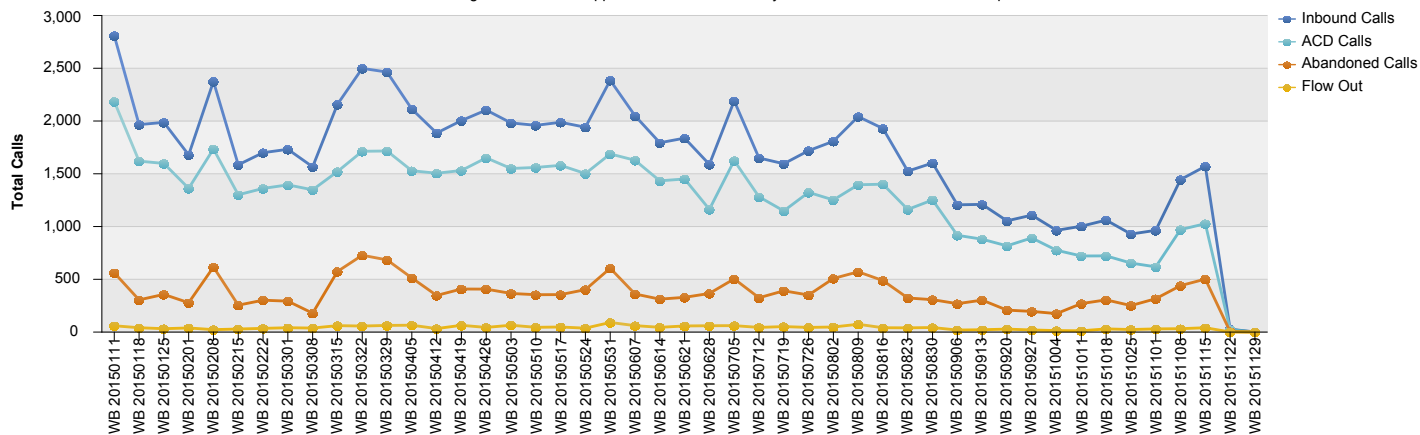
Inbound Calls
ACD Calls
Abandoned Calls
Flow Out

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 (Target 03:00)

Inbound Calls
ACD Calls
Abandoned Calls
Flow Out
Avg Speed to Answer (Target 01:30)
Avg Abandon Time (Target 2:00)
Avg Talk Time (Target 01:00)
Avg After Call Work Time (Target 00:30)

Incoming Call History

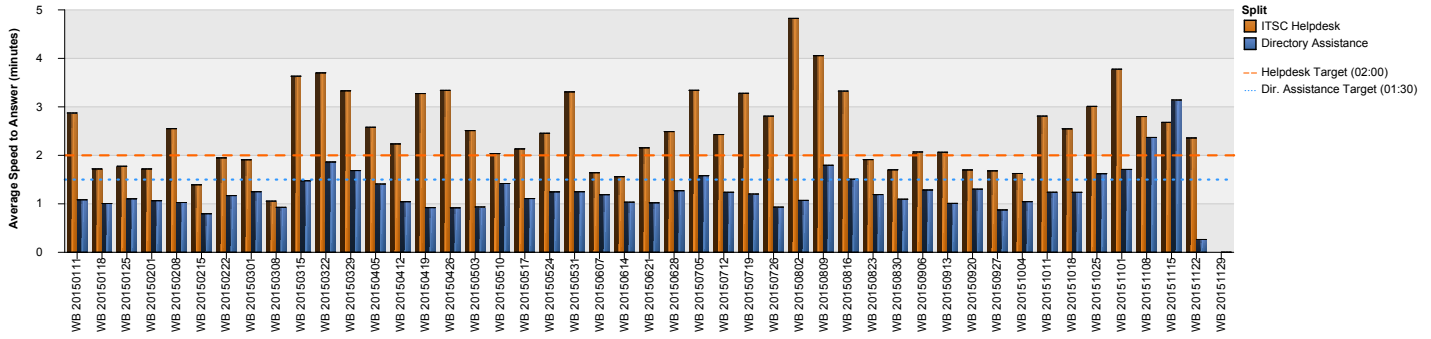
Number of calls coming in to either IT Support at 4-4948 or Directory Assistance at 4-1000 over the specified week



ITSC Call Handling Metrics

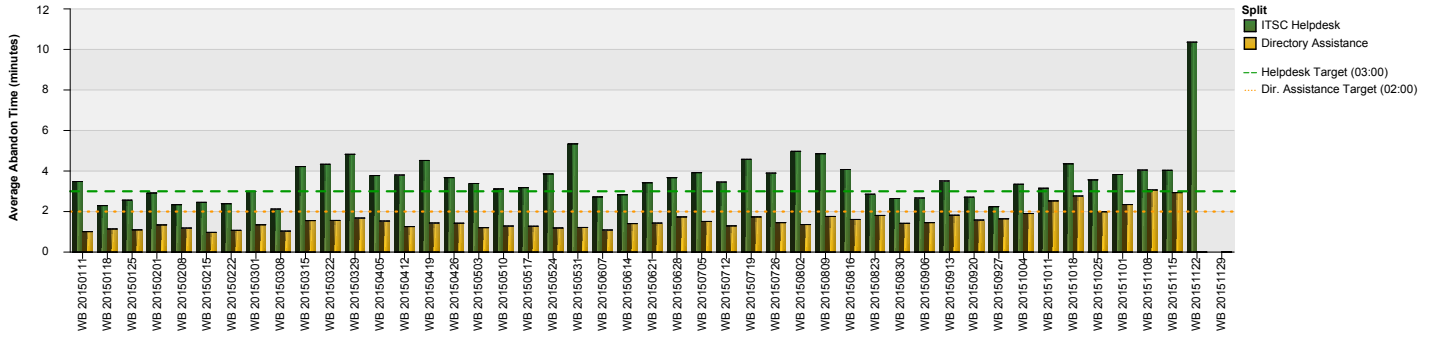
Speed to Answer History

Average time a user waited on hold in order to reach an IT Support Analyst for IT Support or Directory Assistance.



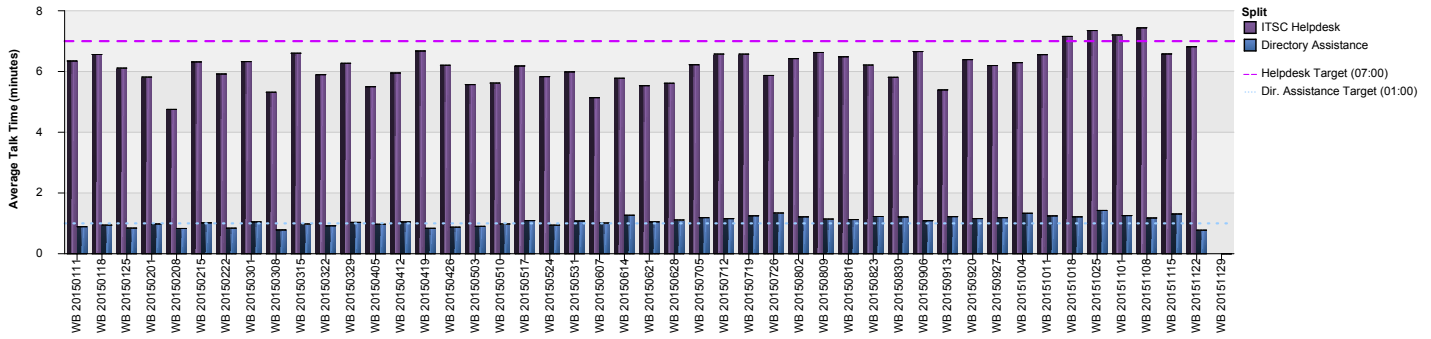
Abandon Time History

Average amount of time a caller waited on hold before they hung up or opted out to voice mail.



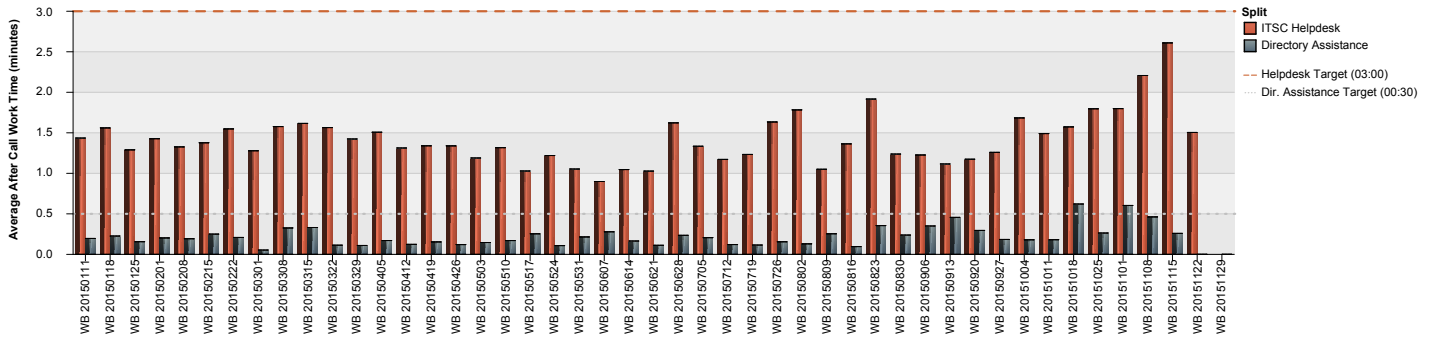
Talk Time History

Average duration of time spent speaking with an IT Support Analyst.



After Call Work History

Average amount of time analysts spend finishing up an incident ticket or completing background work for their previous call.



IT Support Center Call Handling Metrics

Week Beginning: January 17, 2016

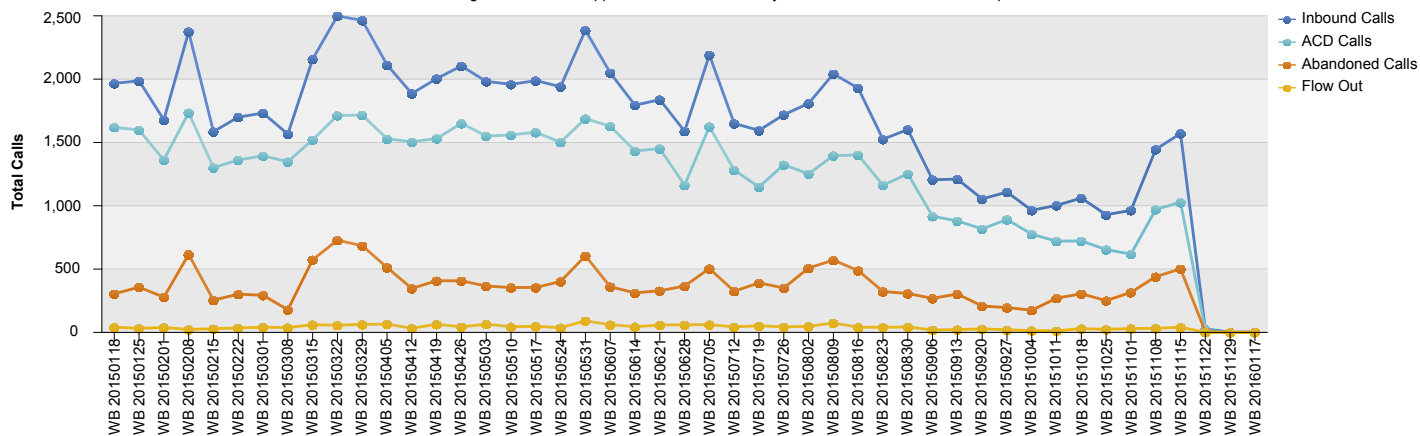
	Total ITSC
Inbound Calls	2
ACD Calls	0
Abandoned Calls	2
Flow Out	0

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 (Target 03:00)	

Directory Assistance	
Inbound Calls	2
ACD Calls	0
Abandoned Calls	2
Flow Out	0
Avg Speed to Answer (Target 01:30)	/0
Avg Abandon Time (Target 2:00)	00:13
Avg Talk Time (Target 01:00)	/0
Avg After Call Work Time (Target 00:30)	/0

Incoming Call History

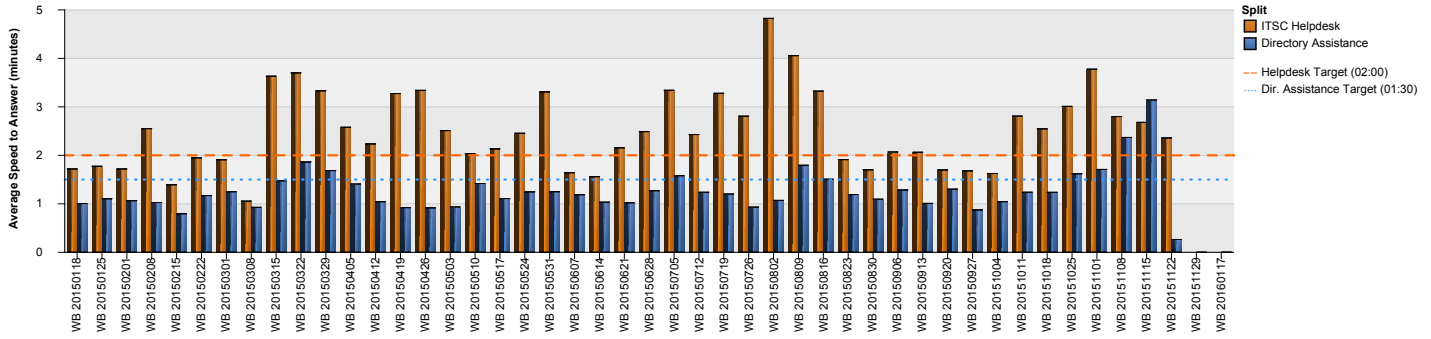
Number of calls coming in to either IT Support at 4-4948 or Directory Assistance at 4-1000 over the specified week



ITSC Call Handling Metrics

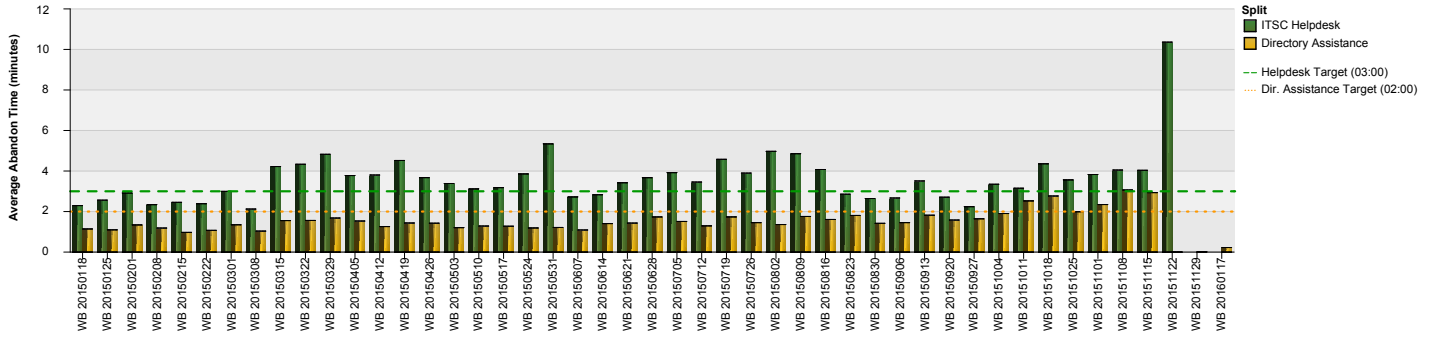
Speed to Answer History

Average time a user waited on hold in order to reach an IT Support Analyst for IT Support or Directory Assistance.



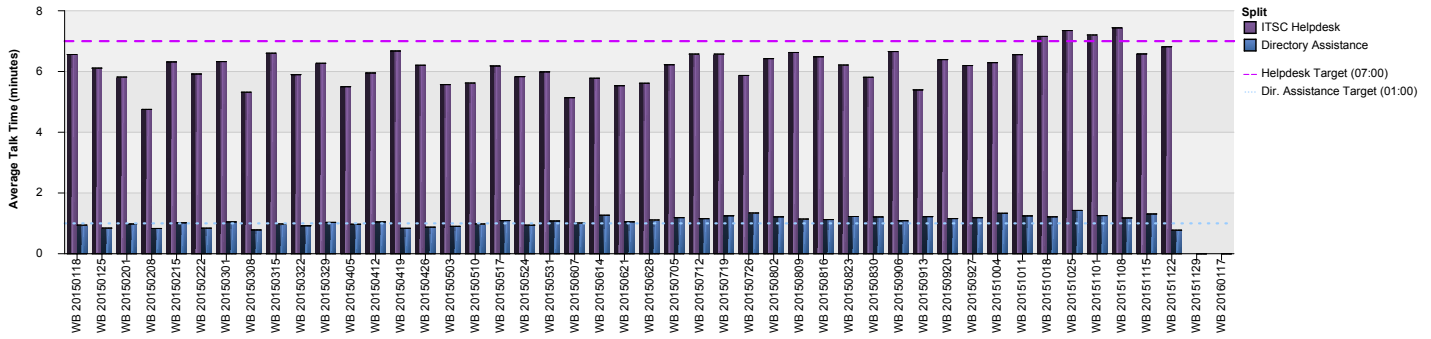
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