## IT Support Center Call Handling Metrics

**Week Beginning: October 30, 2016**

### Total ITSC
- **Inbound Calls**: 1467
- **ACD Calls**: 1045
- **Abandoned Calls**: 422
- **Flow Out**: 0

### ITSC Helpdesk
- **Inbound Calls**: 976
- **ACD Calls**: 670
- **Abandoned Calls**: 306
- **Flow Out**: 0

### Directory Assistance
- **Inbound Calls**: 491
- **ACD Calls**: 375
- **Abandoned Calls**: 116
- **Flow Out**: 0

### Metrics
- **Avg Speed to Answer (Target 02:00)**: 1:40
- **Avg Abandon Time (Target 03:00)**: 1:16
- **Avg Talk Time (Target 07:00)**: 5:02
- **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.

- **Inbound Calls**
- **ACD Calls**
- **Abandoned Calls**
- **Flow Out**