IT Support Center Call Handling Metrics
Week Beginning: October 29, 2017

**Total ITSC**
- Inbound Calls: 1104
- ACD Calls: 845
- Abandoned Calls: 259
- Flow Out: 0

**ITSC Helpdesk**
- Inbound Calls: 728
- ACD Calls: 560
- Abandoned Calls: 168
- Flow Out: 0

**Directory Assistance**
- Inbound Calls: 376
- ACD Calls: 285
- Abandoned Calls: 91
- Flow Out: 0

**Average Speed to Answer**
- (Target 02:00): 1:58
- (Target 01:30): 0:51

**Average Abandon Time**
- (Target 03:00): 3:07
- (Target 02:00): 1:07

**Average Talk Time**
- (Target 07:00): 6:34
- (Target 01:00): 1:27

**Average After Call Work Time**
- (03:00): 0
- (00:30): 50

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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**
IT Support Center Call Handling Metrics

Week Beginning: November 5, 2017

### 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**

### ITSC Helpdesk

- **Total ITSC**:
  - Inbound Calls: 1019
  - ACD Calls: 835
  - Abandoned Calls: 184
  - Flow Out: 0

- **ITSC Helpdesk**:
  - Inbound Calls: 678
  - ACD Calls: 570
  - Abandoned Calls: 108
  - Flow Out: 0

### Directory Assistance

- **Total ITSC**:
  - Inbound Calls: 341
  - ACD Calls: 265
  - Abandoned Calls: 76
  - Flow Out: 0

### Metrics

- **Avg Speed to Answer (Target 02:00)**: 2:03
- **Avg Speed to Answer (Target 01:30)**: 0:43
- **Avg Abandon Time (Target 03:00)**: 2:28
- **Avg Abandon Time (Target 02:00)**: 1:22
- **Avg Talk Time (Target 07:00)**: 6:57
- **Avg Talk Time (Target 01:00)**: 1:30
- **Avg After Call Work Time (03:00)**: 0
- **Avg After Call Work Time (00:30)**: 50