# IT Support Center Call Handling Metrics

**Week Beginning: March 29, 2015**

<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>2,464</td>
<td>1,258</td>
<td>1,206</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>1,716</td>
<td>886</td>
<td>830</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>684</td>
<td>309</td>
<td>375</td>
</tr>
<tr>
<td>Flow Out</td>
<td>63</td>
<td>63</td>
<td>0</td>
</tr>
</tbody>
</table>

- **Avg Speed to Answer (Target 02:00):**
  - Total ITSC: 03:19
  - ITSC Helpdesk: 03:19
  - Directory Assistance: 01:41

- **Avg Abandon Time (Target 03:00):**
  - Total ITSC: 04:49
  - ITSC Helpdesk: 04:49
  - Directory Assistance: 01:40

- **Avg Talk Time (Target 07:00):**
  - Total ITSC: 06:16
  - ITSC Helpdesk: 06:16
  - Directory Assistance: 01:01

- **Avg After Call Work Time (Target 03:00):**
  - Total ITSC: 01:25
  - ITSC Helpdesk: 01:25
  - Directory Assistance: 00:06

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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

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Report run on: Apr 6, 2015 7:51:01 AM
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: April 5, 2015

<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>2,113</td>
<td>1,056</td>
<td>1,057</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>1,529</td>
<td>771</td>
<td>758</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>513</td>
<td>219</td>
<td>294</td>
</tr>
<tr>
<td>Flow Out</td>
<td>65</td>
<td>65</td>
<td>0</td>
</tr>
</tbody>
</table>

Avg Speed to Answer (Target 02:00) 02:34
Avg Abandon Time (Target 03:00) 03:46
Avg Talk Time (Target 07:00) 05:29
Avg After Call Work Time (Target 03:00) 01:30

Directory Assistance
Inbound Calls 1,057
ACD Calls 758
Abandoned Calls 294
Flow Out 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

Report run on: Apr 13, 2015 7:51:00 AM
IT Support Center Call Handling Metrics
Week Beginning: April 12, 2015

<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>1,886</td>
<td>912</td>
<td>974</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>1,505</td>
<td>749</td>
<td>756</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>347</td>
<td>130</td>
<td>217</td>
</tr>
<tr>
<td>Flow Out</td>
<td>33</td>
<td>33</td>
<td>0</td>
</tr>
<tr>
<td>Avg Speed to Answer (Target 02:00)</td>
<td>02:14</td>
<td>01:30</td>
<td>01:30</td>
</tr>
<tr>
<td>Avg Abandon Time (Target 03:00)</td>
<td>03:48</td>
<td>03:48</td>
<td>03:48</td>
</tr>
<tr>
<td>Avg Talk Time (Target 07:00)</td>
<td>05:57</td>
<td>05:57</td>
<td>05:57</td>
</tr>
<tr>
<td>Avg After Call Work Time (Target 03:00)</td>
<td>01:18</td>
<td>01:18</td>
<td>01:18</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

Report run on: Apr 20, 2015 7:53:00 AM
## 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.

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### Report run on: Apr 20, 2015 7:03:00 AM
### IT Support Center Call Handling Metrics

**Week Beginning: April 26, 2015**

<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>2,104</td>
<td>1,168</td>
<td>936</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>1,651</td>
<td>913</td>
<td>738</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>407</td>
<td>211</td>
<td>196</td>
</tr>
<tr>
<td>Flow Out</td>
<td>44</td>
<td>44</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Metric</th>
<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg Speed to Answer (Target 02:00)</td>
<td>03:20</td>
<td>03:20</td>
<td></td>
</tr>
<tr>
<td>Avg Abandon Time (Target 03:00)</td>
<td>03:40</td>
<td>03:40</td>
<td></td>
</tr>
<tr>
<td>Avg Talk Time (Target 07:00)</td>
<td>06:12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg After Call Work Time (Target 03:00)</td>
<td>01:20</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.
ITSC Call Handling Metrics

**Speed to Answer History**
Average time a user waited on hold in order to reach an IT Support Analyst 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 spent finishing up an incident ticket or completing background work for their previous call.

Report run on May 4, 2015 7:51:03 AM