IT Support Center Call Handling Metrics
Week Beginning: January 3, 2016

<table>
<thead>
<tr>
<th></th>
<th>Inbound Calls</th>
<th>ACD Calls</th>
<th>Abandoned Calls</th>
<th>Flow Out</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg Speed to Answer (Target 02:00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg Abandon Time (Target 03:00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg Talk Time (Target 07:00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg After Call Work Time (Target 03:00)</td>
<td></td>
<td></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

Report run on: Jan 11, 2016 7:50:01 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.

Report run on: Jan 11, 2016 7:56:01 AM

ITSC Helpdesk
Directory Assistance
Helpdesk Target (07:00)
Dir. Assistance Target (01:00)
Helpdesk Target (03:00)
Dir. Assistance Target (02:00)
Helpdesk Target (03:00)
Dir. Assistance Target (01:30)
Helpdesk Target (02:00)
Dir. Assistance Target (01:30)
IT Support Center Call Handling Metrics
Week Beginning: January 10, 2016

<table>
<thead>
<tr>
<th>Category</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 (Target 03:00)</th>
</tr>
</thead>
</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

Report run on: Jan 18, 2016 7:50:22 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 an analyst spent finishing up an incident ticket or completing background work for their previous call.
IT Support Center Call Handling Metrics
Week Beginning: January 17, 2016

<table>
<thead>
<tr>
<th></th>
<th>Total ITSC</th>
<th>Inbound Calls</th>
<th>Directory Assistance</th>
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</thead>
<tbody>
<tr>
<td>Inbound Calls</td>
<td>2</td>
<td>ACD Calls</td>
<td>Inbound Calls</td>
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<tr>
<td>ACD Calls</td>
<td>0</td>
<td>Abandoned Calls</td>
<td>ACD Calls</td>
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<td>Abandoned Calls</td>
<td>2</td>
<td>Flow Out</td>
<td>Abandoned Calls</td>
</tr>
<tr>
<td>Flow Out</td>
<td>0</td>
<td></td>
<td>Flow Out</td>
</tr>
</tbody>
</table>

Avg Speed to Answer (Target 02:00) in seconds:
- IT Support: 0 seconds
- Directory Assistance: 0 seconds

Avg Abandon Time (Target 03:00) in seconds:
- IT Support: 0 seconds
- Directory Assistance: 13 seconds

Avg Talk Time (Target 07:00) in seconds:
- IT Support: 0 seconds
- Directory Assistance: 0 seconds

Avg After Call Work Time (Target 03:00) in seconds:
- IT Support: 0 seconds
- Directory Assistance: 0 seconds

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.
