IT Support Center Call Handling Metrics
Week Beginning: January 25, 2015

Total ITSC

<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>1,987</td>
<td>1,111</td>
<td>876</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>1,598</td>
<td>905</td>
<td>693</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>357</td>
<td>174</td>
<td>183</td>
</tr>
<tr>
<td>Flow Out</td>
<td>32</td>
<td>32</td>
<td>0</td>
</tr>
</tbody>
</table>

Avg Speed to Answer (Target 02:00) 01:46
Avg Abandon Time (Target 03:00) 02:33
Avg Talk Time (Target 07:00) 06:06
Avg After Call Work Time (Target 03:00) 01:17

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 amount of 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: February 1, 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>1,679</td>
<td>929</td>
<td>750</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>1,362</td>
<td>757</td>
<td>605</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>278</td>
<td>133</td>
<td>145</td>
</tr>
<tr>
<td>Flow Out</td>
<td>39</td>
<td>39</td>
<td>0</td>
</tr>
</tbody>
</table>

Avg Speed to Answer (Target 02:00): 01:43
Avg Abandon Time (Target 03:00): 02:54
Avg Talk Time (Target 07:00): 05:48
Avg After Call Work Time (Target 03:00): 01:25

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: Feb 9, 2015 7:51:00 AM
## IT Support Center Call Handling Metrics

### Week Beginning: February 8, 2015

<table>
<thead>
<tr>
<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound Calls</td>
<td>2,375</td>
<td>1,541</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>1,735</td>
<td>1,077</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>616</td>
<td>441</td>
</tr>
<tr>
<td>Flow Out</td>
<td>23</td>
<td>23</td>
</tr>
</tbody>
</table>

### Avg Speed to Answer
- **Target:** 02:00
  - **Total ITSC:** 02:33
  - **ITSC Helpdesk:** 02:20
  - **Directory Assistance:** 01:01

### Avg Abandon Time
- **Target:** 03:00
  - **Total ITSC:** 02:20
  - **ITSC Helpdesk:** 01:19
  - **Directory Assistance:** 01:11

### Avg Talk Time
- **Target:** 07:00
  - **Total ITSC:** 04:45

### Avg After Call Work Time
- **Target:** 03:00
  - **Total ITSC:** 01:19
### IT Support Center Call Handling Metrics

**Week Beginning: February 15, 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>1,585</td>
<td>918</td>
<td>667</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>1,301</td>
<td>741</td>
<td>560</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>255</td>
<td>148</td>
<td>107</td>
</tr>
<tr>
<td>Flow Out</td>
<td>29</td>
<td>29</td>
<td>0</td>
</tr>
</tbody>
</table>

**Avg Speed to Answer (Target 02:00):**
- Total ITSC: 01:23
- ITSC Helpdesk: 01:23
- Directory Assistance: 00:47

**Avg Abandon Time (Target 03:00):**
- Total ITSC: 02:27
- ITSC Helpdesk: 02:27
- Directory Assistance: 00:56

**Avg Talk Time (Target 07:00):**
- Total ITSC: 06:18
- ITSC Helpdesk: 06:18
- Directory Assistance: 01:01

**Avg After Call Work Time (Target 03:00):**
- Total ITSC: 01:22
- ITSC Helpdesk: 01:22
- Directory Assistance: 00:14

### 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.