## IT Support Center Call Handling Metrics

**Week Beginning: September 7, 2014**

<table>
<thead>
<tr>
<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Inbound Calls</strong></td>
<td>1,890</td>
<td>1,173</td>
</tr>
<tr>
<td><strong>ACD Calls</strong></td>
<td>1,636</td>
<td>1,049</td>
</tr>
<tr>
<td><strong>Abandoned Calls</strong></td>
<td>248</td>
<td>118</td>
</tr>
<tr>
<td><strong>Flow Out</strong></td>
<td>6</td>
<td>6</td>
</tr>
</tbody>
</table>

- **Avg Speed to Answer (Target 02:00)**: 01:01
- **Avg Abandon Time (Target 03:00)**: 01:49
- **Avg Talk Time (Target 07:00)**: 05:32
- **Avg After Call Work Time (Target 03:00)**: 01:04

- **Avg Speed to Answer (Target 01:30)**: 00:40
- **Avg Abandon Time (Target 2:00)**: 00:55
- **Avg Talk Time (Target 01:00)**: 00:53
- **Avg After Call Work Time (Target 00:30)**: 00:05

### 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: September 14, 2014**

<table>
<thead>
<tr>
<th></th>
<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Inbound Calls</strong></td>
<td>1,799</td>
<td>1,166</td>
<td>633</td>
</tr>
<tr>
<td><strong>ACD Calls</strong></td>
<td>1,535</td>
<td>1,015</td>
<td>520</td>
</tr>
<tr>
<td><strong>Abandoned Calls</strong></td>
<td>246</td>
<td>133</td>
<td>113</td>
</tr>
<tr>
<td><strong>Flow Out</strong></td>
<td>18</td>
<td>18</td>
<td>0</td>
</tr>
</tbody>
</table>

**Average Speed to Answer (Target 02:00):**
- Total ITSC: 01:14
- ITSC Helpdesk: 01:14
- Directory Assistance: 00:47

**Average Abandon Time (Target 03:00):**
- Total ITSC: 01:34
- ITSC Helpdesk: 01:34
- Directory Assistance: 01:34

**Average Talk Time (Target 07:00):**
- Total ITSC: 05:38
- ITSC Helpdesk: 05:38
- Directory Assistance: 00:53

**Average After Call Work Time (Target 03:00):**
- Total ITSC: 01:06
- ITSC Helpdesk: 01:06
- Directory Assistance: 00:11

### 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

Average After Call Work Time (minutes)

Average Speed to Answer (minutes)

ITSC Helpdesk
Directory Assistance
Helpdesk Target (03:00)
Dir. Assistance Target (02:00)

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: September 21, 2014

<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>1,753</td>
<td>1,058</td>
<td>695</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>1,414</td>
<td>903</td>
<td>511</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>301</td>
<td>117</td>
<td>184</td>
</tr>
<tr>
<td>Flow Out</td>
<td>38</td>
<td>38</td>
<td>0</td>
</tr>
<tr>
<td>Avg Speed to Answer</td>
<td>01:30</td>
<td>01:16</td>
<td>01:06</td>
</tr>
<tr>
<td>Avg Abandon Time</td>
<td>01:46</td>
<td>00:57</td>
<td>00:54</td>
</tr>
<tr>
<td>Avg Talk Time</td>
<td>06:30</td>
<td>00:54</td>
<td>00:07</td>
</tr>
<tr>
<td>Avg After Call Work</td>
<td>01:14</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 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: September 28, 2014**

<table>
<thead>
<tr>
<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Inbound Calls</strong></td>
<td>1,732</td>
<td>1,010</td>
</tr>
<tr>
<td><strong>ACD Calls</strong></td>
<td>1,449</td>
<td>886</td>
</tr>
<tr>
<td><strong>Abandoned Calls</strong></td>
<td>258</td>
<td>99</td>
</tr>
<tr>
<td><strong>Flow Out</strong></td>
<td>25</td>
<td></td>
</tr>
</tbody>
</table>

- **Avg Speed to Answer (Target 02:00)**
  - ITSC Helpdesk: 01:14
  - Directory Assistance: 00:52

- **Avg Abandon Time (Target 03:00)**
  - ITSC Helpdesk: 01:53
  - Directory Assistance: 00:53

- **Avg Talk Time (Target 07:00)**
  - ITSC Helpdesk: 05:41
  - Directory Assistance: 00:53

- **Avg After Call Work Time (Target 03:00)**
  - ITSC Helpdesk: 01:06
  - Directory Assistance: 00:04

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## Report run on: Oct 6, 2014 7:51:00 AM