IT Support Center Call Handling Metrics
Week Beginning: November 2, 2014

Total ITSC
Inbound Calls 1,978
ACD Calls 1,616
Abandoned Calls 322
Flow Out 40

ITSC Helpdesk
Inbound Calls 1,177
ACD Calls 1,026
Abandoned Calls 111
Flow Out 40

Inbound Calls 1,177
ACD Calls 1,026
Abandoned Calls 111
Flow Out 40

Avg Speed to Answer (Target 02:00) 01:21
Avg Abandon Time (Target 03:00) 01:59
Avg Talk Time (Target 07:00) 06:04
Avg After Call Work Time (Target 03:00) 00:46

Directory Assistance
Inbound Calls 801
ACD Calls 590
Abandoned Calls 211
Flow Out 0

Avg Speed to Answer (Target 01:30) 01:02
Avg Abandon Time (Target 02:00) 00:56
Avg Talk Time (Target 01:00) 00:57
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
### ITSC Call Handling Metrics

#### Average After Call Work Time (minutes)
- 0.0
- 0.0
- 0
- 0.5
- 1.0
- 1.5
- 2.0
- 2.5
- 3.0
- 3.0
- 4
- 5
- 6
- 8

#### Average Speed to Answer (minutes)
- 0.0
- 0.0
- 0
- 0.5
- 1.0
- 1.5
- 2.0
- 2.5
- 3.0
- 3.0
- 4
- 5
- 6
- 8

#### Average Abandon Time (minutes)
- 0.0
- 0.0
- 0
- 0.5
- 1.0
- 1.5
- 2.0
- 2.5
- 3.0
- 3.0
- 4
- 5
- 6
- 8

#### Average Talk Time (minutes)
- 0.0
- 0.0
- 0
- 0.5
- 1.0
- 1.5
- 2.0
- 2.5
- 3.0
- 3.0
- 4
- 5
- 6
- 8

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ITSC Helpdesk
Directory Assistance
Helpdesk Target (03:00)
Dir. Assistance Target (00:30)

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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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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.

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Abandon Time History
Average amount of time a caller waited on hold before they hung up or opted out to voice mail.

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Talk Time History
Average duration of time spent speaking with an IT Support Analyst.

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Report run on: Nov 10, 2014 7:51:00 AM
## IT Support Center Call Handling Metrics
### Week Beginning: November 9, 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><strong>Inbound Calls</strong></td>
<td><strong>Inbound Calls</strong></td>
</tr>
<tr>
<td>2,567</td>
<td>1,662</td>
<td>905</td>
</tr>
<tr>
<td><strong>ACD Calls</strong></td>
<td><strong>ACD Calls</strong></td>
<td><strong>ACD Calls</strong></td>
</tr>
<tr>
<td>1,990</td>
<td>1,319</td>
<td>671</td>
</tr>
<tr>
<td><strong>Abandoned Calls</strong></td>
<td><strong>Abandoned Calls</strong></td>
<td><strong>Abandoned Calls</strong></td>
</tr>
<tr>
<td>525</td>
<td>291</td>
<td>234</td>
</tr>
<tr>
<td><strong>Flow Out</strong></td>
<td><strong>Flow Out</strong></td>
<td><strong>Flow Out</strong></td>
</tr>
<tr>
<td>52</td>
<td>52</td>
<td>0</td>
</tr>
</tbody>
</table>

### Average Metrics
- **Avg Speed to Answer (Target 02:00)**: 02:20
- **Avg Abandon Time (Target 03:00)**: 02:46
- **Avg Talk Time (Target 07:00)**: 05:39
- **Avg After Call Work Time (Target 03:00)**: 00:50

### 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.
IT Support Center Call Handling Metrics
Week Beginning: November 23, 2014

<table>
<thead>
<tr>
<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
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<tbody>
<tr>
<td>Inbound Calls</td>
<td>1,154</td>
<td>688</td>
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<tr>
<td>ACD Calls</td>
<td>935</td>
<td>578</td>
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<td>Abandoned Calls</td>
<td>194</td>
<td>85</td>
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<td>Flow Out</td>
<td>26</td>
<td>26</td>
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</tbody>
</table>

- Avg Speed to Answer (Target 02:00): 01:20
- Avg Abandon Time (Target 03:00): 01:53
- Avg Talk Time (Target 07:00): 05:54
- Avg After Call Work Time (Target 03:00): 00:41

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)**
- 0.0
- 0
- 0.0
- 0.0

**Average Speed to Answer (minutes)**
- 0.5
- 0.5
- 2
- 1.0

**Average Abandon Time (minutes)**
- 1.0
- 1.0
- 1.0
- 4

**Average Talk Time (minutes)**
- 1.5
- 2.0
- 2.0
- 6

**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: November 30, 2014

<table>
<thead>
<tr>
<th></th>
<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
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</thead>
<tbody>
<tr>
<td>Inbound Calls</td>
<td>2,151</td>
<td>1,345</td>
<td>806</td>
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<tr>
<td>ACD Calls</td>
<td>1,709</td>
<td>1,065</td>
<td>614</td>
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<tr>
<td>Abandoned Calls</td>
<td>395</td>
<td>204</td>
<td>191</td>
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<tr>
<td>Flow Out</td>
<td>46</td>
<td>46</td>
<td>0</td>
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<tr>
<td>Avg Speed to Answer</td>
<td>02:10</td>
<td>02:24</td>
<td>01:12</td>
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<tr>
<td>(Target 02:00)</td>
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<tr>
<td>Avg Abandon Time</td>
<td>02:24</td>
<td>02:24</td>
<td>01:11</td>
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<tr>
<td>(Target 03:00)</td>
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<td></td>
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<tr>
<td>Avg Talk Time</td>
<td>05:48</td>
<td>05:48</td>
<td>00:55</td>
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<td>(Target 07:00)</td>
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<td></td>
<td></td>
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<tr>
<td>Avg After Call Work</td>
<td>00:52</td>
<td>00:52</td>
<td>00:08</td>
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<tr>
<td>Time (Target 03:00)</td>
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<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.