**IT Support Center Call Handling Metrics**

*Week Beginning: December 7, 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>1,991</td>
<td>1,196</td>
<td>795</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>1,571</td>
<td>974</td>
<td>597</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>368</td>
<td>170</td>
<td>198</td>
</tr>
<tr>
<td>Flow Out</td>
<td>52</td>
<td>52</td>
<td>0</td>
</tr>
</tbody>
</table>

**Average Metrics**

- **Avg Speed to Answer (Target 02:00):**
  - Total ITSC: 01:48
  - ITSC Helpdesk: 01:48
  - Directory Assistance: 01:52

- **Avg Abandon Time (Target 03:00):**
  - Total ITSC: 02:16
  - ITSC Helpdesk: 02:16
  - Directory Assistance: 01:57

- **Avg Talk Time (Target 07:00):**
  - Total ITSC: 05:44
  - ITSC Helpdesk: 05:44
  - Directory Assistance: 06:51

- **Avg After Call Work Time (Target 03:00):**
  - Total ITSC: 00:58
  - ITSC Helpdesk: 00:58
  - Directory Assistance: 00:10

**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: December 14, 2014

<table>
<thead>
<tr>
<th>Category</th>
<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound Calls</td>
<td>1,970</td>
<td>1,132</td>
<td>838</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>1,617</td>
<td>957</td>
<td>660</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>311</td>
<td>133</td>
<td>178</td>
</tr>
<tr>
<td>Flow Out</td>
<td>41</td>
<td>41</td>
<td>Flow Out</td>
</tr>
<tr>
<td><strong>Avg Speed to Answer (Target 02:00)</strong></td>
<td><strong>01:36</strong></td>
<td><strong>01:36</strong></td>
<td><strong>00:59</strong></td>
</tr>
<tr>
<td><strong>Avg Abandon Time (Target 03:00)</strong></td>
<td><strong>01:59</strong></td>
<td><strong>01:59</strong></td>
<td><strong>01:59</strong></td>
</tr>
<tr>
<td><strong>Avg Talk Time (Target 07:00)</strong></td>
<td><strong>05:52</strong></td>
<td><strong>05:52</strong></td>
<td><strong>00:56</strong></td>
</tr>
<tr>
<td><strong>Avg After Call Work Time (Target 03:00)</strong></td>
<td><strong>00:56</strong></td>
<td><strong>00:56</strong></td>
<td><strong>00:14</strong></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.
### 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 spend finishing up an incident ticket or completing background work for their previous call.
IT Support Center Call Handling Metrics
Week Beginning: December 28, 2014

<table>
<thead>
<tr>
<th>Category</th>
<th>Total ITSC</th>
<th>ITSC Helpdesk</th>
<th>Directory Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound Calls</td>
<td>1,247</td>
<td>729</td>
<td>518</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>965</td>
<td>586</td>
<td>379</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>247</td>
<td>108</td>
<td>139</td>
</tr>
<tr>
<td>Flow Out</td>
<td>35</td>
<td>35</td>
<td>0</td>
</tr>
</tbody>
</table>

Avg Speed to Answer (Target 02:00) 01:57
Avg Abandon Time (Target 03:00) 03:30
Avg Talk Time (Target 07:00) 05:43
Avg After Call Work Time (Target 03:00) 00:56

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 5, 2015 7:51:00 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.

Report run on: Jan 5, 2015 7:01:00 AM