## IT Support Center Call Handling Metrics

**Week Beginning: November 29, 2015**

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

|            | Inbound Calls |                      |
|            | ACD Calls     |                      |
|            | Abandoned Calls |                  |
|            | Flow Out      |                      |

**Avg Speed to Answer (Target 02:00)**

**Avg Abandon Time (Target 03:00)**

**Avg Talk Time (Target 07:00)**

**Avg After Call Work Time (Target 03:00)**

### 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: December 6, 2015**

<table>
<thead>
<tr>
<th>Inbound Calls</th>
<th>Inbound Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACD Calls</td>
<td>ACD Calls</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>Abandoned Calls</td>
</tr>
<tr>
<td>Flow Out</td>
<td>Flow Out</td>
</tr>
</tbody>
</table>

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

## 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 spent finishing up an incident ticket or completing background work for their previous call.
IT Support Center Call Handling Metrics
Week Beginning: December 13, 2015

Inbound Calls
ACD Calls
Abandoned Calls
Flow Out

Avg Speed to Answer (Target 02:00)
Avg Abandon Time (Target 03:00)
Avg Talk Time (Target 07:00)
Avg After Call Work Time (Target 03:00)

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: Dec 21, 2015 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.
IT Support Center Call Handling Metrics
Week Beginning: December 20, 2015

Inbound Calls | Inbound Calls | Inbound Calls
ACD Calls     | ACD Calls     | ACD Calls
Abandoned Calls| Abandoned Calls| Abandoned Calls
Flow Out      | Flow Out      | Flow Out

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

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: Dec 28, 2015 7:50:01 AM
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 or 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: Dec 28, 2015 7:30:01 AM
IT Support Center Call Handling Metrics
Week Beginning: December 27, 2015

<table>
<thead>
<tr>
<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>Avg Speed to Answer (Target 01:30)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg Abandon Time (Target 03:00)</td>
<td>Avg Abandon Time (Target 2:00)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg Talk Time (Target 07:00)</td>
<td>Avg Talk Time (Target 01:00)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg After Call Work Time (Target 03:00)</td>
<td>Avg After Call Work Time (Target 00:30)</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.
Average After Call Work Time (minutes)
Average Speed to Answer (minutes)
Average Abandon Time (minutes)
Average Talk Time (minutes)

Report run on: Jan 4, 2016 7:50:01 AM