

Call Center Performance, 2000

Month	Inbound Calls	% +/- Previous Month	AVE. SPEED ANSWERED (min : secs)	CALLS ABANDON	% of CALLS ABANDON	AVE. CALL LENGTH (min : secs)	% WITHIN SERVICE LEVEL (Svc level=30 seconds)	CSR % AVAIL/ACD	TICKETS ENTERED	RATIO OF CALLS TO TICKETS (1 call generates x tkts)
January	15,678	6.50%	0:29	685	4.40%	4:03	81.70%	97.80%	31,671	1/2.0
February	14,436	-7.90%	0:53	1,241	8.60%	4:34	75.70%	97.50%	35,051	1/2.4
March	21,363	48.00%	0:46	1,356	6.30%	4:19	70.50%	97.90%	39,976	1/1.9
April	17,560	-17.80%	0:26	608	3.50%	4:12	81.90%	97.90%	33,601	1/1.9
May	21,420	22.00%	0:46	1,495	7.00%	4:11	74.70%	98.00%	41,216	1/1.9
June	19,791	-7.60%	0:41	1,076	5.40%	4:21	79.70%	97.90%	39,640	1/2.0
July	18,856	-4.70%	0:21	499	2.60%	3:59	85.50%	98.20%	36,664	1/1.9
August	21,253	12.70%	0:17	410	1.90%	4:08	88.10%	97.90%	40,812	1/1.9
September	18,488	-13.00%	0:17	412	2.20%	3:43	87.60%	98.00%	34,770	1/1.9
October	21,013	13.70%	0:18	559	2.70%	3:44	84.50%	98.00%	38,082	1/1.8
November	16,137	-23.20%	0:15	407	2.50%	3:41	87.50%	97.50%	30,764	1/1.9
December	10,856	-32.70%	0:17	347	3.20%	3:39	87.70%	98.20%	24,437	2/1.9
Total	216,851	-0.30%	0:28	9,095	4.30%	4:02	82.10%	97.90%	426,684	