

Call Center Performance, 2003

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	18,799	17.0%	0:18	399	2.1%	3:30	90.5%	98.1%	30,767	1/1.6
February	14,944	-20.5%	0:15	244	1.6%	3:29	92.5%	97.9%	25,926	1/1.7
March	24,181	61.8%	0:27	922	3.8%	3:43	81.5%	97.9%	37,604	1/1.6
April	25,792	6.7%	0:30	1,148	4.5%	3:35	80.0%	97.7%	38,920	1/1.5
May	22,794	-11.6%	0:25	879	3.9%	3:34	84.9%	98.0%	35,631	1/1.6
June	23,271	2.1%	0:28	805	3.5%	3:42	82.3%	97.8%	37,126	1/1.6
July	24,002	3.1%	0:26	740	3.1%	3:50	83.5%	97.9%	38,743	1/1.6
August	23,265	-3.1%	0:31	899	3.9%	4:05	79.8%	98.0%	37,495	1/1.6
September	23,738	2.0%	0:36	1,149	4.8%	4:21	77.6%	97.9%	39,387	1/1.7
October	23,987	1.0%	0:28	664	2.8%	4:27	82.2%	97.7%	42,198	1/1.8
November	17,183	-28.4%	0:21	426	2.5%	4:17	88.2%	97.6%	30,765	1/1.8
December	16,408	-4.5%	0:17	195	1.2%	4:05	91.7%	97.0%	30,410	1/1.9
Total	258,364		0:25	8,470	3.3%	3:53	84.6%	97.8%	424,972	