

## Call Center Performance, 2004

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	17,820	8.6%	:20	360	2.0%	4:16	89.8%	97.5%	32,180	1/1.8
February	17,083	-4.1%	0:21	397	2.3%	4:26	89.3%	94.0%	30,868	1/1.8
March	25,618	50.0%	0:29	813	3.2%	4:34	81.8%	97.3%	41,785	1/1.6
April	23,946	-6.5%	0:26	658	2.7%	4:24	83.6%	97.5%	40,257	1/1.7
May	23,358	-2.5%	0:28	734	3.1%	4:21	82.8%	97.7%	38,920	1/1.7
June	24,196	3.6%	0:29	814	3.4%	4:32	82.5%	97.6%	41,602	1/1.71
July	23,087	-4.6%	0:24	577	2.5%	4:23	86.4%	97.7%	39,841	1/1.7
August	24,334	0.0%	0:27	717	2.9%	4:34	84.0%	97.6%	42,366	1/1.7
September	22,817	-6.2%	0:29	779	3.4%	4:34	83.1%	97.3%	40,043	1/1.8
October	20,991	-8.0%	0:22	470	2.2%	4:37	87.7%	97.3%	37,994	1/1.8
November	18,743	-10.7%	0:19	384	2.0%	4:31	89.7%	97.7%	35,875	1/1.9
December	0	0.0%	0:00	0	0.0%	0:00	0.0%	0.0%	0	0
<b>Total</b>	<b>241,993</b>		<b>0:25</b>	<b>6,703</b>	<b>2.8%</b>	<b>4:25</b>	<b>85.2%</b>	<b>97.0%</b>	<b>421,731</b>	