

Monthly Customer Dashboard December 2015

Category 1: Phone

Phone Volume

34236

Average Wait Time (Minutes)

13

Category 2: Email

Email Volume

2271

Average Resolution Time (Hours)

17.97

Category 3: Fax

Fax Volume

7533

Average Resolution Time (Hours)

23.09

Category 4: Print Mail Volume

2661

Average Processing Time (Hours)

21.52

Category 5: Chat Volume

3213

Average Wait Time (Minutes)

21

Note: Mid-day (especially Tuesday-Wednesday) has the highest call volume and is the busiest time for the Contact Center. Wait times and processing times can be much longer during these periods.