

Monthly Customer Dashboard November 2015

Category 1: Phone

Phone Volume

30,509

Average Wait Time (Minutes)

13.84

Category 2: Email

Email Volume

2208

Average Resolution Time (Hours)

28.53

Category 3: Fax

Fax Volume

7137

Average Resolution Time (Hours)

30.33

Category 4: Print Mail Volume

3742

Average Processing Time (Hours)

20.54

Category 5: Chat Volume

2594

Average Wait Time (Hours)

0.05

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.