

## Monthly Customer Dashboard October 2015

### Category 1: Phone

Phone Volume

37,222

Average Wait Time (Minutes)

10.15

### Category 2: Email

Email Volume

2695

Average Resolution Time (Hours)

21.55

### Category 3: Fax

Fax Volume

8179

Average Resolution Time (Hours)

11.67

26.83

### Category 4: Print Mail Volume

4686

Average Processing Time (Hours)

15.4

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.