

Monthly Customer Dashboard September 2015

Category 1: Phone

Phone Volume

47757

Average Wait Time (Minutes)

4.21

Category 2: Email

Email Volume

6624

Average Resolution Time (Hours)

4.31

Category 3: Fax

Fax Volume

8999

Average Resolution Time (Hours)

11.67

Category 4: Print

Print Mail Volume

7543

Average Processing Time (Hours)

6.5

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.