

Overview

	2013	2014	2015	Periods Rpt 24-26
Total calls	162889	174919	11930	34096
Handled	77%	77%	89%	89%
Average monthly number of calls handled	10411	10226	10575	10090
Average call answer time	00:02:57	00:03:04	00:01:29	00:01:24
Average call duration	00:05:02	00:04:59	00:04:42	00:04:42
first time resolution	82%	82%	84%	83%
Average Wrap Time	00:02:53	00:02:24	00:02:47	00:02:46
Average Handling Time	00:07:55	00:07:51	00:07:29	00:07:28

