

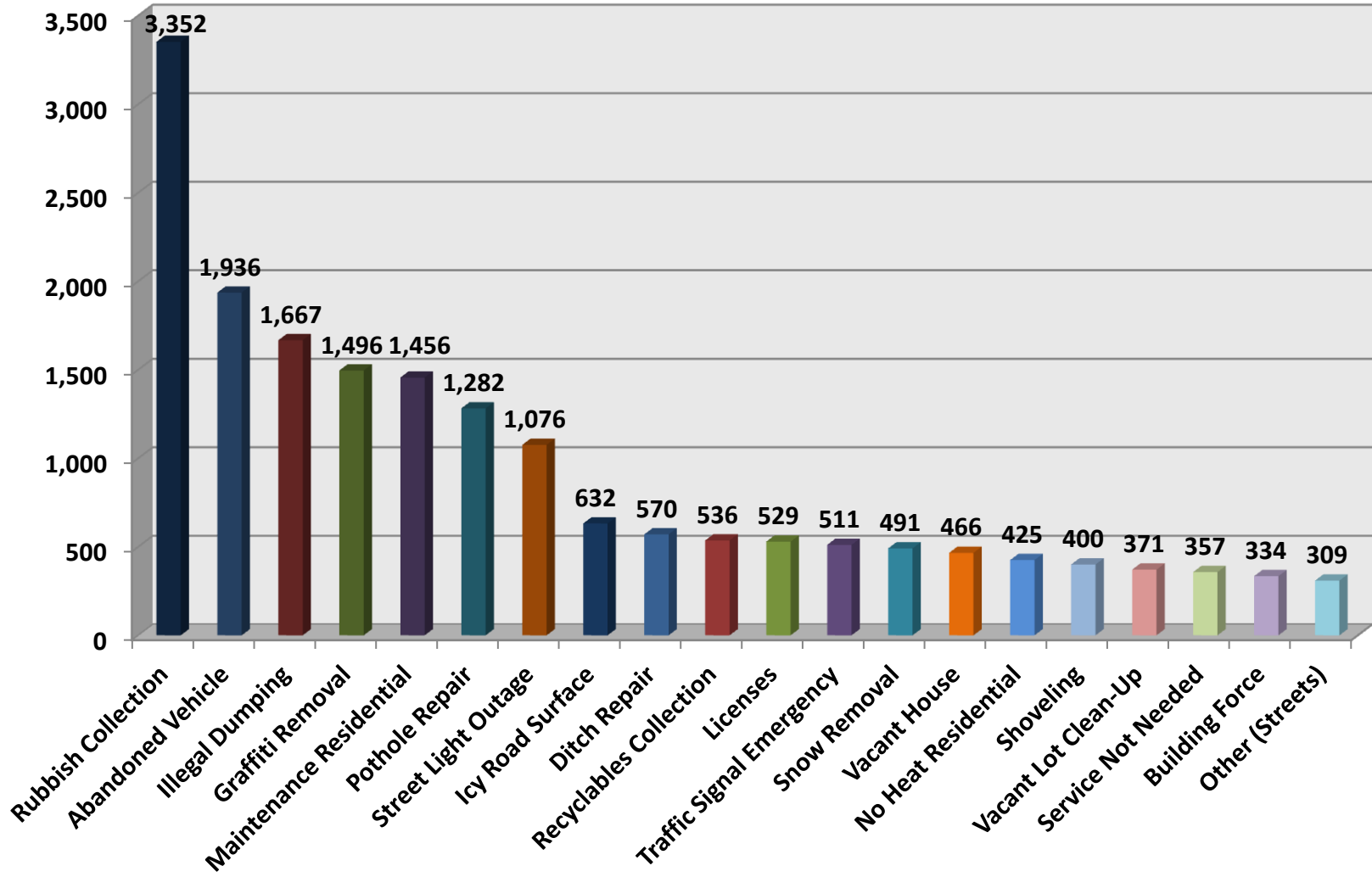


# **311 Contact Center Monthly Report**

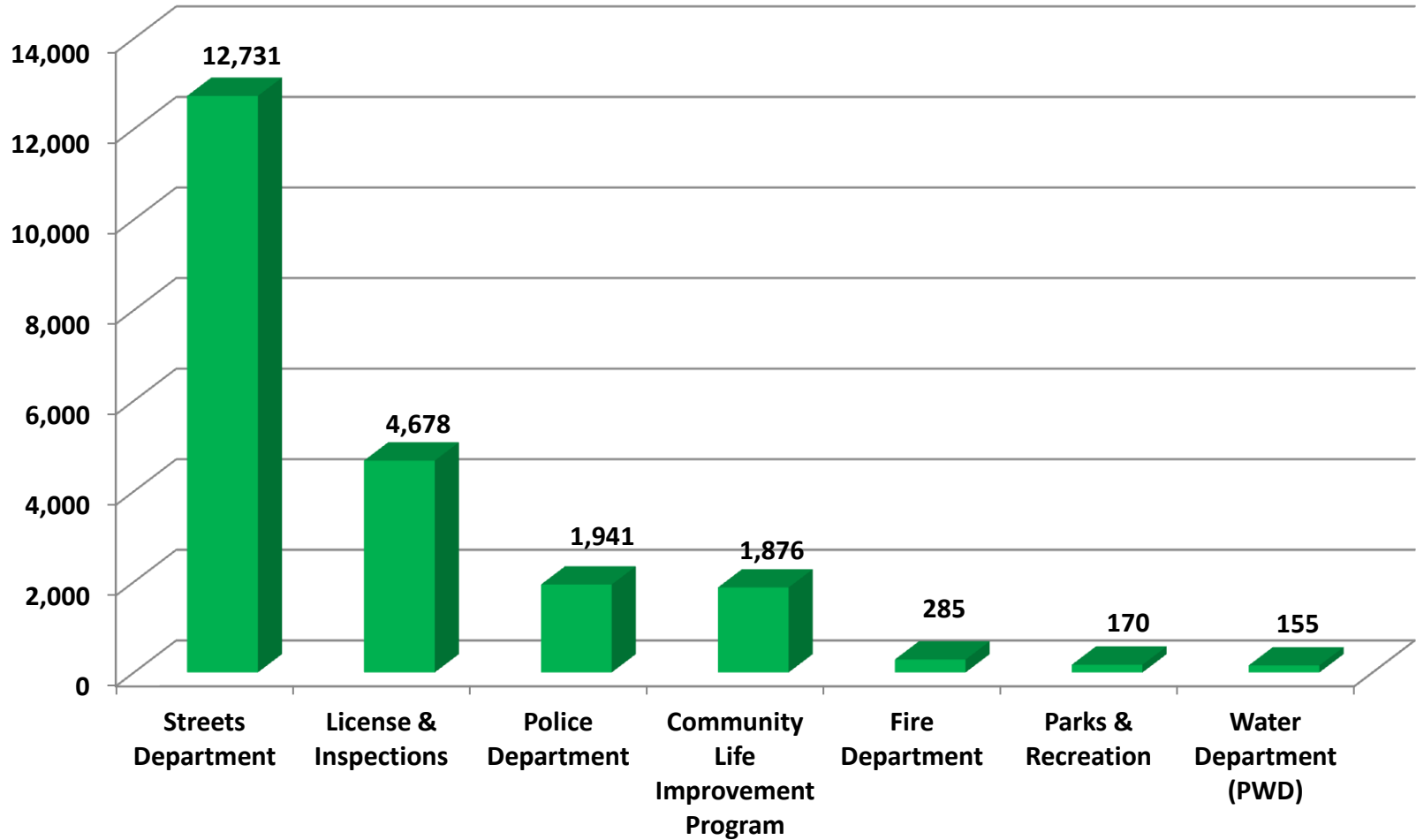
**January 2018**

*Public*

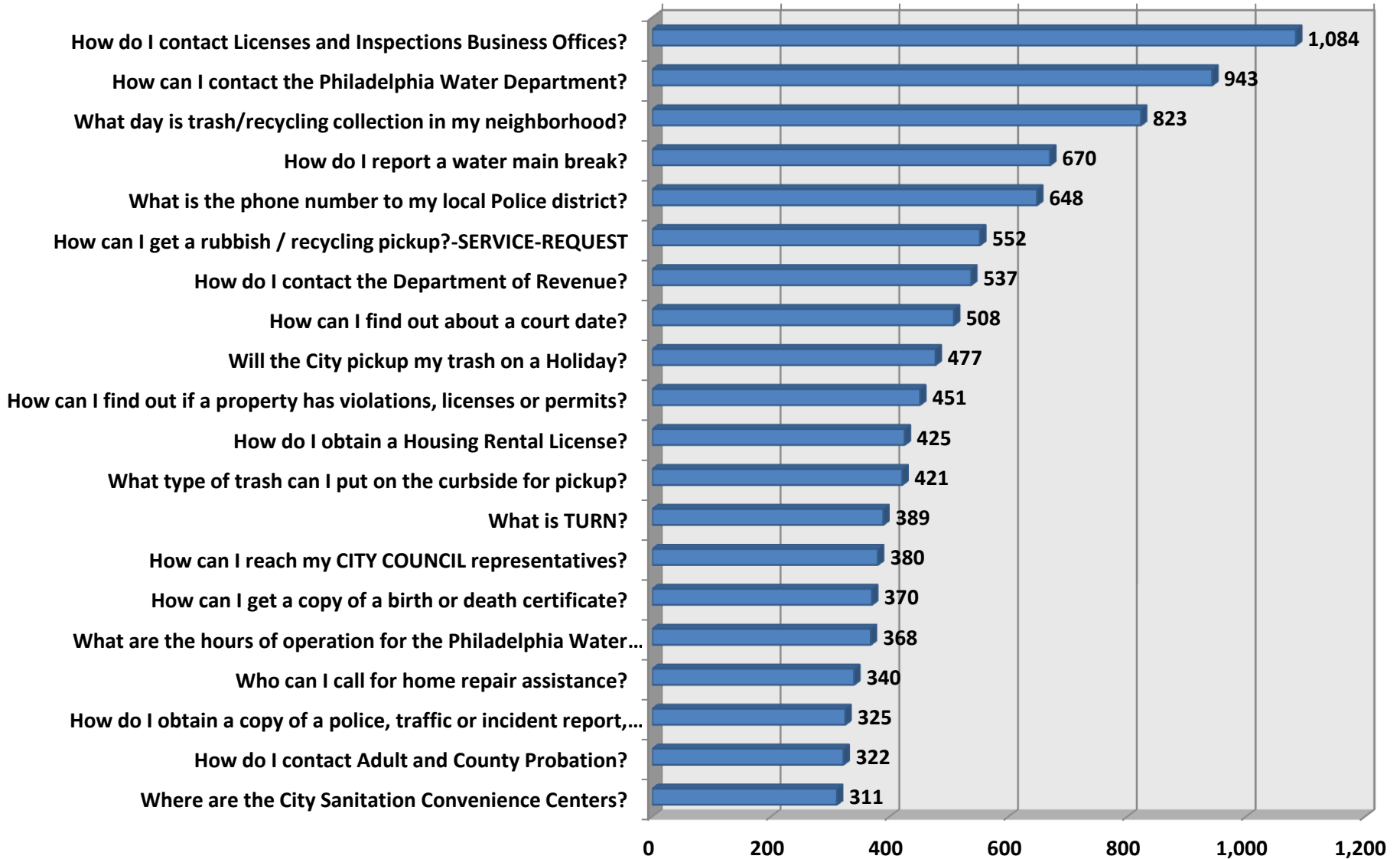
# January 2018– Top 20 Service Requests – 21,836 Total



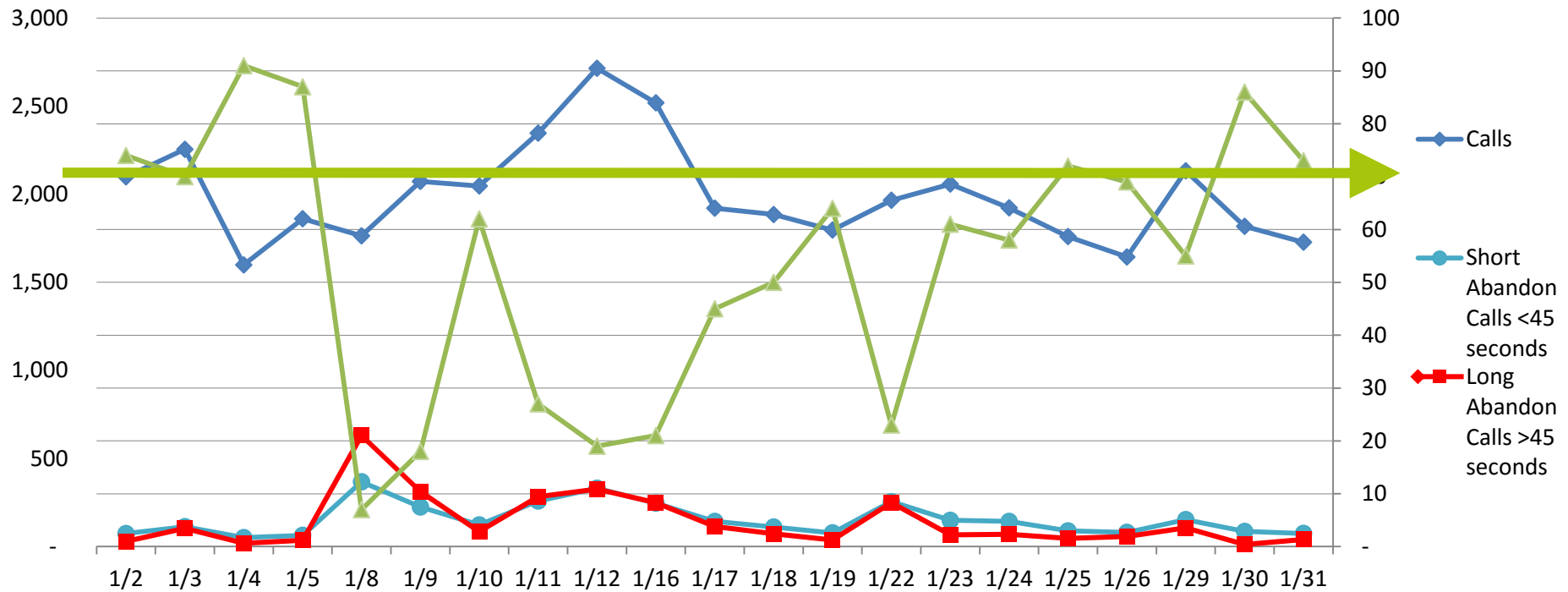
# January 2018 Service Tickets by Partner Agency



# January 2018– Top 20 questions of the total 26,861 Information Requests



# January 2018 – Philly311 Call Volume, Abandon and Service Level by Day



January 2018	Week 1 (1/1/17- 1/5/17)	Week 2 (1/8/17- 1/12/17)	Week 3 (1/15/17- 1/19/17)	Week 4 (1/22/17- 1/26/17)	Week 5 (1/29/17- 1/31/17)
<b>Calls Handled</b>	<b>7,814</b>	<b>10,946</b>	<b>8,122</b>	<b>9,351</b>	<b>5,679</b>
<b>Service Level (Goal 80%)</b>	<b>81%</b>	<b>27%</b>	<b>45%</b>	<b>57%</b>	<b>71%</b>
<b>Average Speed of Answer (Goal &lt;30sec)</b>	<b>0:36</b>	<b>2:41</b>	<b>1:20</b>	<b>1:08</b>	<b>0:42</b>
<b>Average Talk Time</b>	<b>2:32</b>	<b>2:46</b>	<b>3:21</b>	<b>3:26</b>	<b>3:32</b>

“Service Level” is the percentage of calls answered in less than 60 seconds. Our goal is 80%.

“Average Speed of Answer” is the average wait time the caller experiences in queue.

