



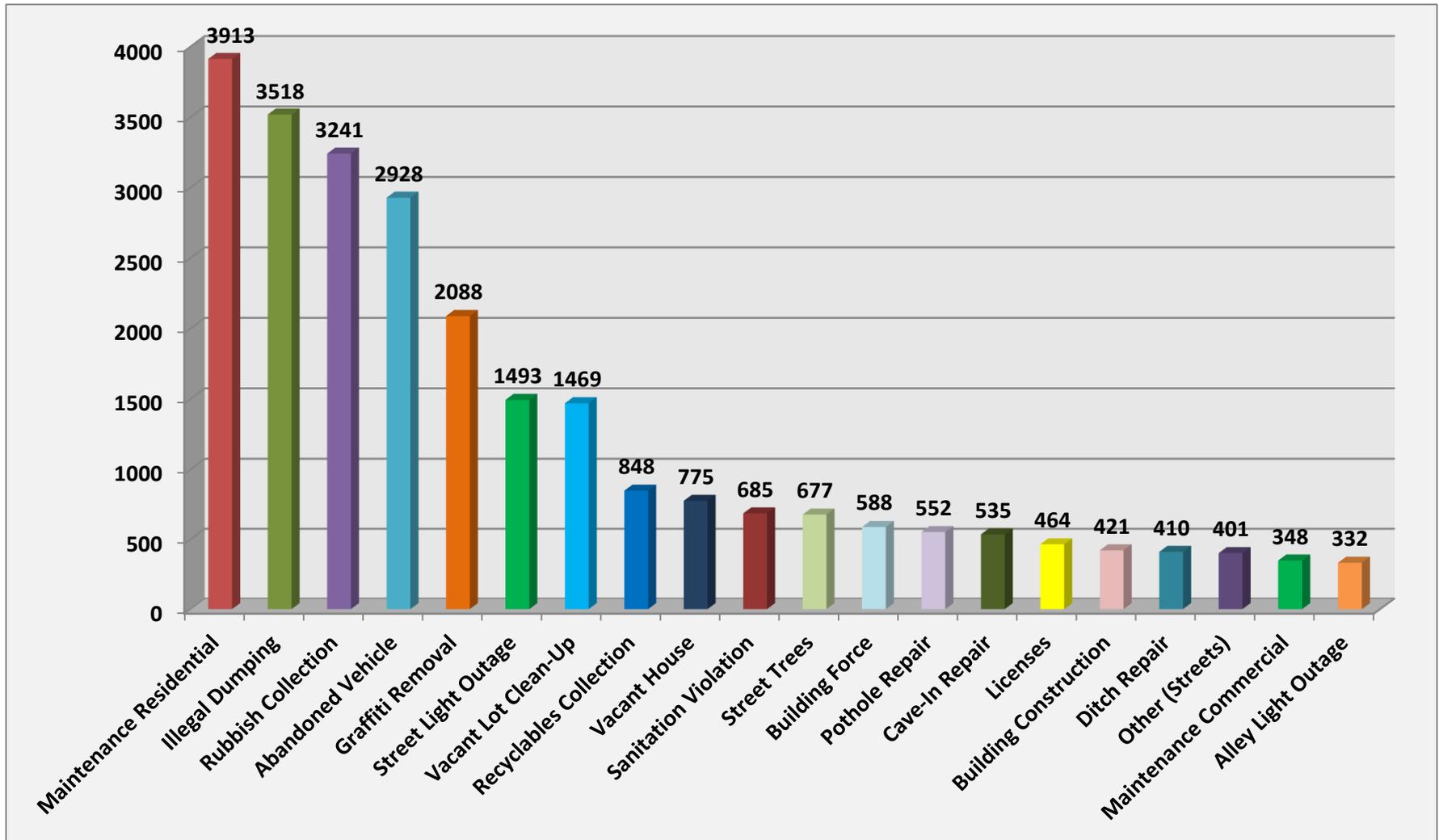
Philly311

Contact Center Monthly Report

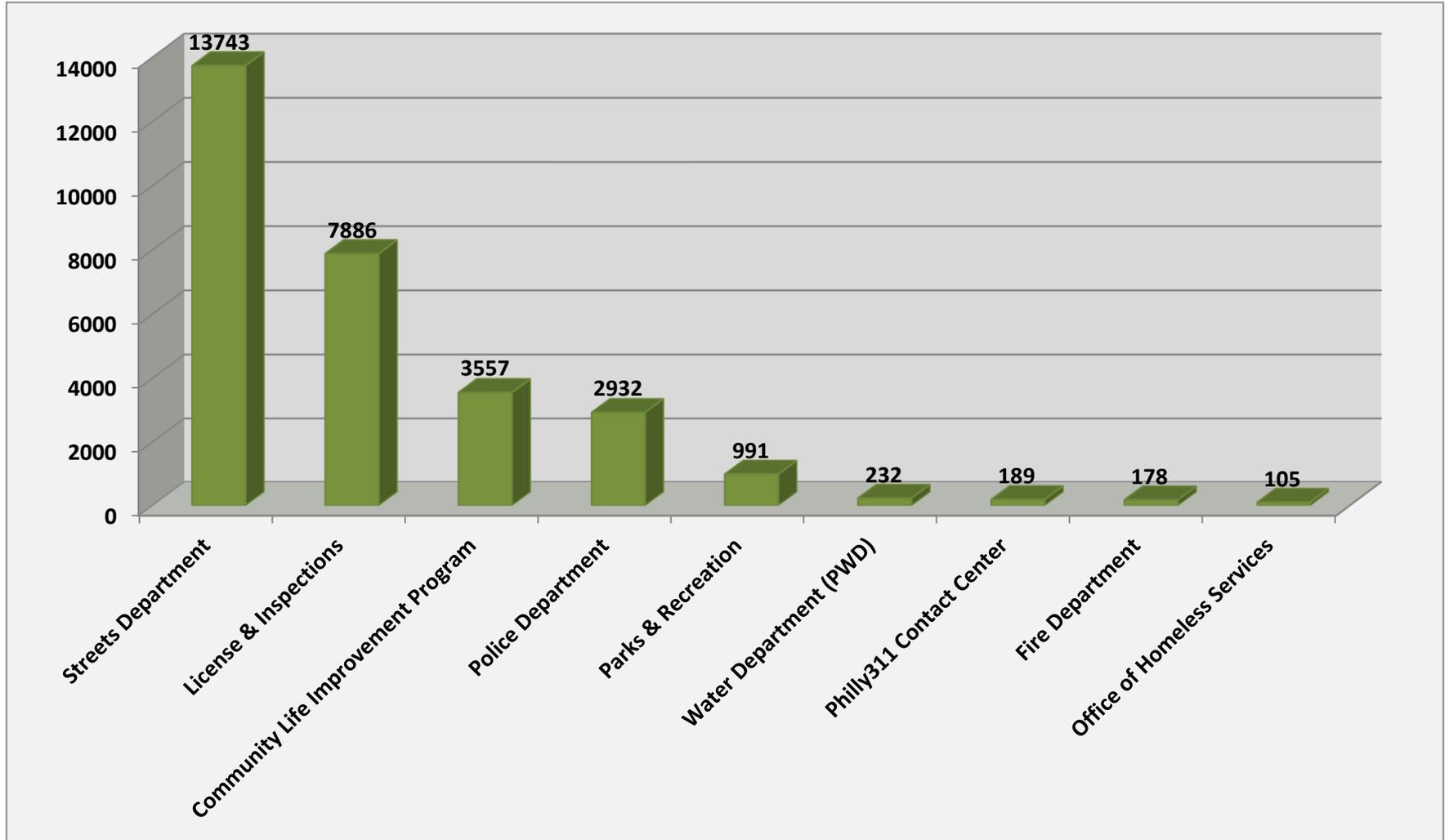
August 2019

Public

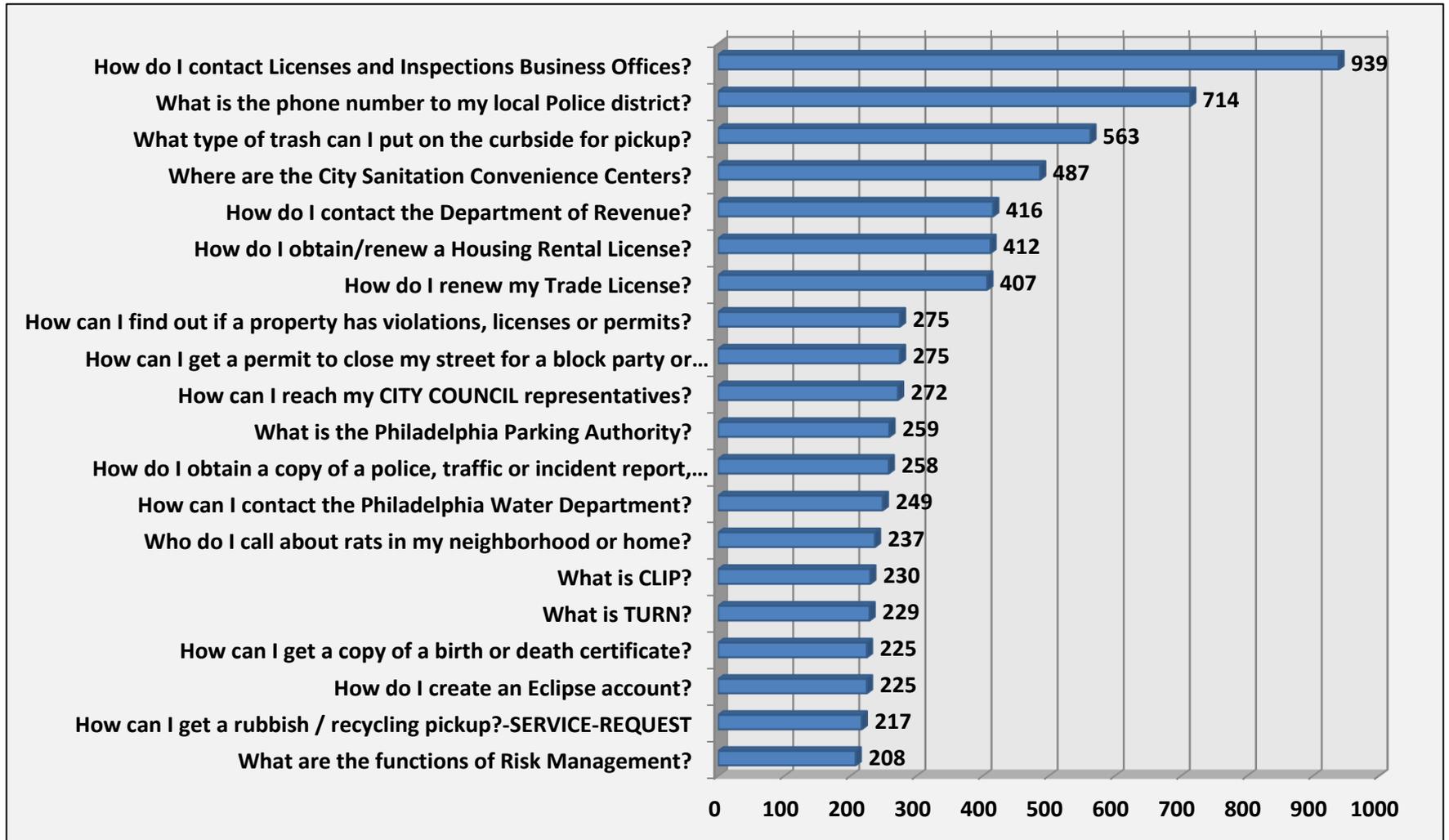
Top 20 Service Requests of the 29,813 Total Cases Submitted



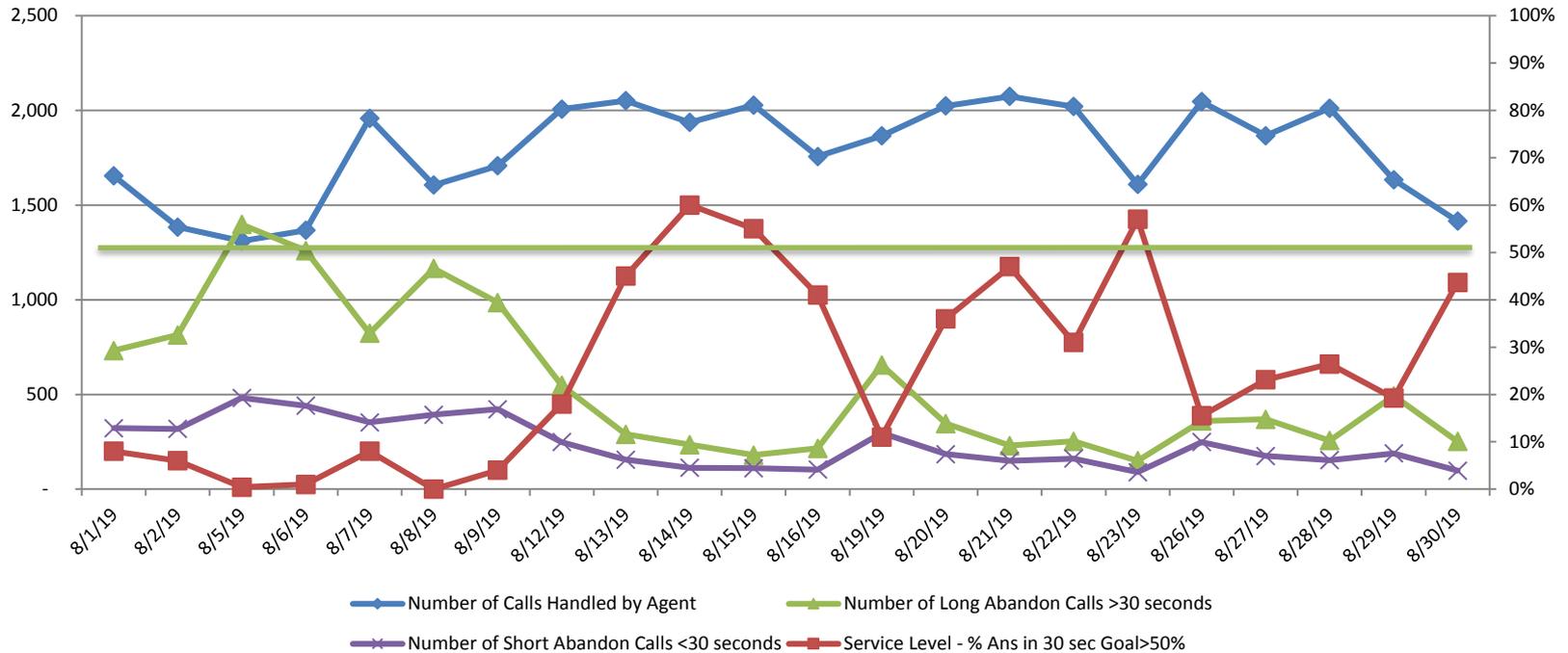
Service Tickets by Partner Agency



Top 20 questions of the total 21,016 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



| August 2019 | Week 1 (8/5/19- 8/9/19) | Week 2 (8/12/19- 8/16/19) | Week 3 (8/19/19- 8/23/19) | Week 4 (8/26/19- 8/30/19) |
|--|-------------------------------|---------------------------------|---------------------------------|---------------------------------|
| Calls Handled | 7,947 | 9,776 | 9,590 | 8,972 |
| Service Level (Goal 50%) | 3% | 44% | 36% | 26% |
| Average Speed of Answer (Goal <30 sec) | 10:53 | 2:35 | 2:44 | 3:02 |
| Average Talk Time | 3:58 | 3:30 | 3:32 | 3:40 |

“Service Level” is the percentage of calls answered in less than 30 seconds. Our goal is 50%.

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

