

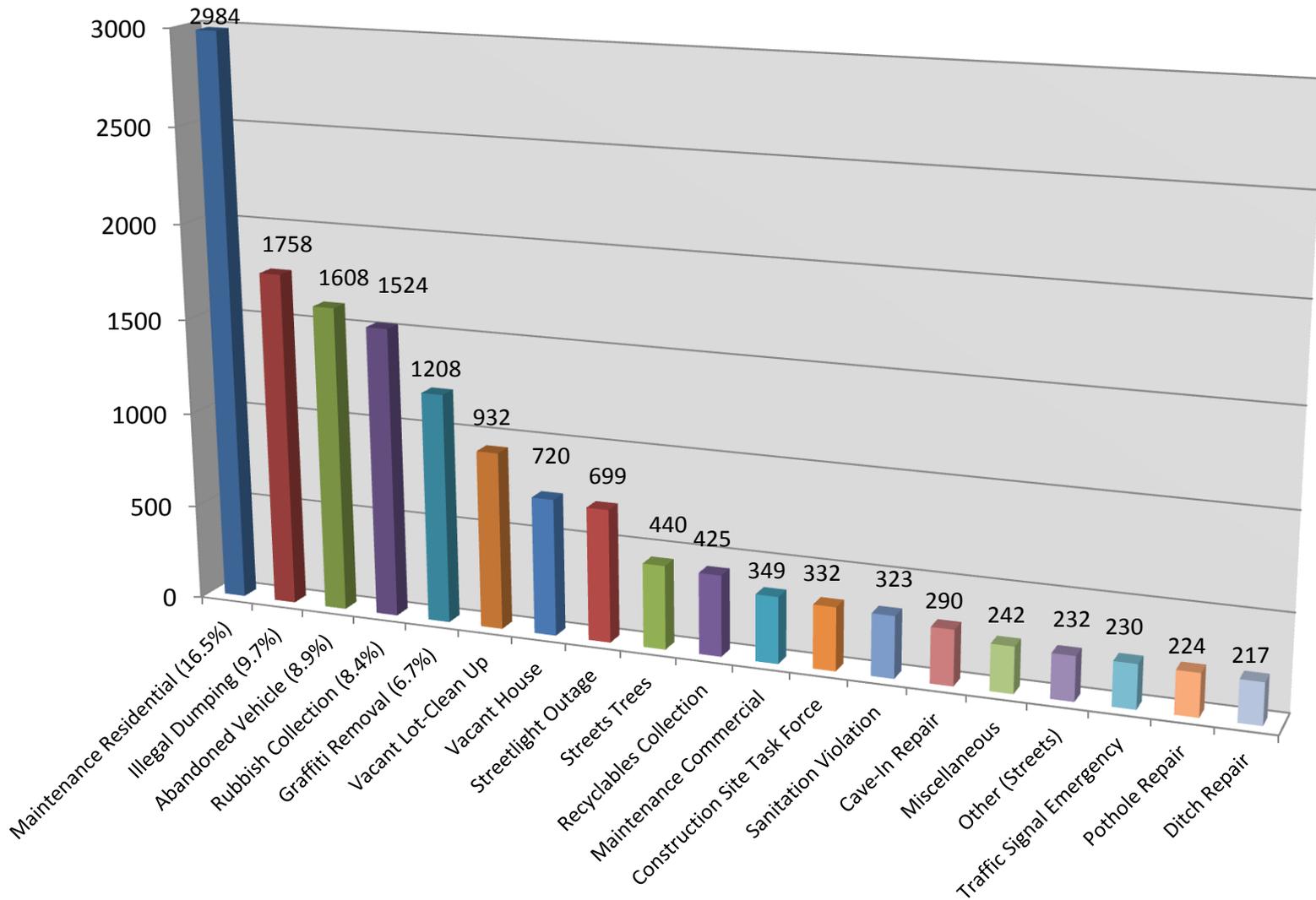


311 Contact Center Monthly Report

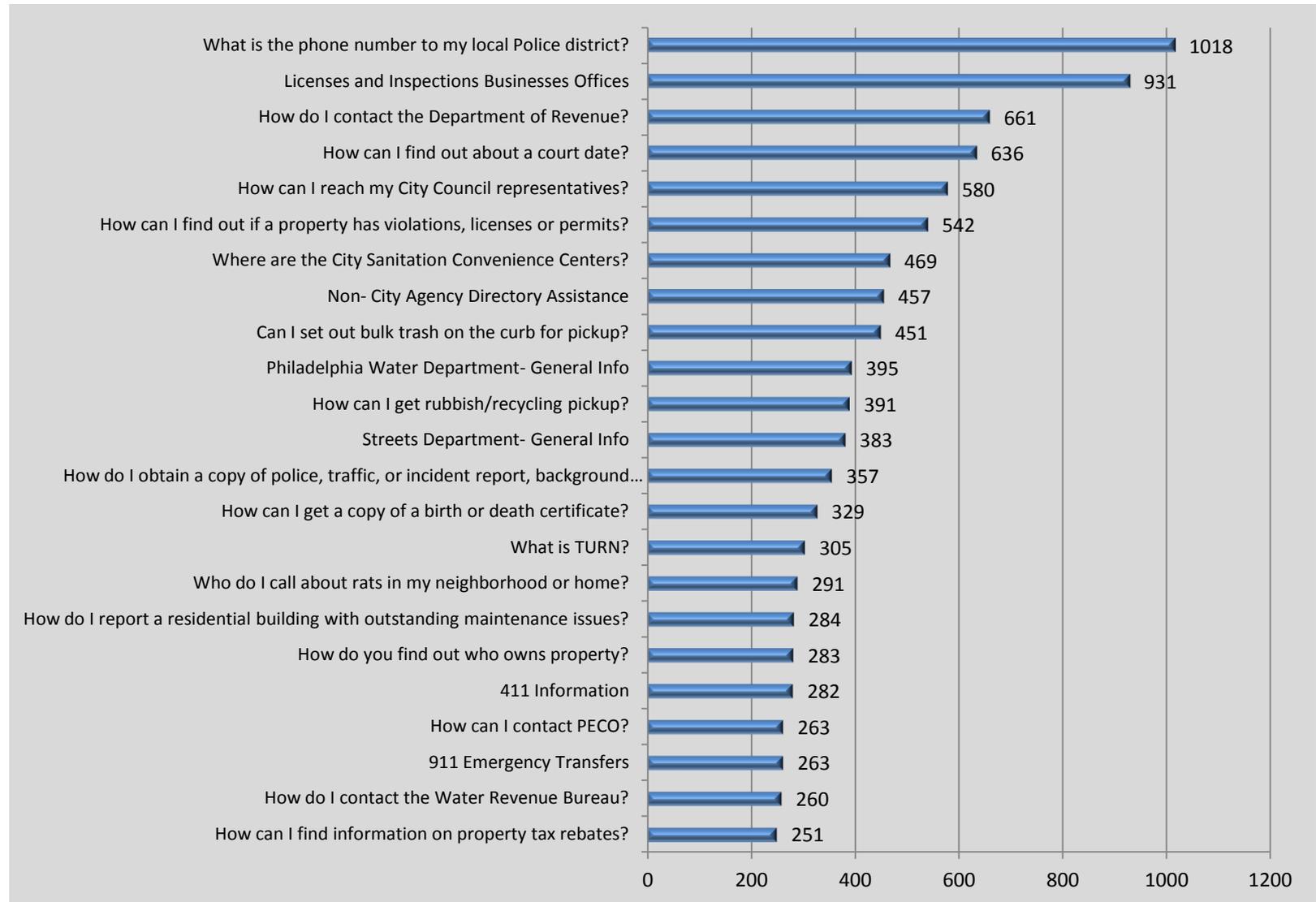
July 2016

Public

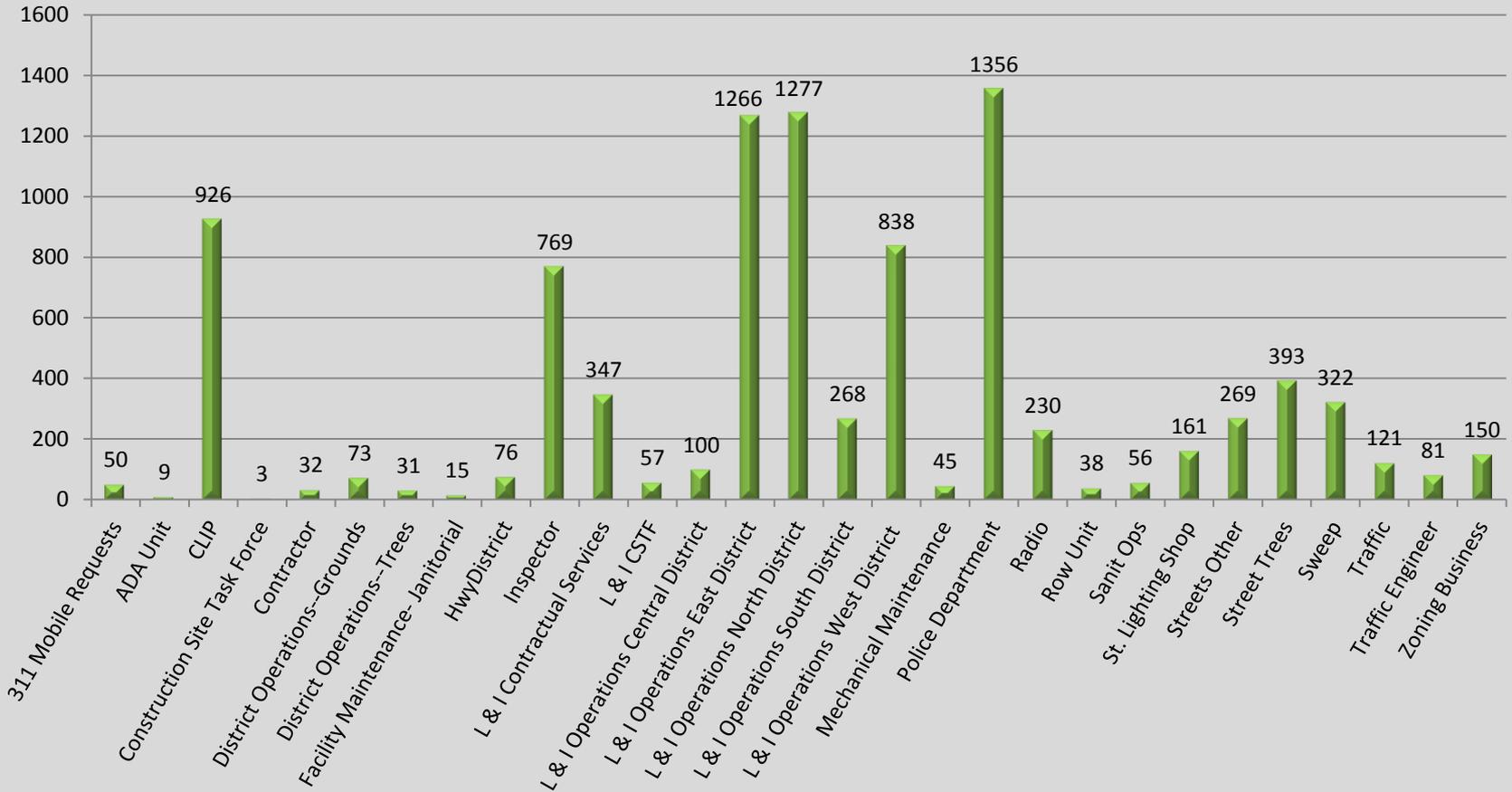
July 2016-- Top Service Requests– 18,095 total



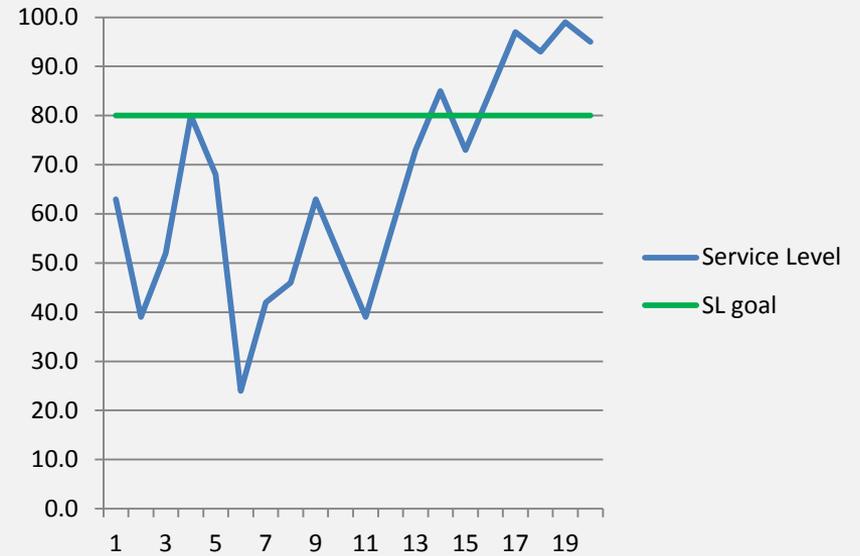
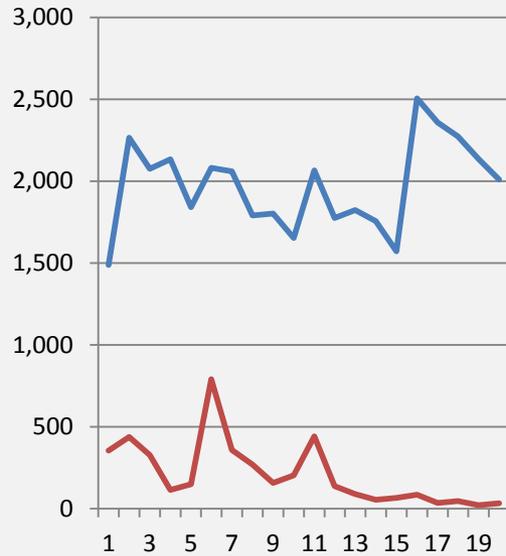
July 2016-- Top questions of the total 28,631 Information requests



July 2016 Service Tickets by Partner Agency



July 2016 - Philly311 Call Volume, Abandoned and Service Level by Business Day



	Week 1 (07/01/16)	Week 2 (07/04/16- 07/08/16)	Week 3 (07/11/16- 07/15/16)	Week 4 (07/18/16- 07/22/16)	Week 5 (07/25/16- 07/29/16)
Calls Handled	1,488	8,313	9,386	9,206	11,279
Calls Abandoned (#/%) (Goal <3%)	354/23%	1,030/12.4%	1,779/ 18.9%	798/ 8.6%	222/1.9%
Service Level (Goal 80%)	63	58	43	64	94
Average Talk Time	3:32	3:28	3:40	3:34	3:20
Average Not Ready	3:38	4:06	3:59	4:09	3:59



“Average not ready” is the average amount of time in which no agents are available to take a call.
 “Service Level” is the percentage of calls answered in less than 20 seconds. Our goal is 80%