

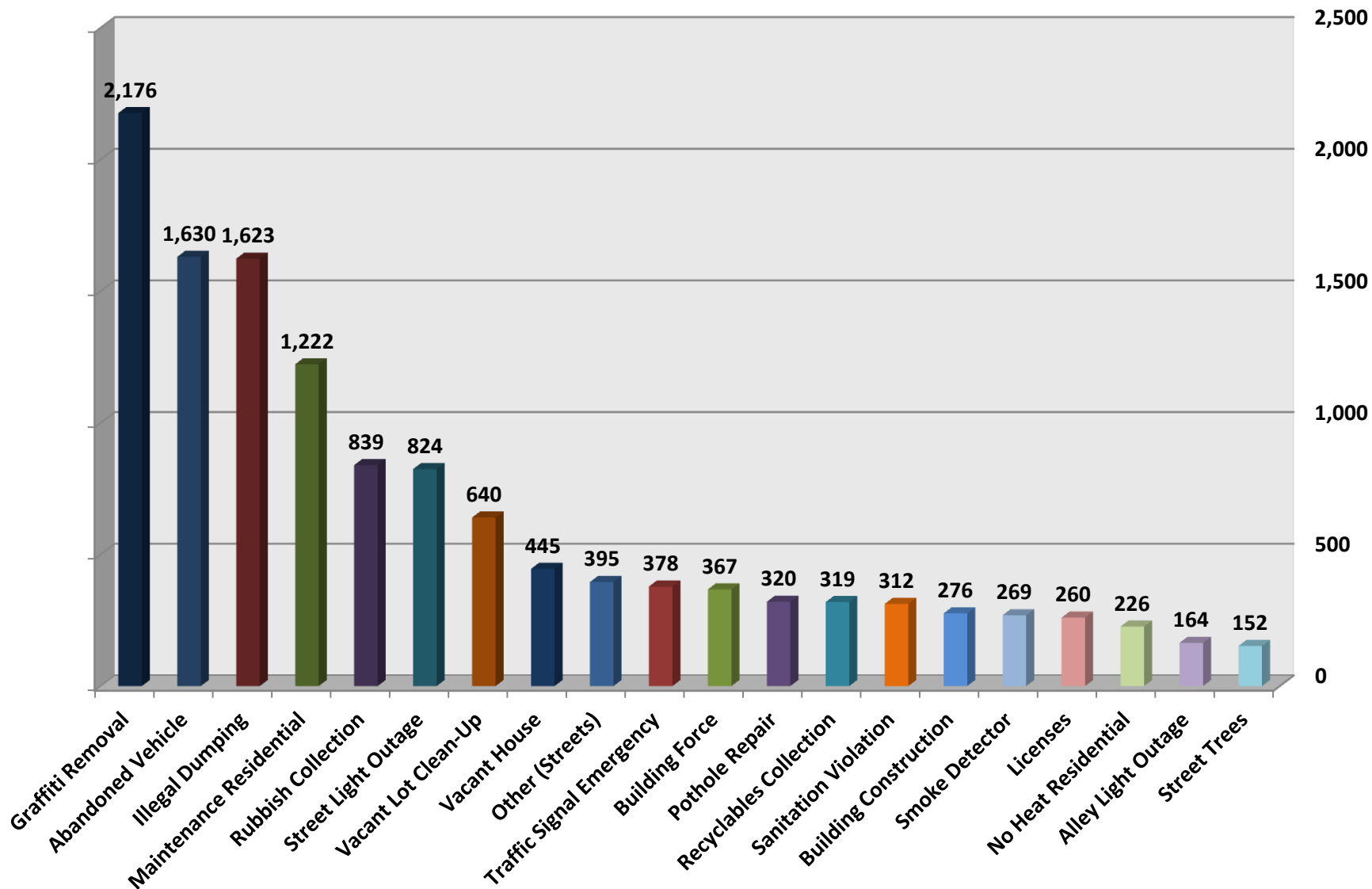


311 Contact Center Monthly Report

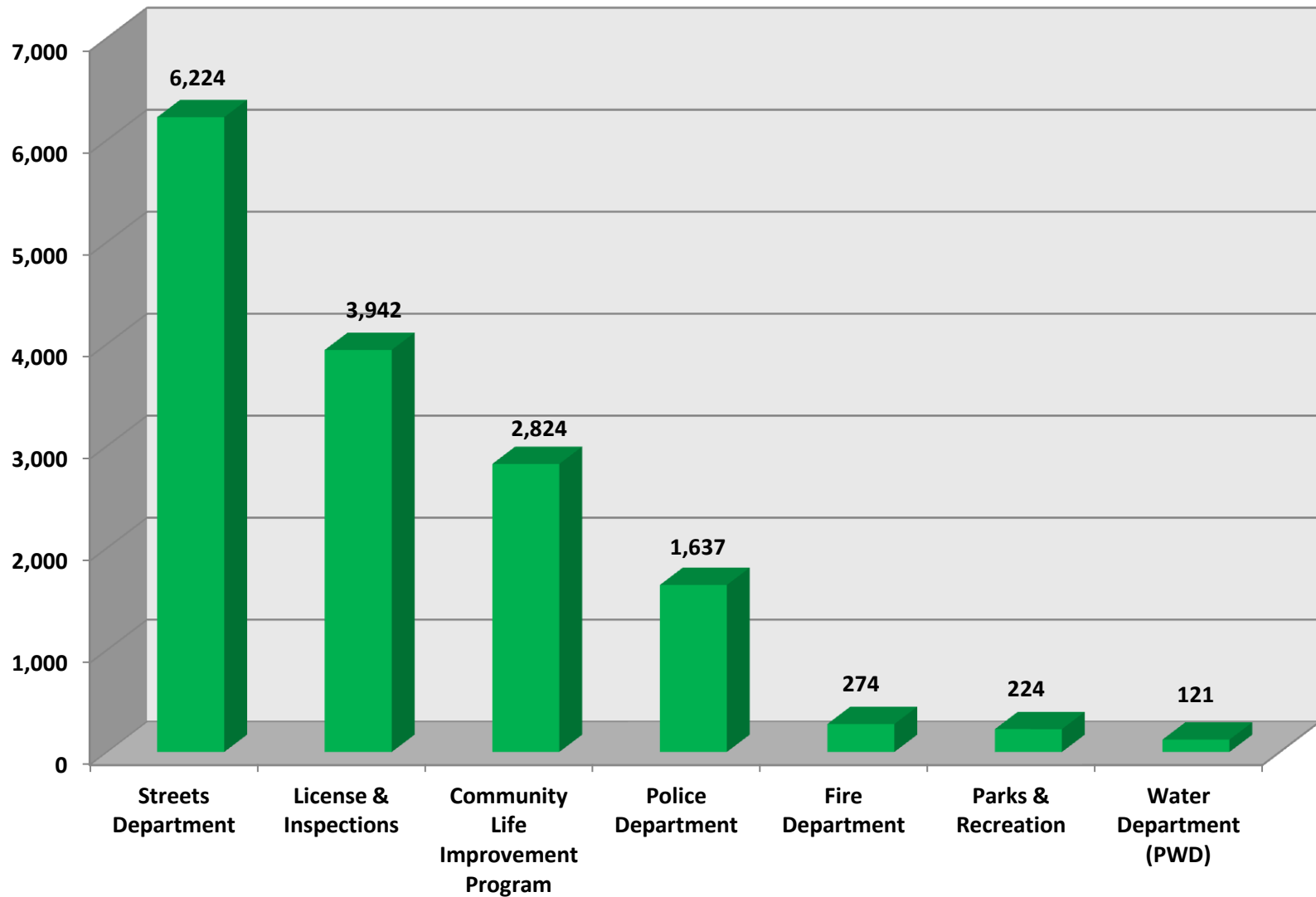
November 2017

Public

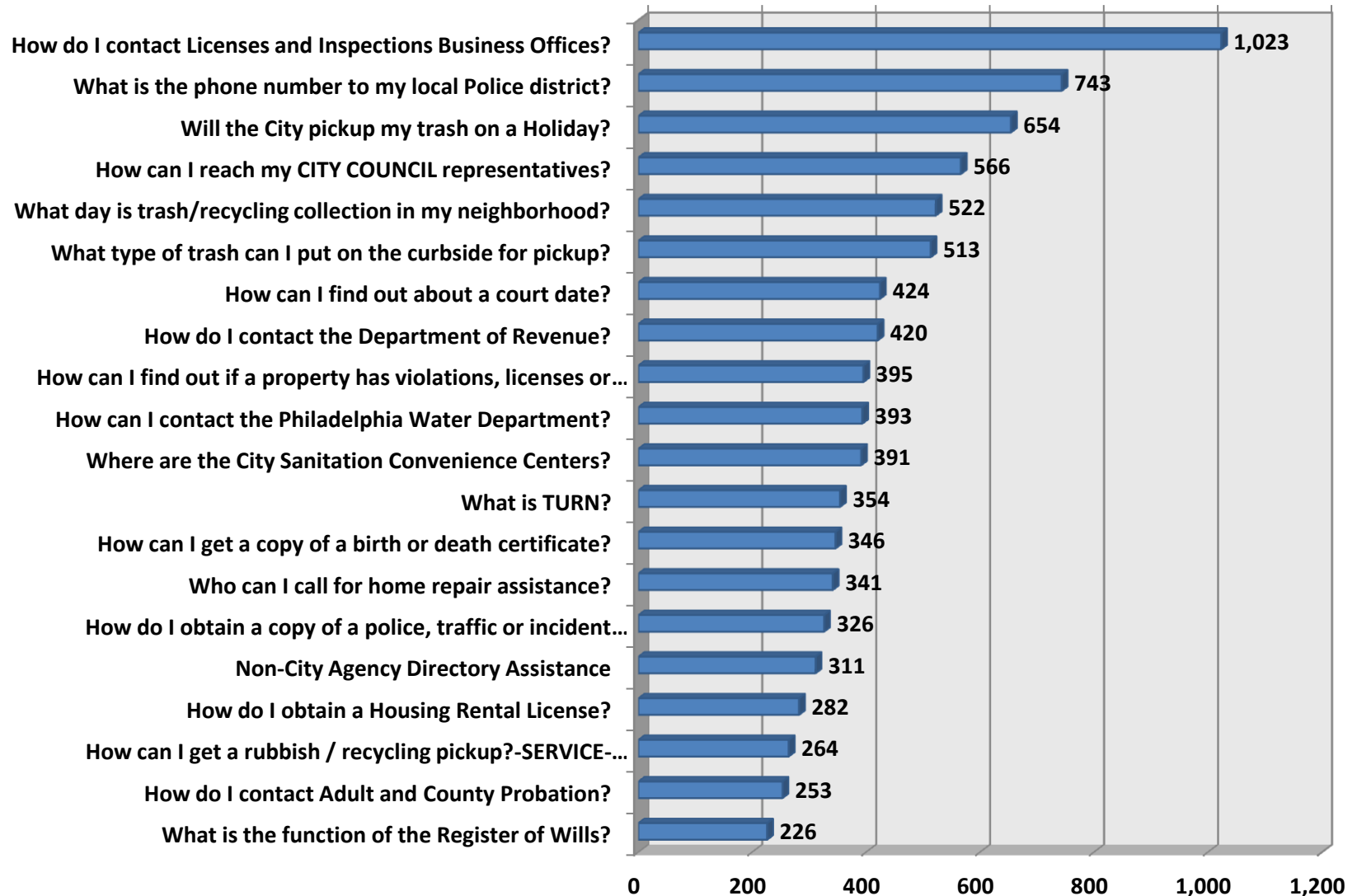
November 2017– Top 20 Service Requests – 15,246 Total



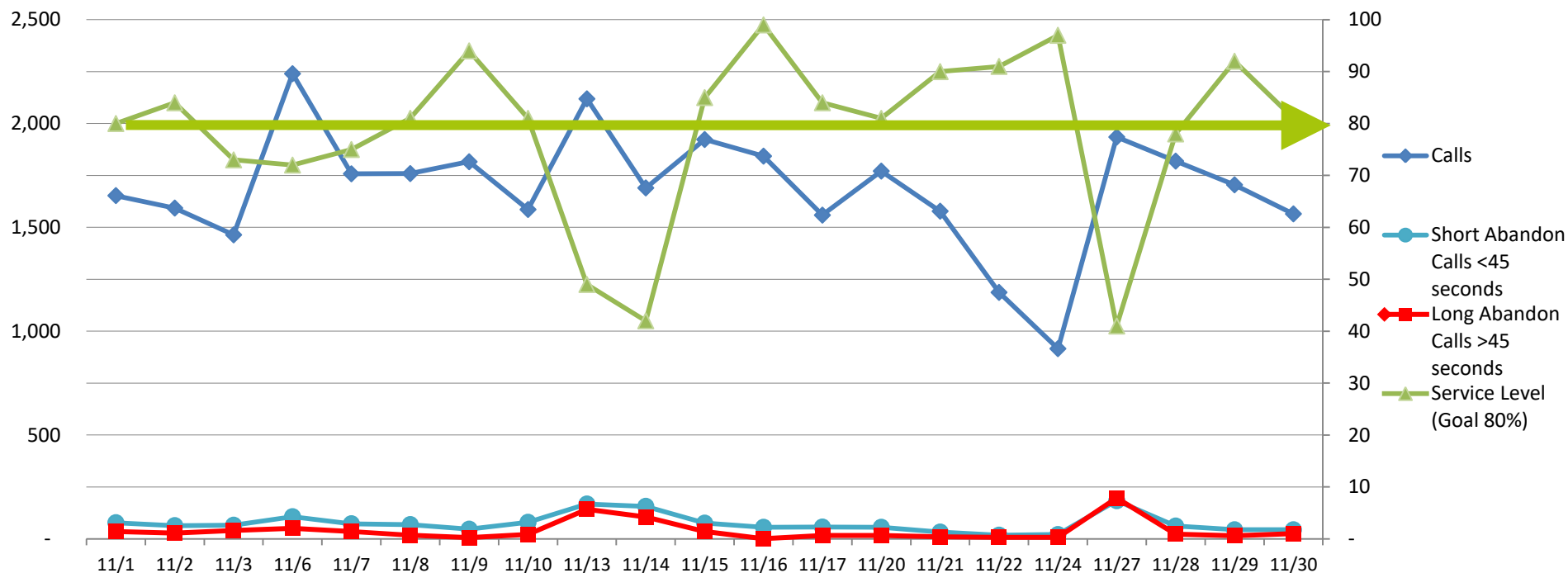
November 2017 Service Tickets by Partner Agency



November 2017– Top 20 questions of the total 24,562 Information Requests



November 2017 – Philly311 Call Volume, Abandon and Service Level by Day



November 2017	Week 1 (11/1/17-11/3/17)	Week 2 (11/6/17-11/10/17)	Week 3 (11/13/17-11/17/17)	Week 4 (11/20/17-11/24/17)	Week 5 (11/27/17-11/30/17)
Calls Handled	4,710	9,159	9,134	5,454	7,024
Service Level (Goal 80%)	79%	81%	72%	90%	73%
Average Speed of Answer (Goal <60sec)	0:34	0:29	0:44	0:19	0:46
Average Talk Time	3:17	3:01	3:06	2:59	3:11

“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.

