Philly311

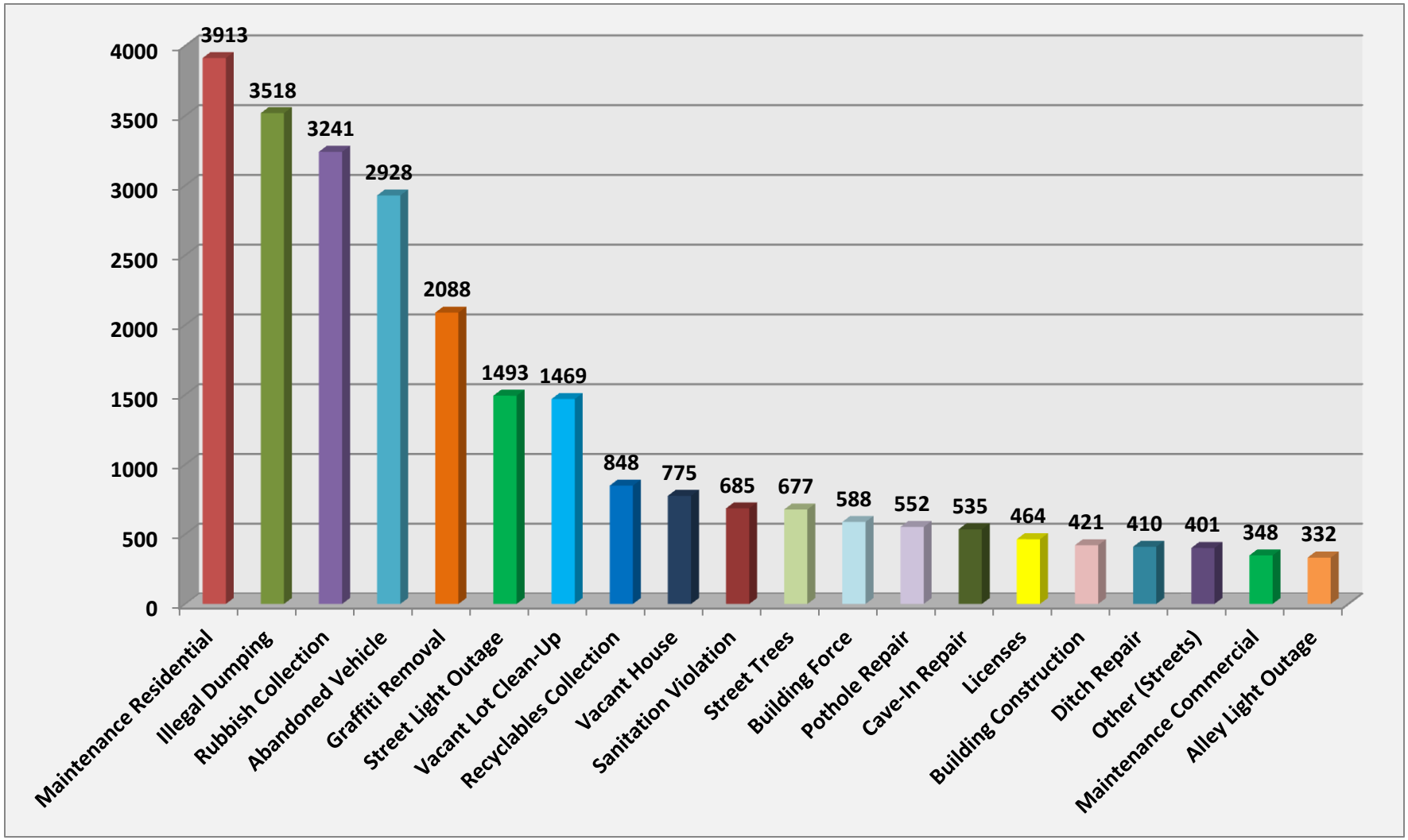
Contact Center

Monthly Report

August 2019

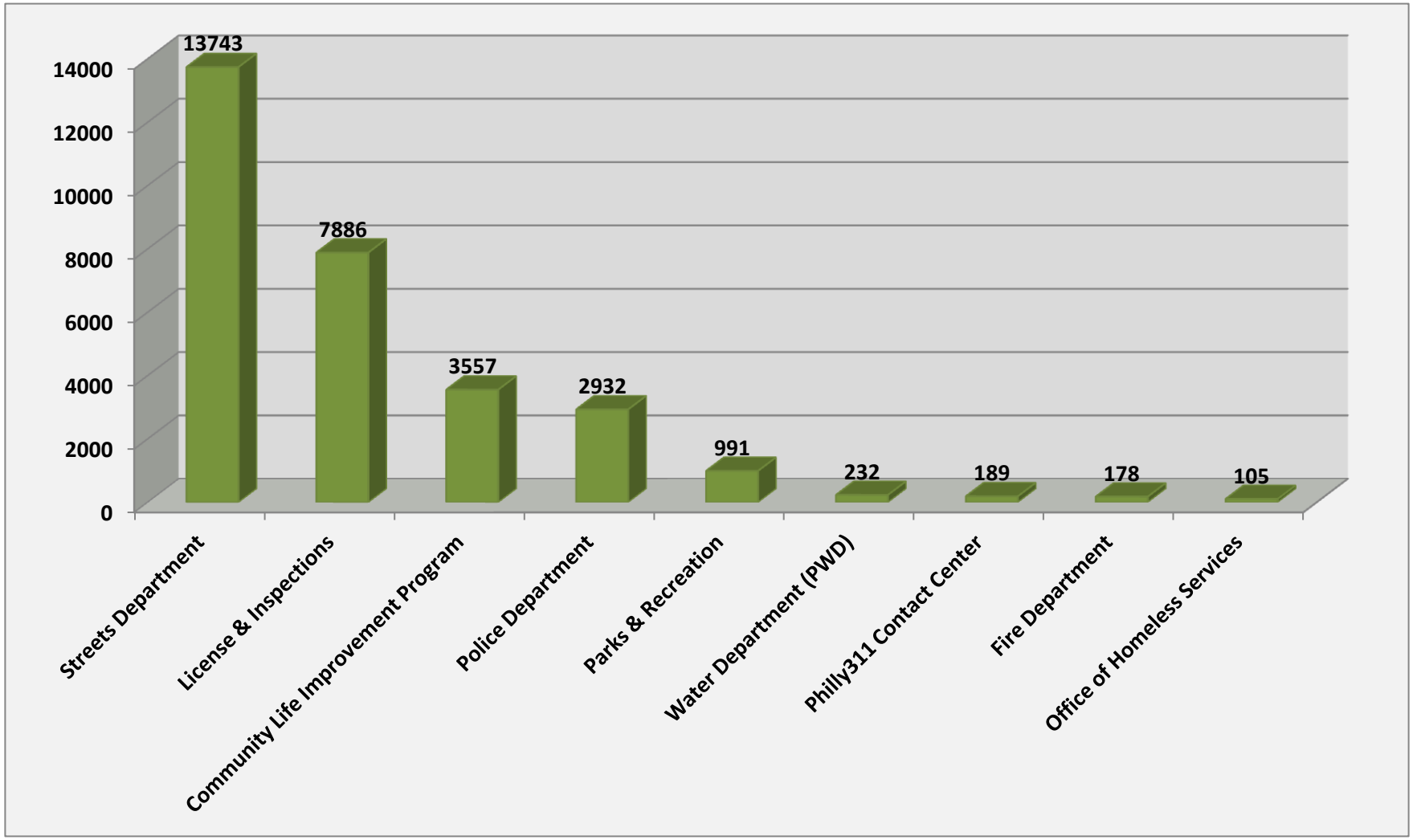
Public

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



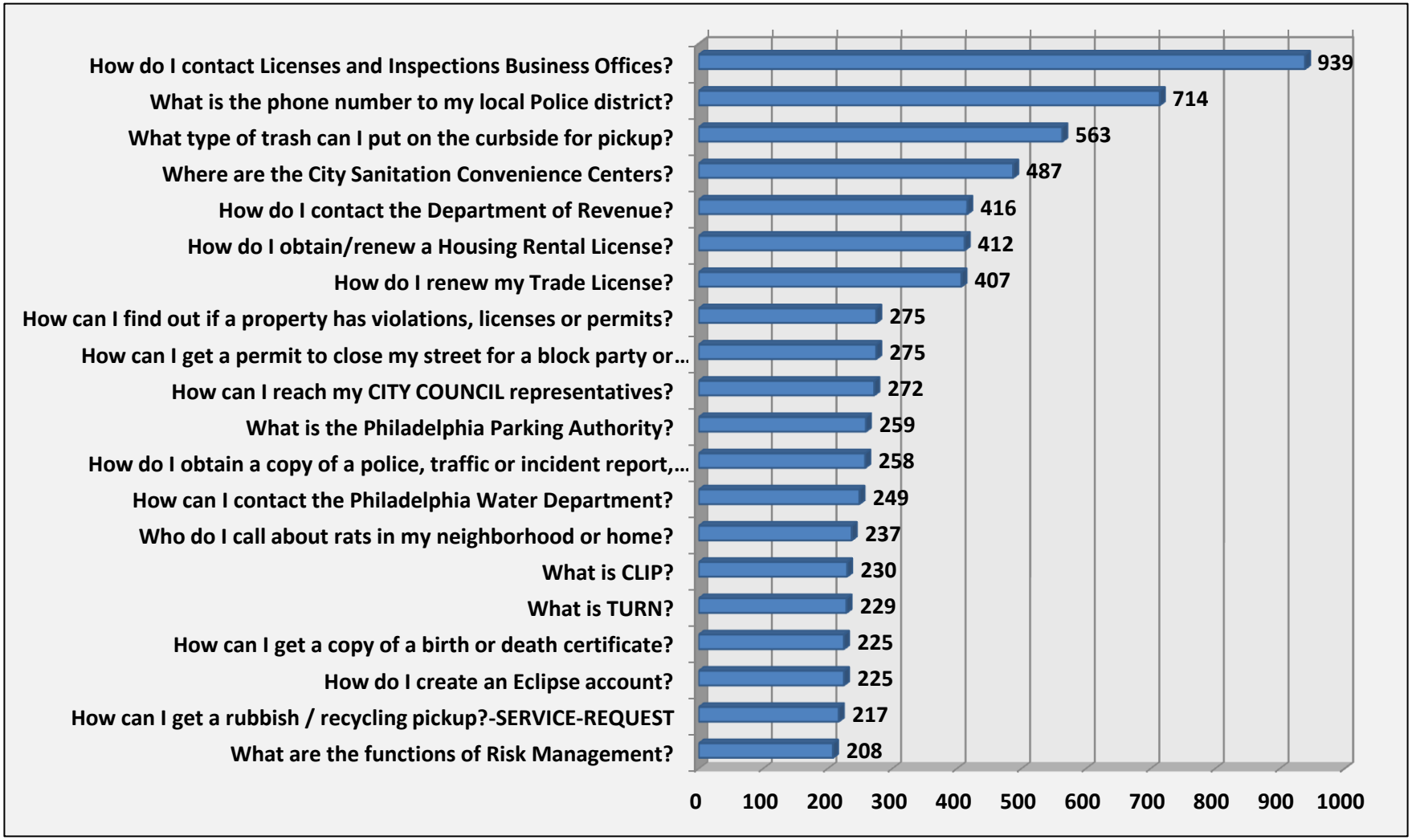
Philly311

Service Tickets by Partner Agency



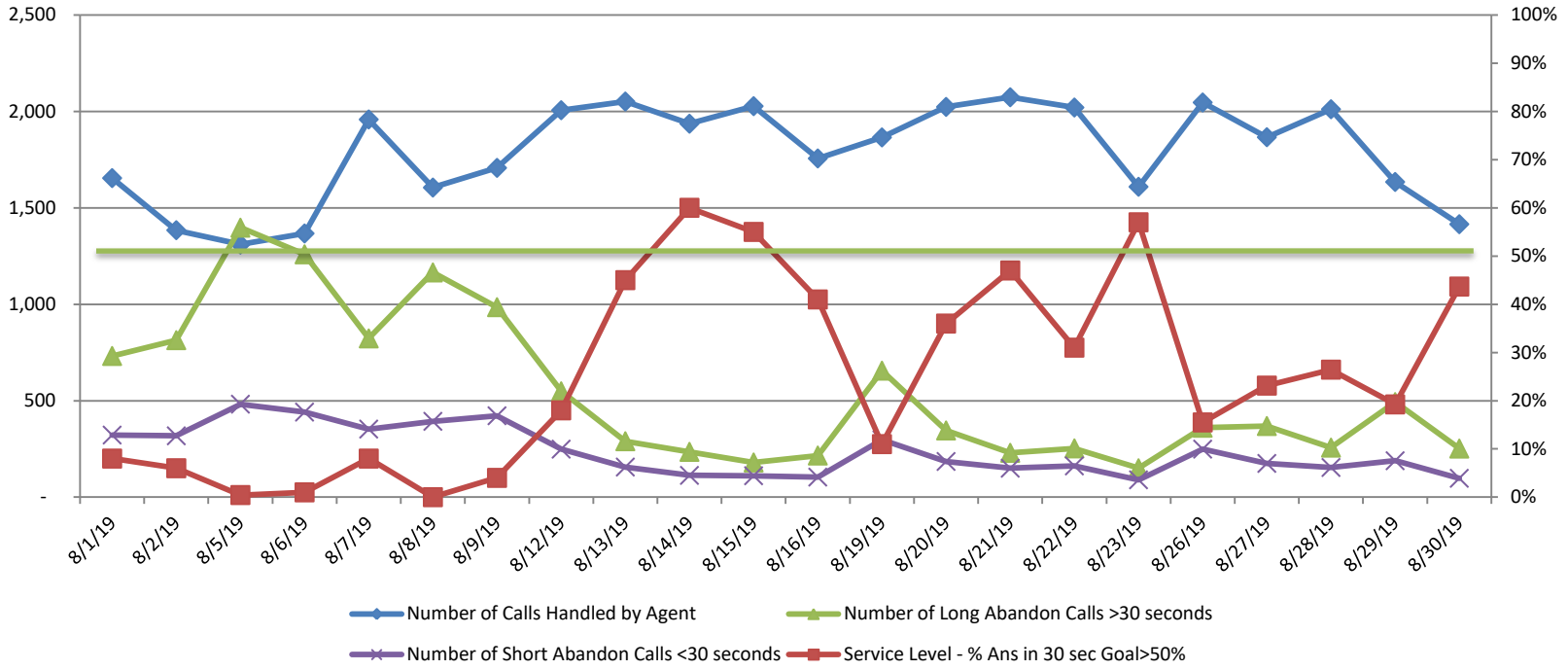
Philly311

Top 20 questions of the total 21,016 Information Requests



Philly311

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.

Philly311