



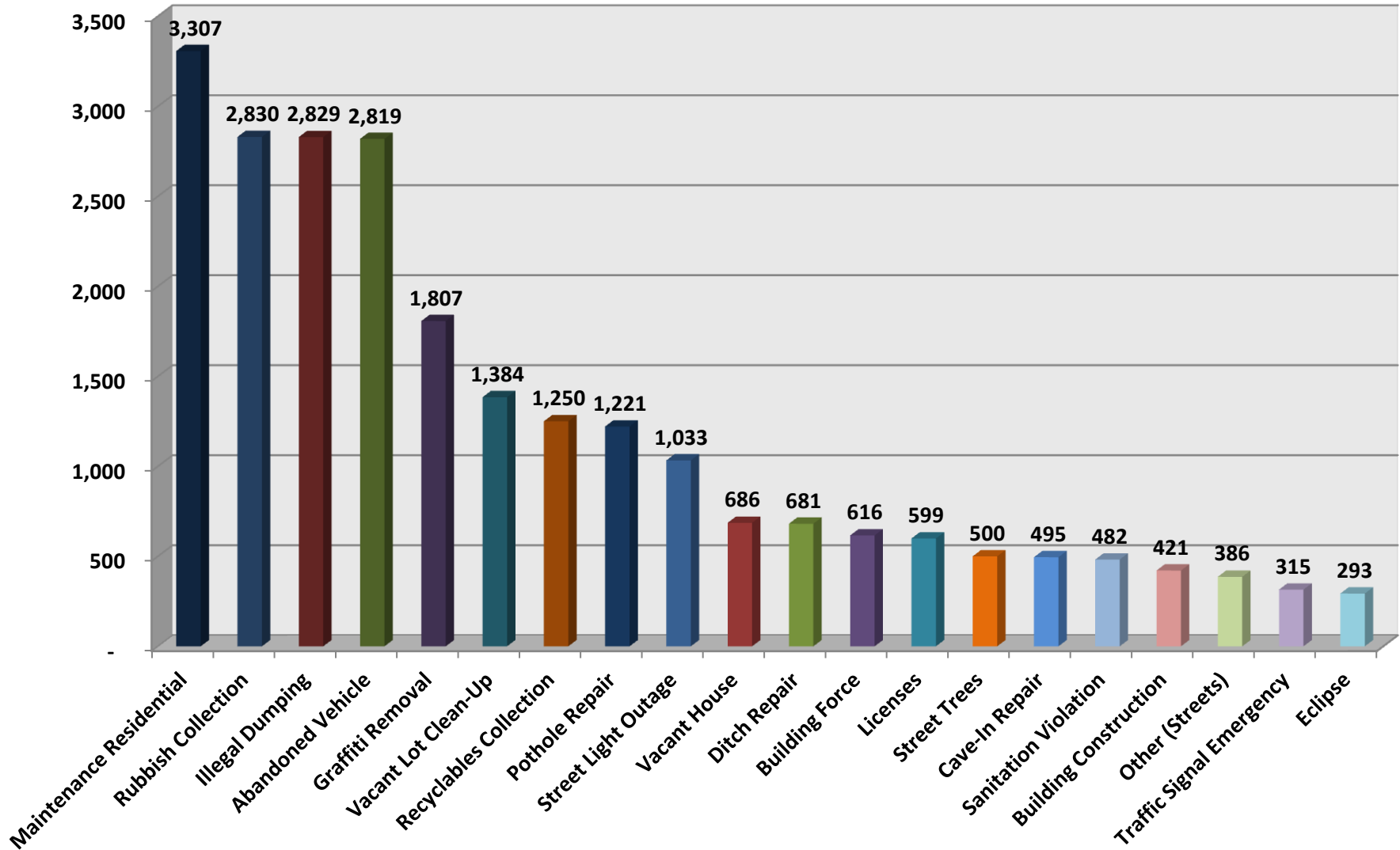
Philly311

Contact Center Monthly Report

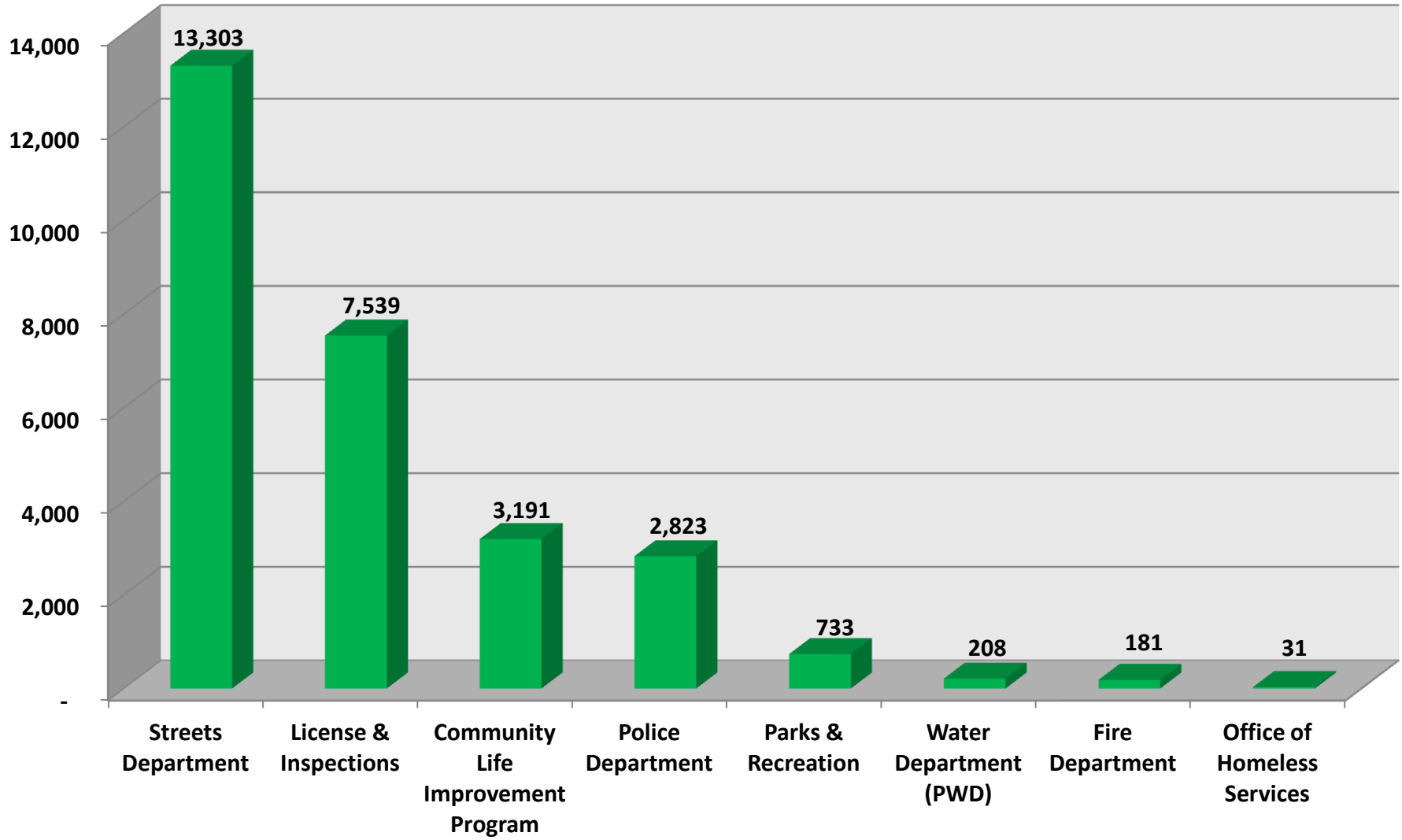
May 2019

Public

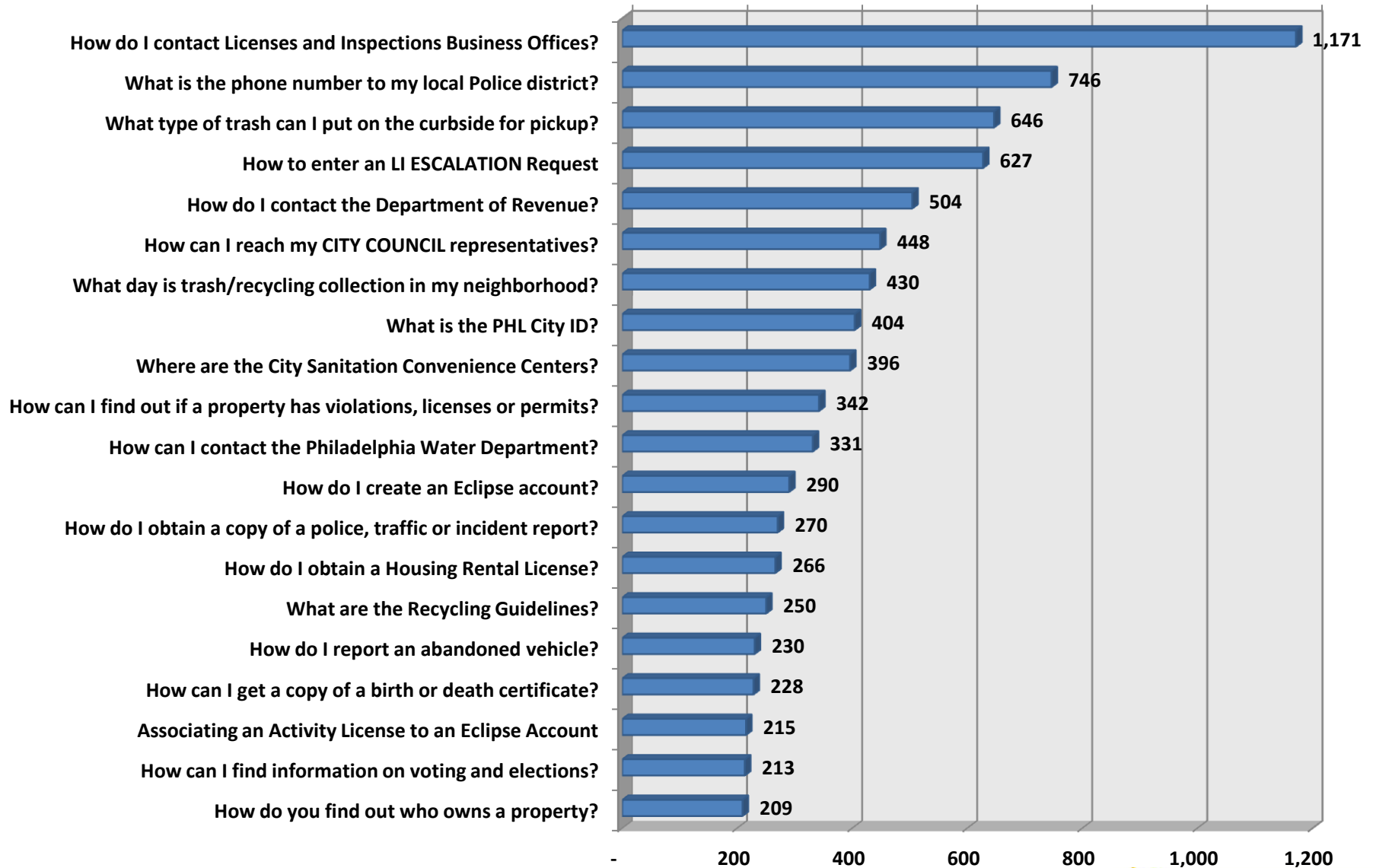
Top 20 Service Requests of the 28,009 Total Cases Submitted



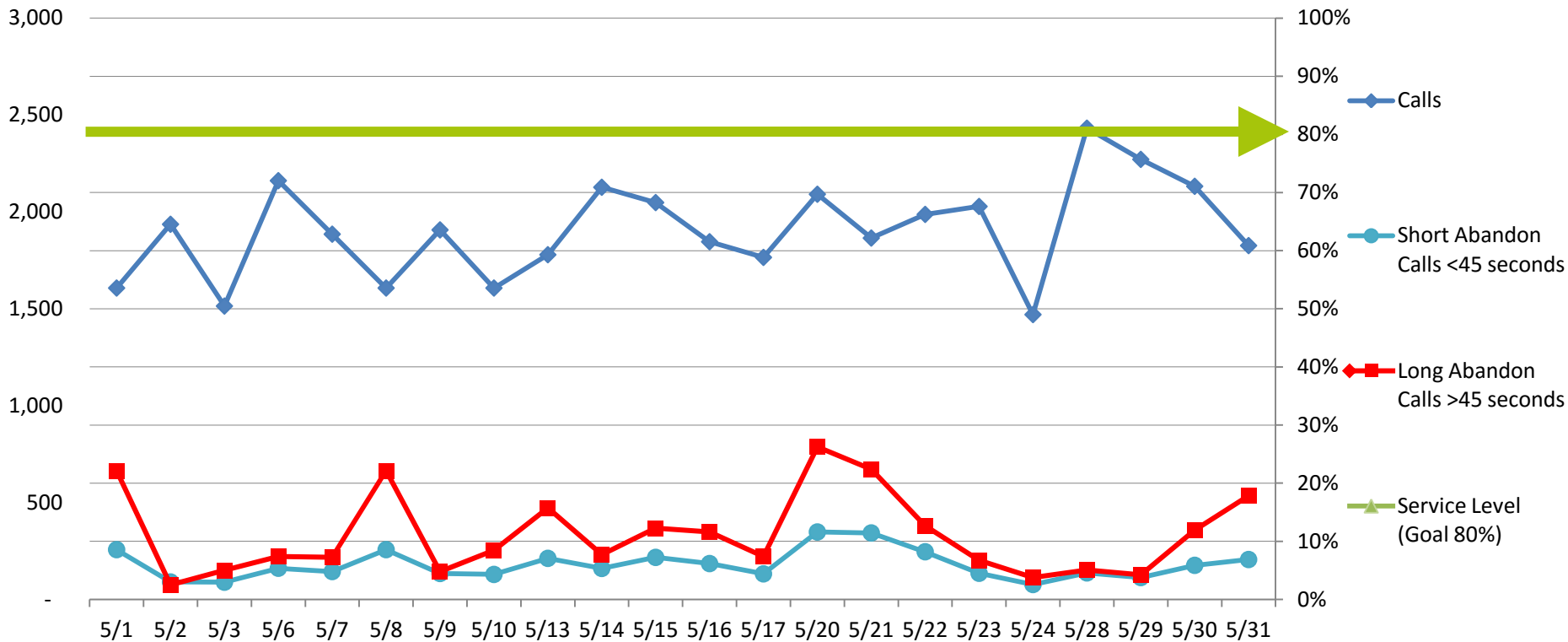
Service Tickets by Partner Agency



Top 20 questions of the total 24,371 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



May 2019	Week 1 (5/1/19- 5/3/19)	Week 2 (5/6/19- 5/10/19)	Week 3 (5/13/19- 5/17/19)	Week 4 (5/20/19- 5/24/19)	Week 5 (5/27/19 & 5/31/19)
Calls Handled	10,195	17,881	17,878	19,608	16,626
Service Level (Goal 80%)	24	19	18	23	30
Average Speed of Answer (Goal <30sec)	2:52	2:46	2:52	2:59	2:26
Average Talk Time	3:53	3:52	3:36	3:20	3:32

“Service Level” is the percentage of calls answered in less than 30 seconds. Our goal is 80%.

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

