



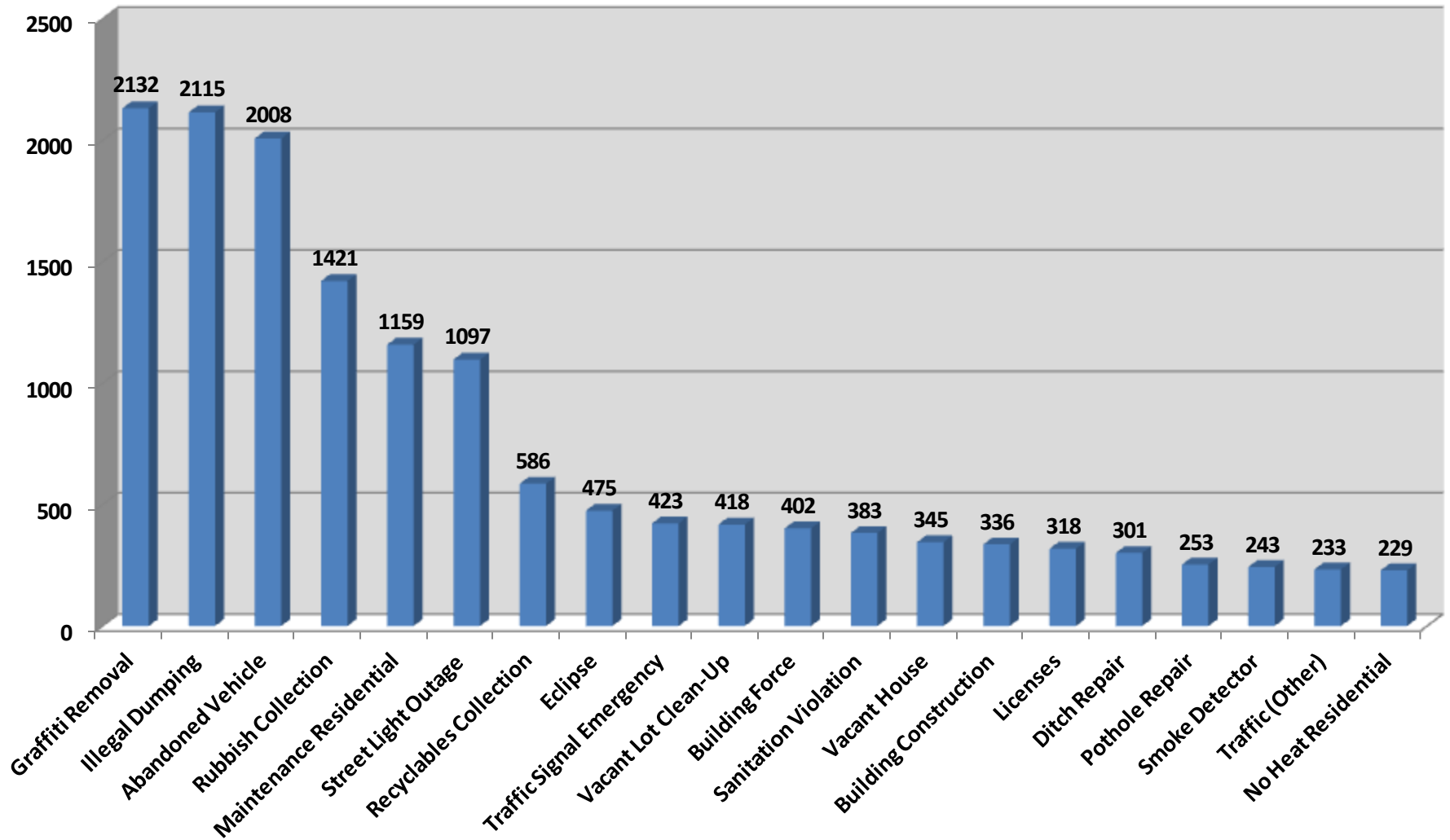
Philly311

Contact Center Monthly Report

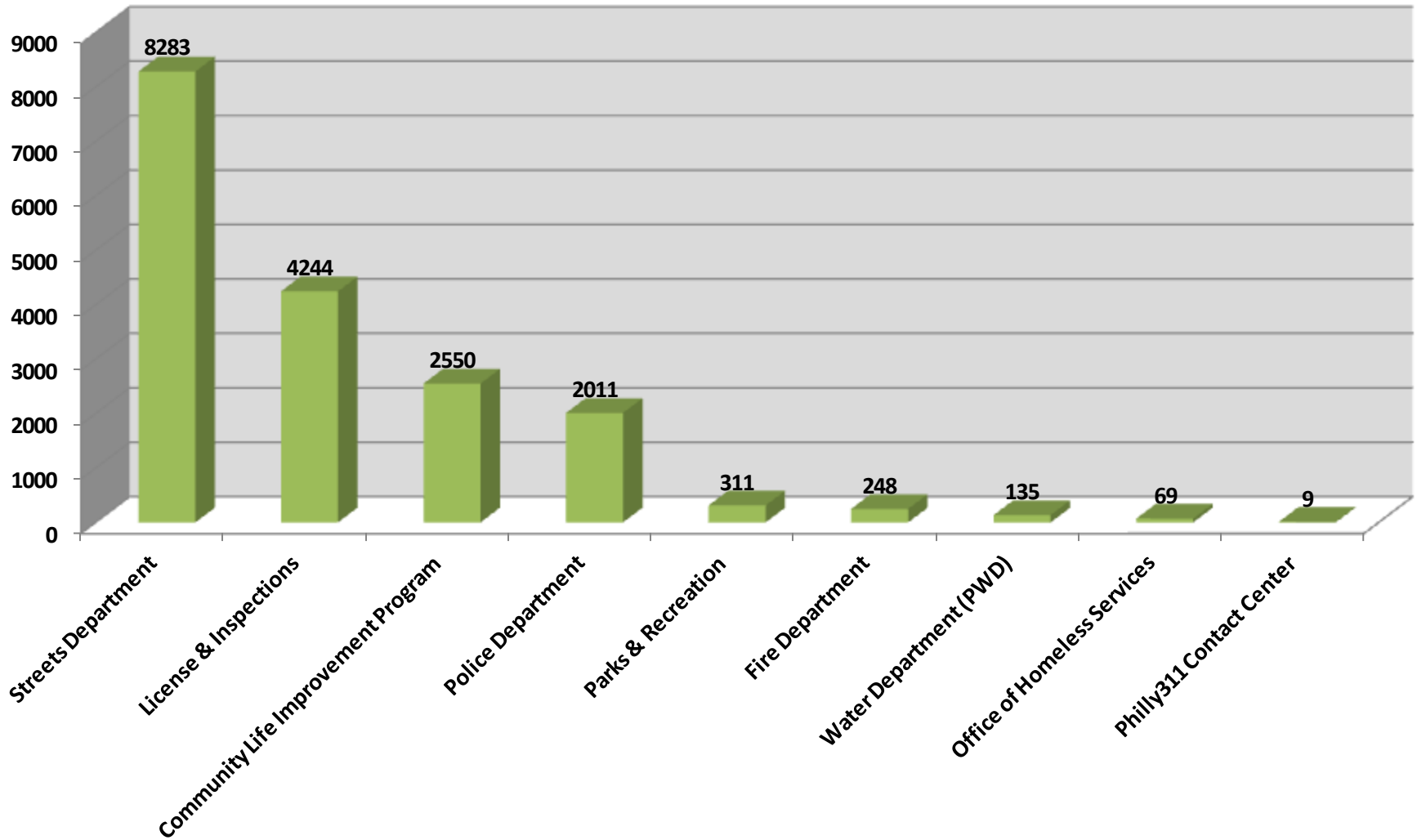
November 2019

Public

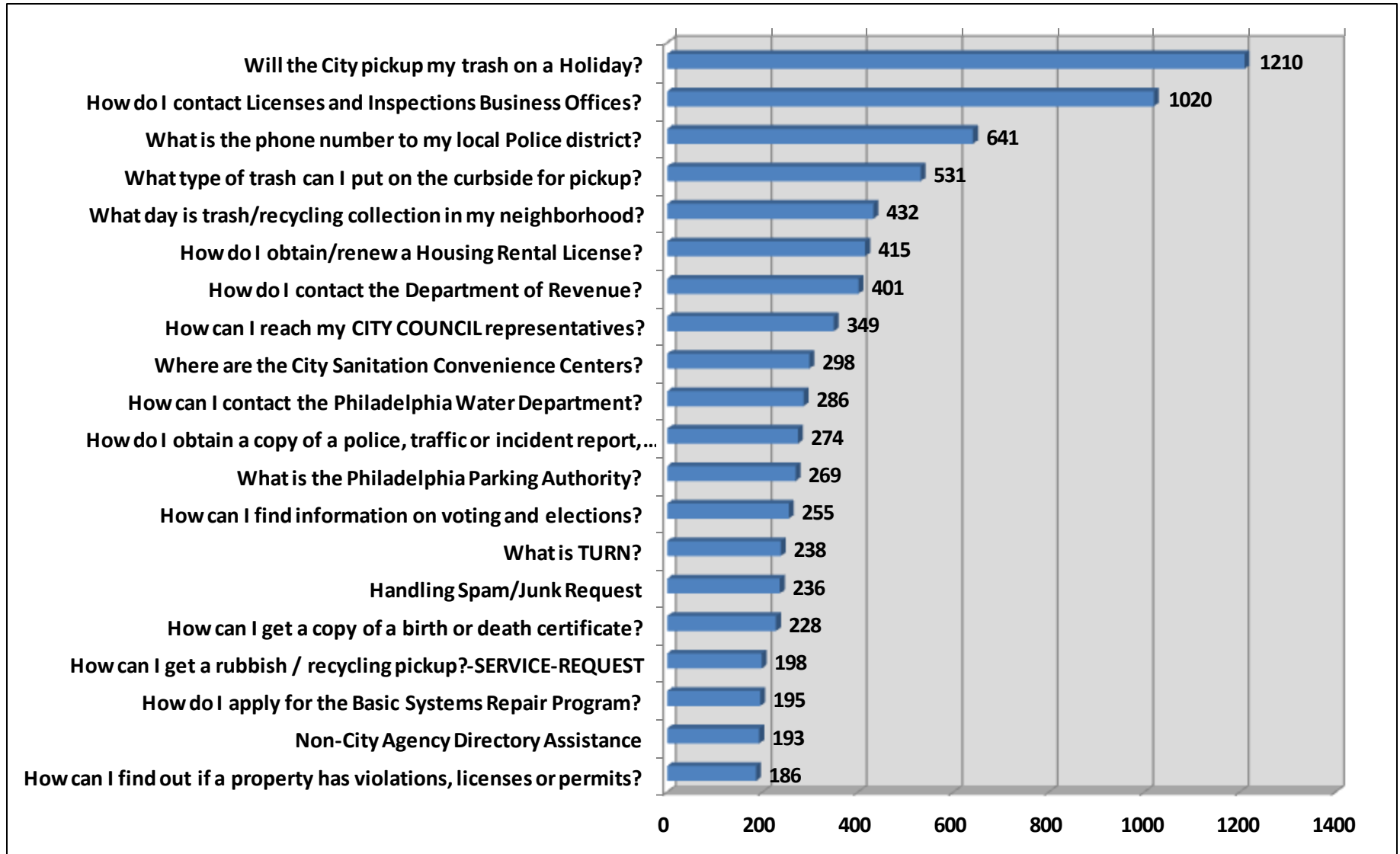
Top 20 Service Requests of the 17,860 Total Cases Submitted



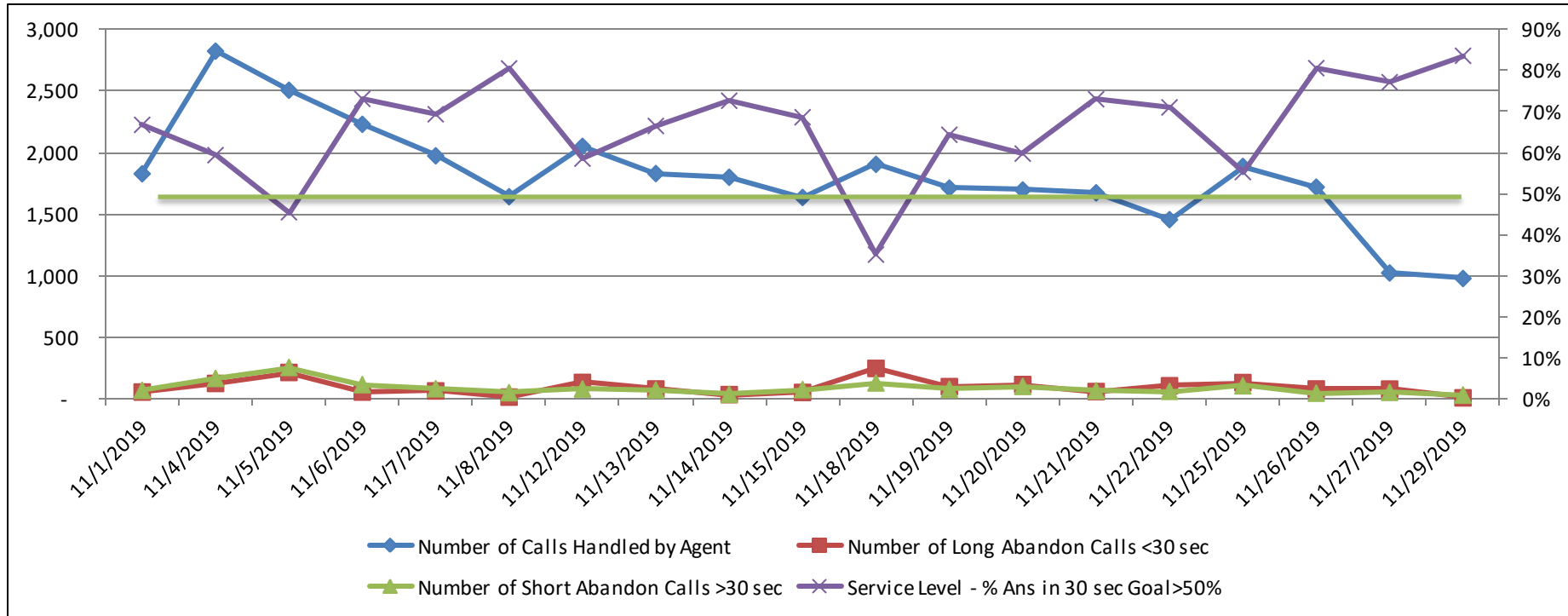
Service Tickets by Partner Agency



Top 20 Questions of the total 20,923 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



August 2019	Week 1 (11/4/19- 11/8/19)	Week 2 (11/11/19- 11/15/19)	Week 3 (11/18/19- 11/22/19)	Week 4 (11/25/19- 11/29/19)
Calls Handled	11,177	7,317	8,444	5,609
Service Level (Goal 50%)	66%	67%	61%	74%
Average Speed of Answer (Goal <30 sec)	0:00:59	0:01:23	0:02:00	0:01:31
Average Talk Time	0:02:38	0:03:17	0:03:08	0:03:00

“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.

