



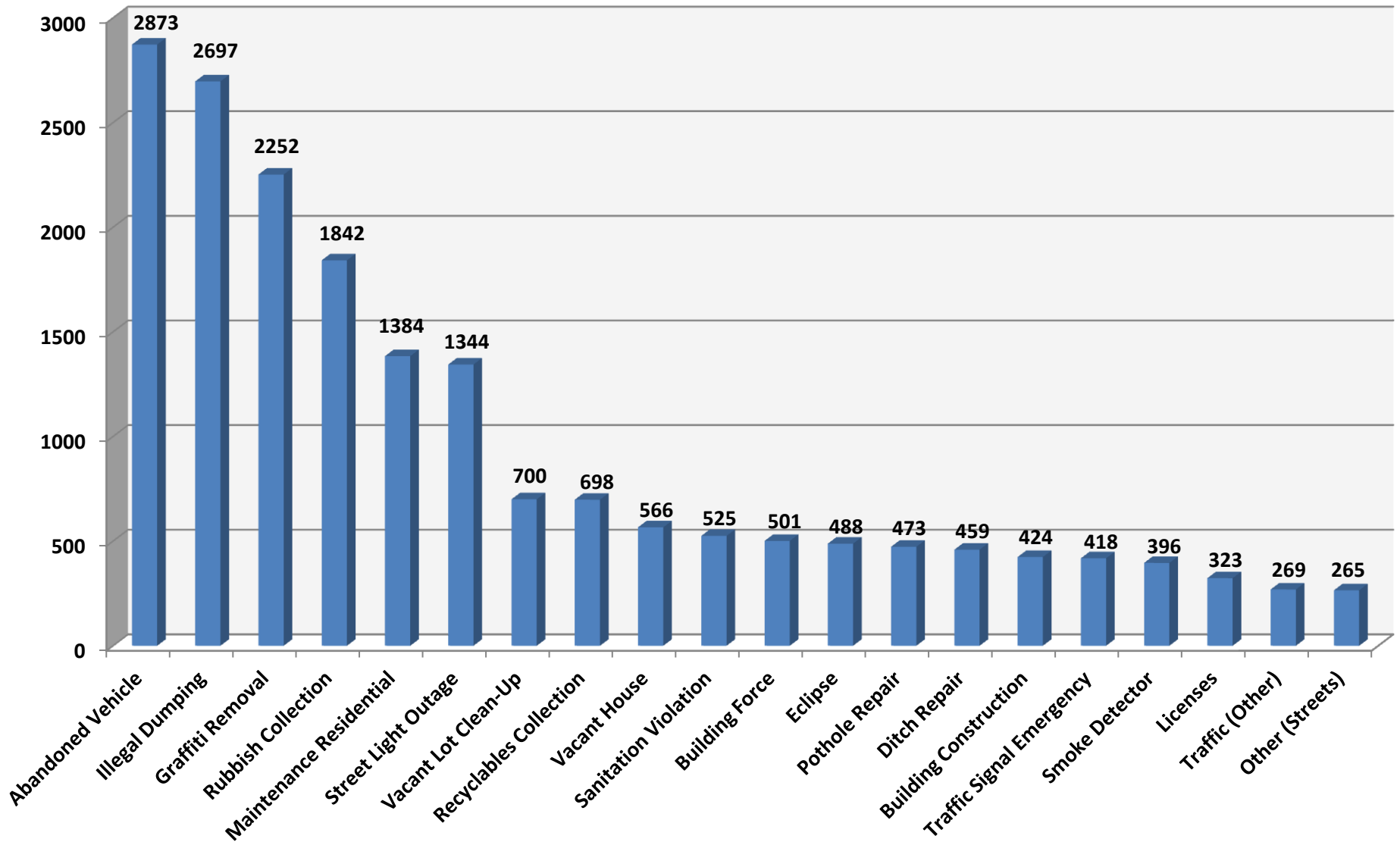
Philly311

Contact Center Monthly Report

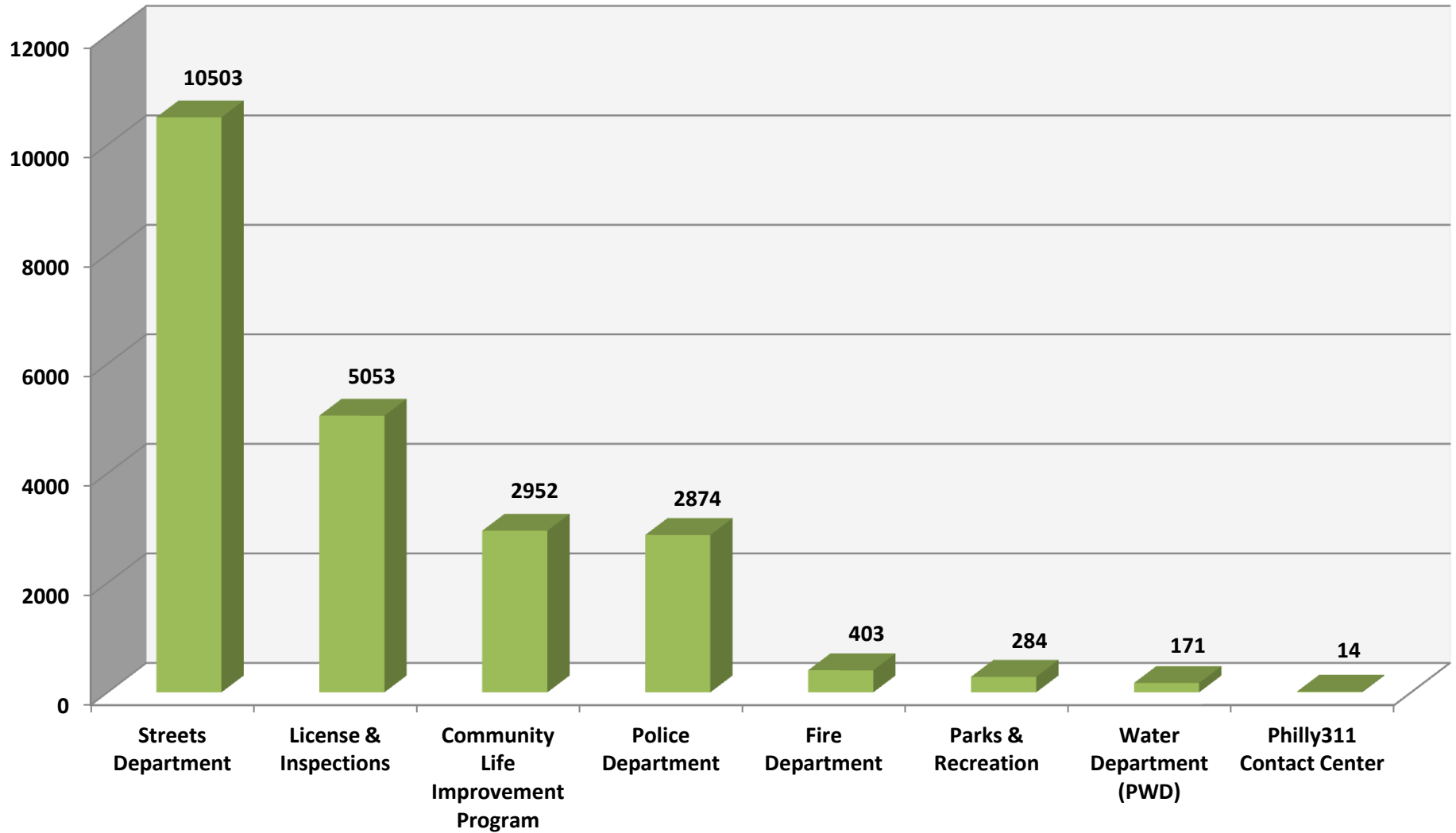
January 2020

Public

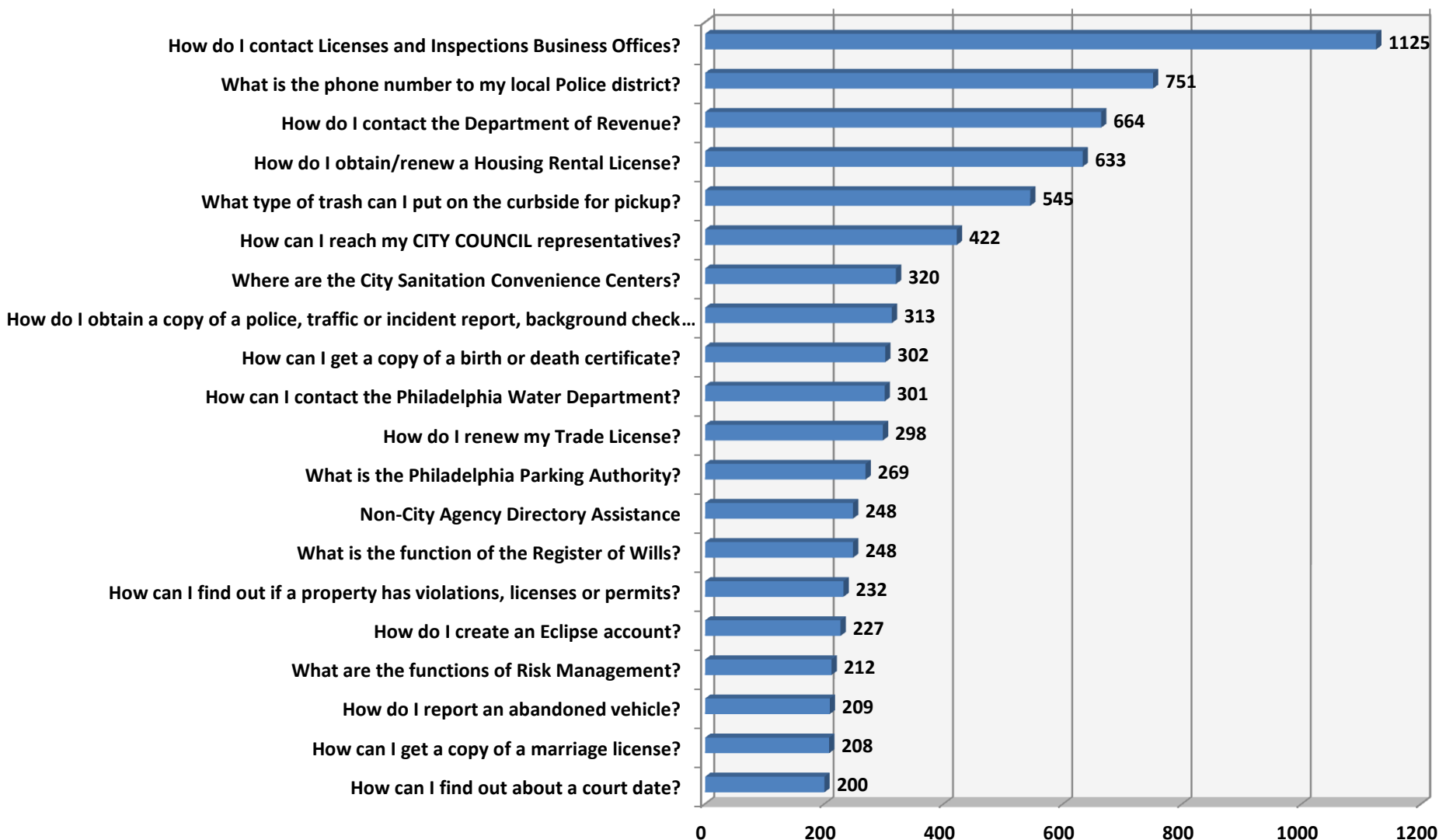
Top 20 Service Requests of the 22,254 Total Cases Submitted



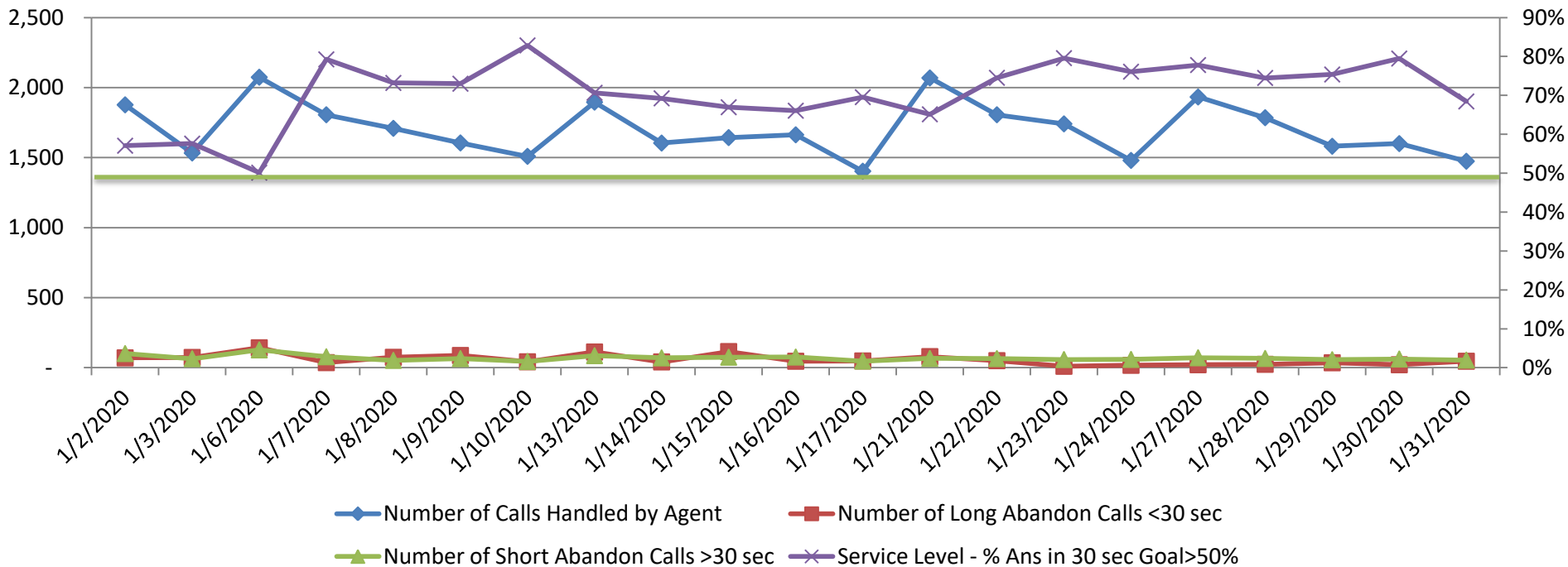
Service Tickets by Partner Agency



Top 20 Questions of the total 22,553 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



December 2019	Week 1 (1/2/20- 1/3/20)	Week 2 (1/6/20- 1/10/20)	Week 3 (1/13/20- 1/17/20)	Week 4 (1/21/20- 1/24/20)	Week 5 (1/27/20- 1/31/20)
Calls Handled	3,410	8,703	8,209	7,096	8,373
Service Level (Goal 50%)	57%	72%	68%	74%	75%
Average Speed of Answer (Goal <30 sec)	1:16	1:23	1:15	0:49	0:37
Average Talk Time	3:15	3:10	3:15	3:08	3:01

“**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.

