



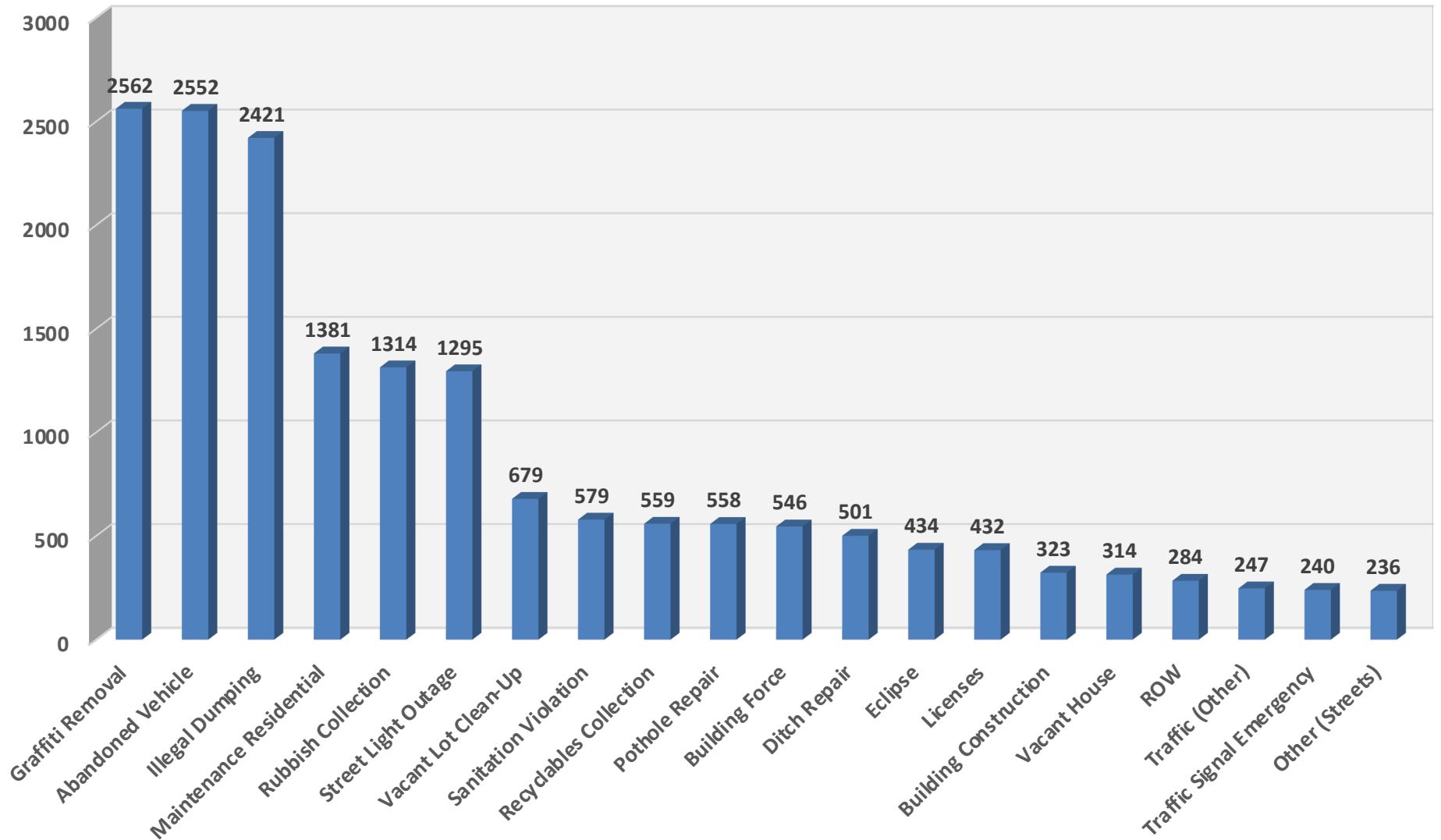
**Philly311**

**Contact Center  
Monthly Report**

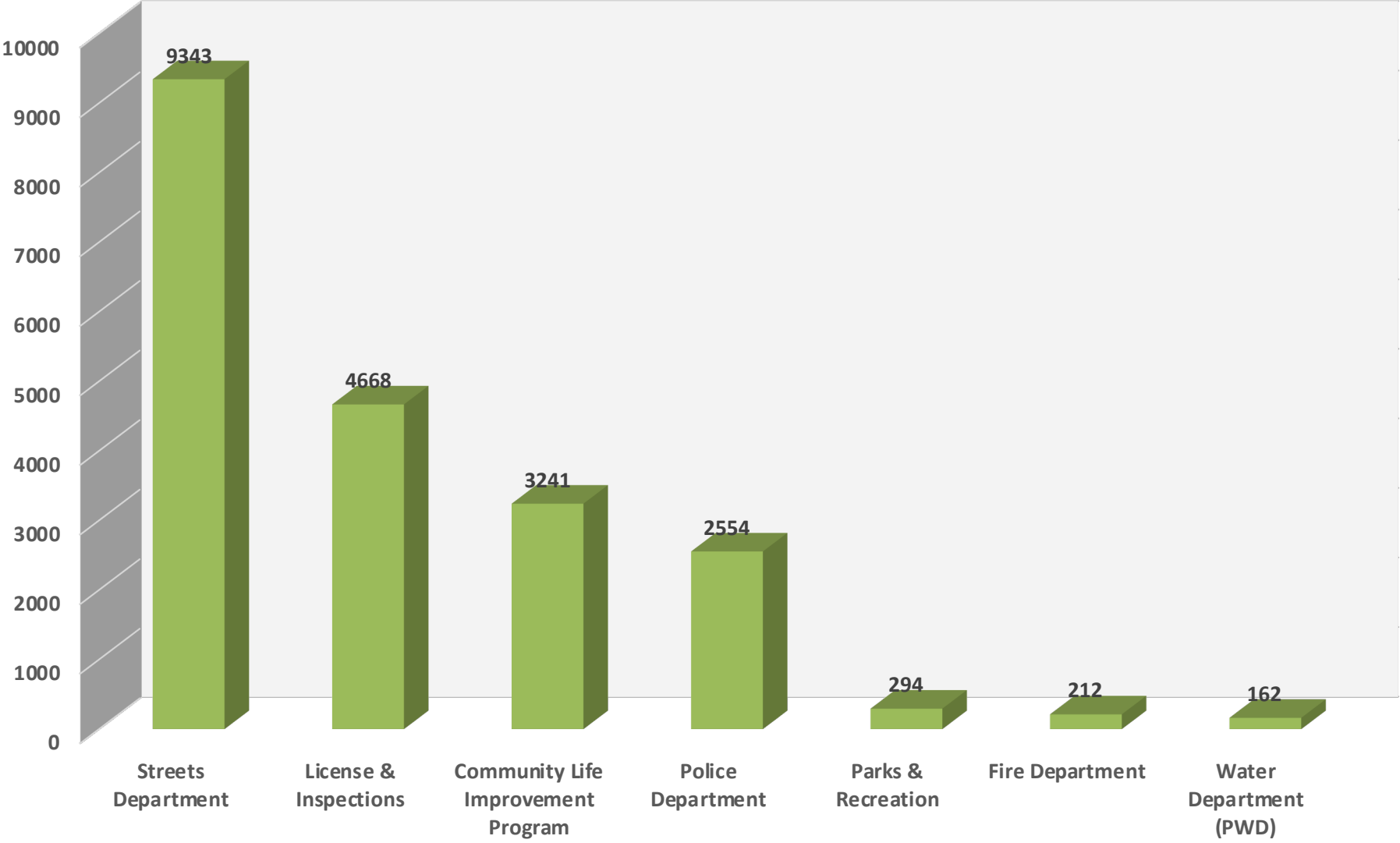
**February 2020**

*Public*

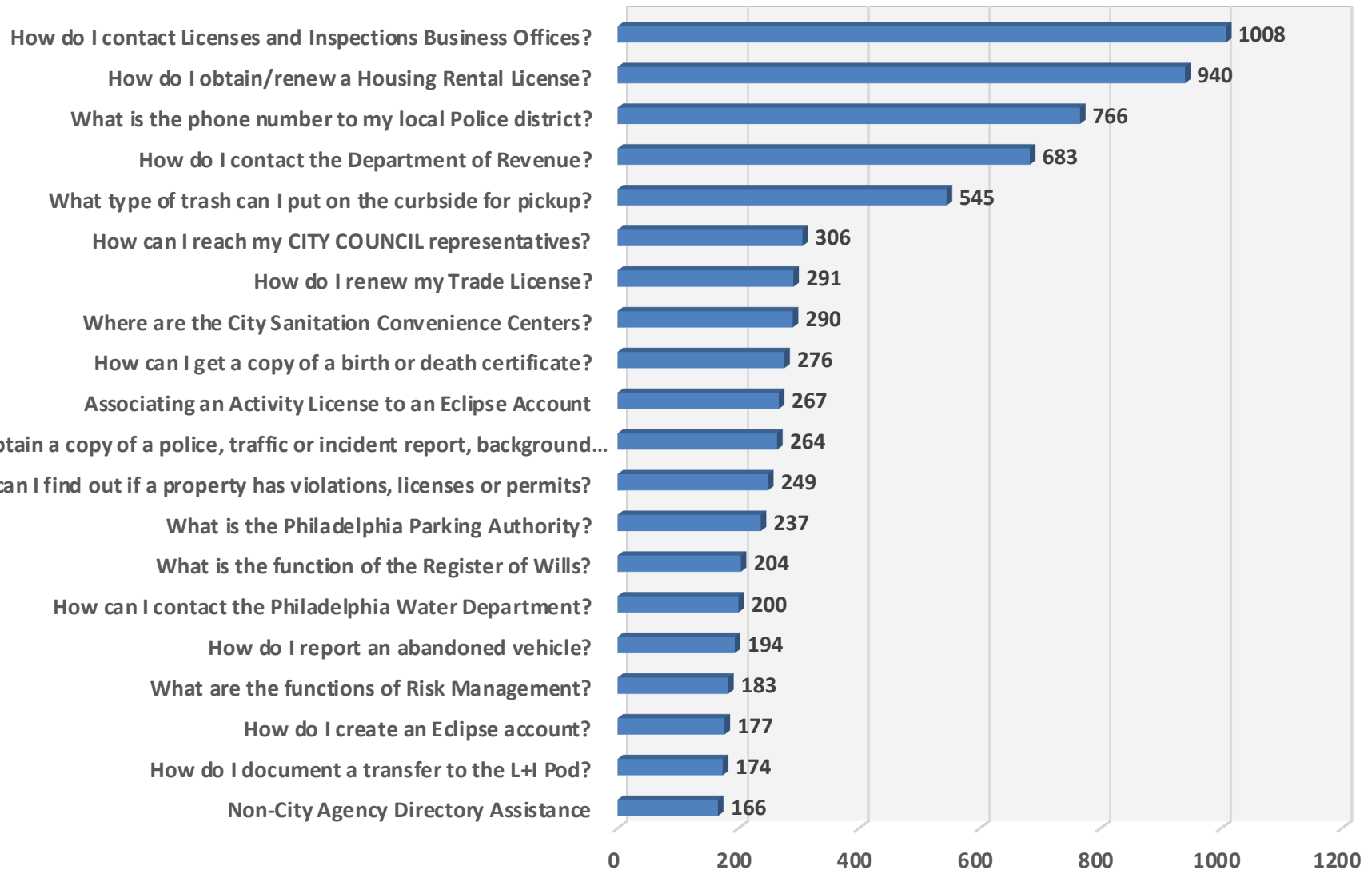
# Top 20 Service Requests of the 20,474 Total Cases Submitted



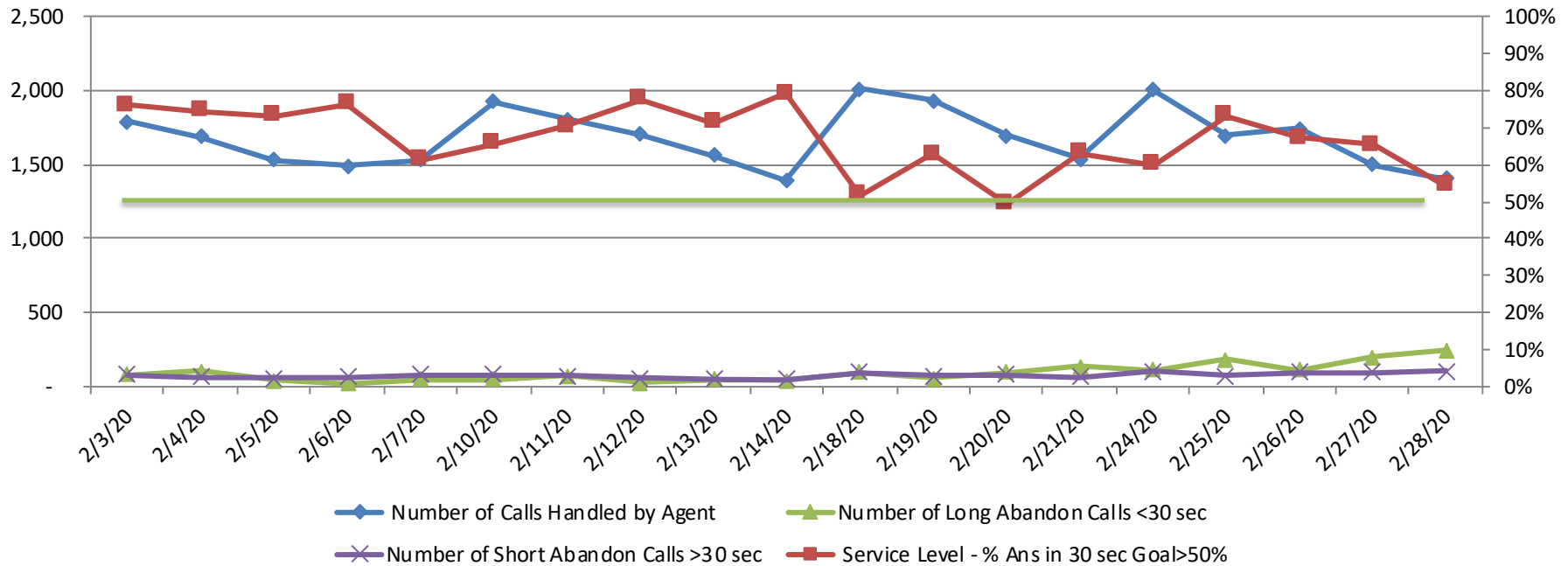
# Service Tickets by Partner Agency



# Top 20 Questions of the total 20,656 Information Requests



# Philly311 Call Volume, Abandon and Service Level by Day



February 2020	Week 1 (2/2/20- 2/8/20)	Week 2 (2/9/20-2/15/20)	Week 3 (2/16/20- 2/22/20)	Week 4 (2/23/20- 2/29/20)
<b>Calls Handled</b>	8,018	8,384	7,179	8,335
<b>Service Level (Goal 50%)</b>	72%	73%	57%	64%
<b>Average Speed of Answer (Goal &lt;30 sec)</b>	01:11	0:50	01:34	03:08
<b>Average Talk Time</b>	03:07	03:15	03:13	03:12

“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.

