



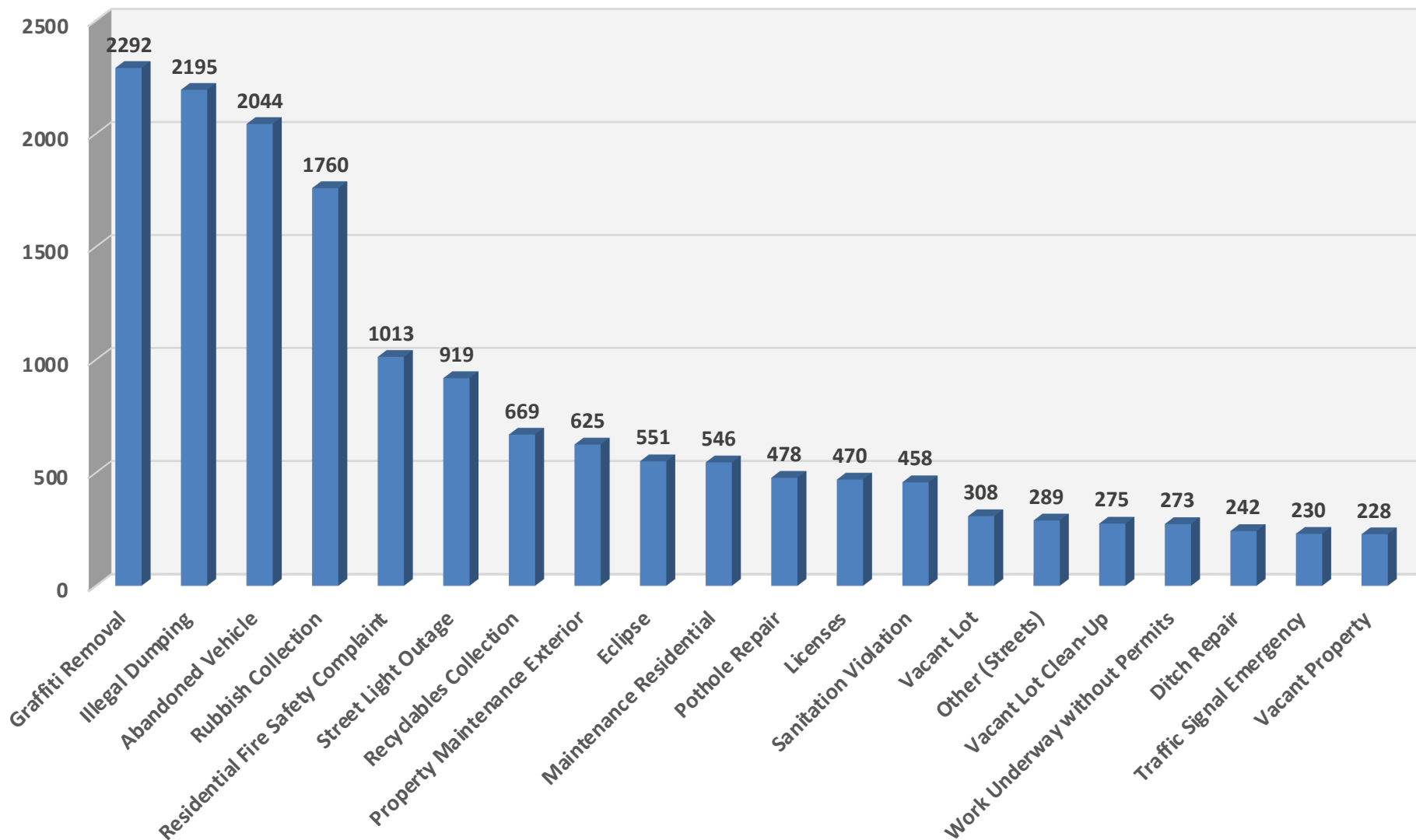
Philly311

Contact Center Monthly Report

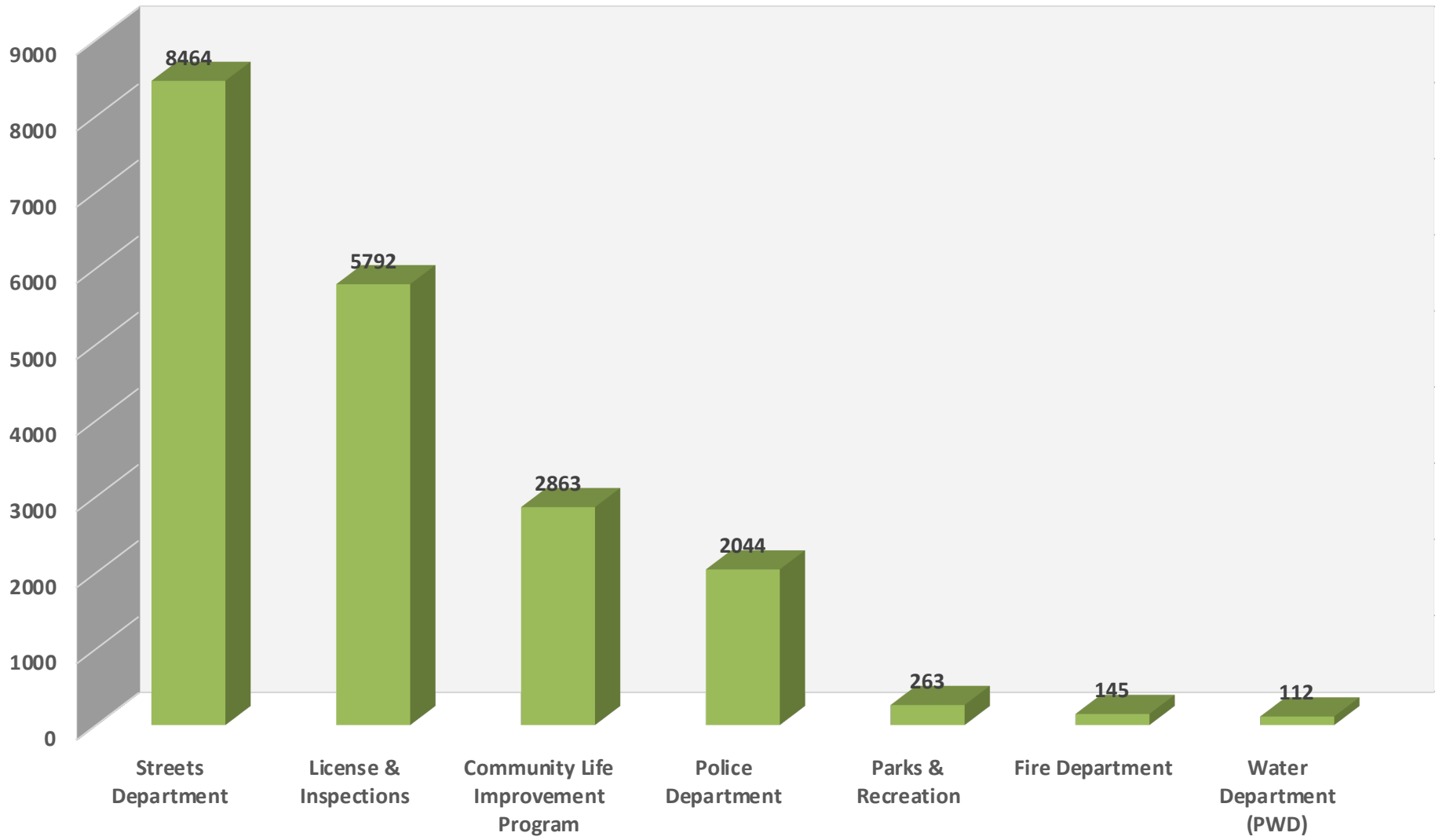
March 2020

Public

Top 20 Service Requests of the 19,688 Total Cases Submitted



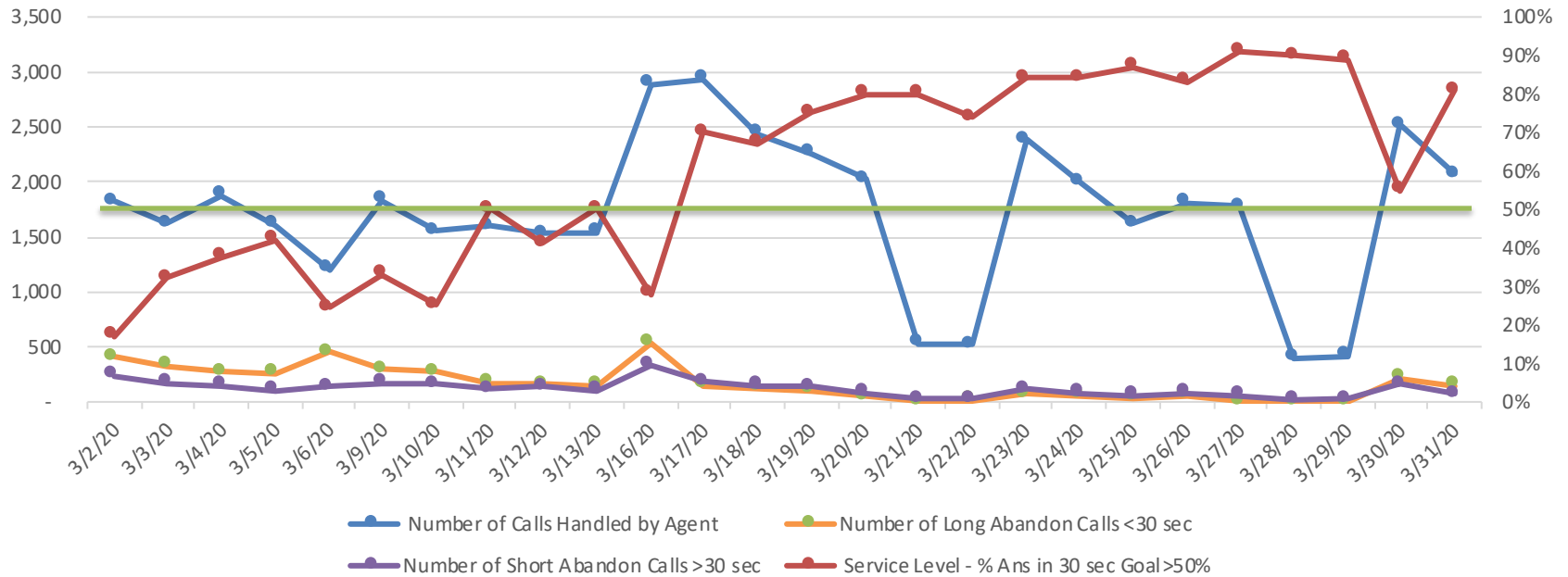
Service Tickets by Partner Agency



Top 20 Questions of the total 32,390 Information Requests



Philly311 Call Volume, Abandon and Service Level by Day



March 2020	Week 1 (3/1/20- 3/7/20)	Week 2 (3/8/20- 3/14/20)	Week 3 (3/15/20- 3/21/20)	Week 4 (3/22/20- 3/28/20)	Week 5 (3/29/20- 3/31/20)
Calls Handled	8,115	8,059	13,083	10,498	5,003
Service Level (Goal 50%)	31%	40%	67%	85%	75%
Average Speed of Answer (Goal <30 sec)	04:30	02:57	01:36	01:08	01:54
Average Talk Time	03:21	03:17	02:52	03:02	03:03

“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.

