KPI Performance Metrics Integrated into Procedure Manual

Month of Report:

OOH	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Target	YTD
Calls In	401	361	304									401
Calls Answered	343	326	284									343
Calls Answered %	85.5%	90.3%	93.4%								85.0%	85.5%
Calls Abandoned	58	35	20									58
% Abandoned	14.46%	9.70%	6.58%								10.00%	14.46%
Ave Wait time	00:02:12	00:01:59	00:01:47									
Longest wait	0:16:59	00:15:05	00:09:44									
Avg Handling Time	0.002847	00:03:08	00:02:54									
Avg Idle Time												
Escalated calls	7	7	5									
% Escalated calls	2.04%	2.15%	1.76%								5%	
First call resolution	336	319	279									
% first call resolution	97.96%	97.85%	98.24%								95%	
Avg Hold time	███████	███████	███████									