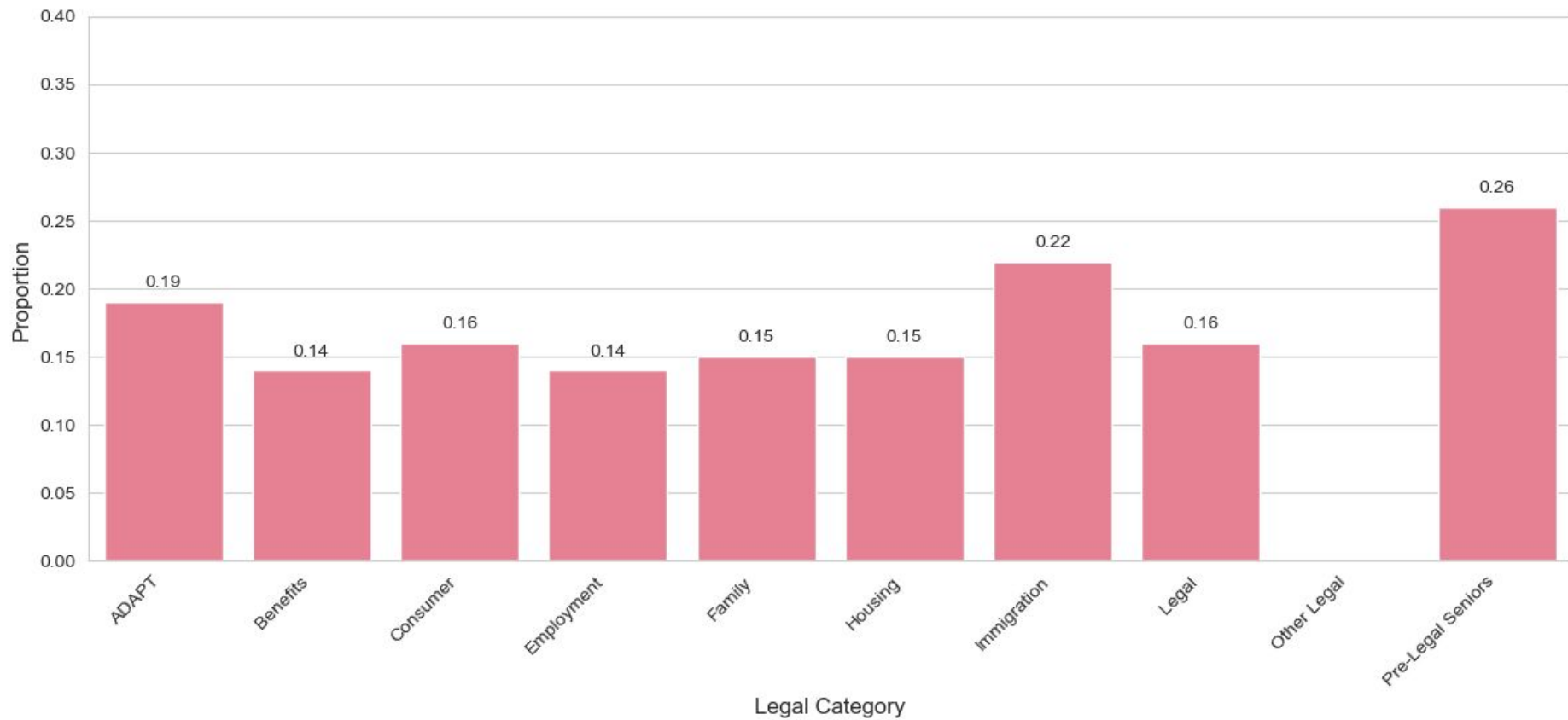


Trend Questions in Part I

Alex Barbatsis and Fai Pongpeth

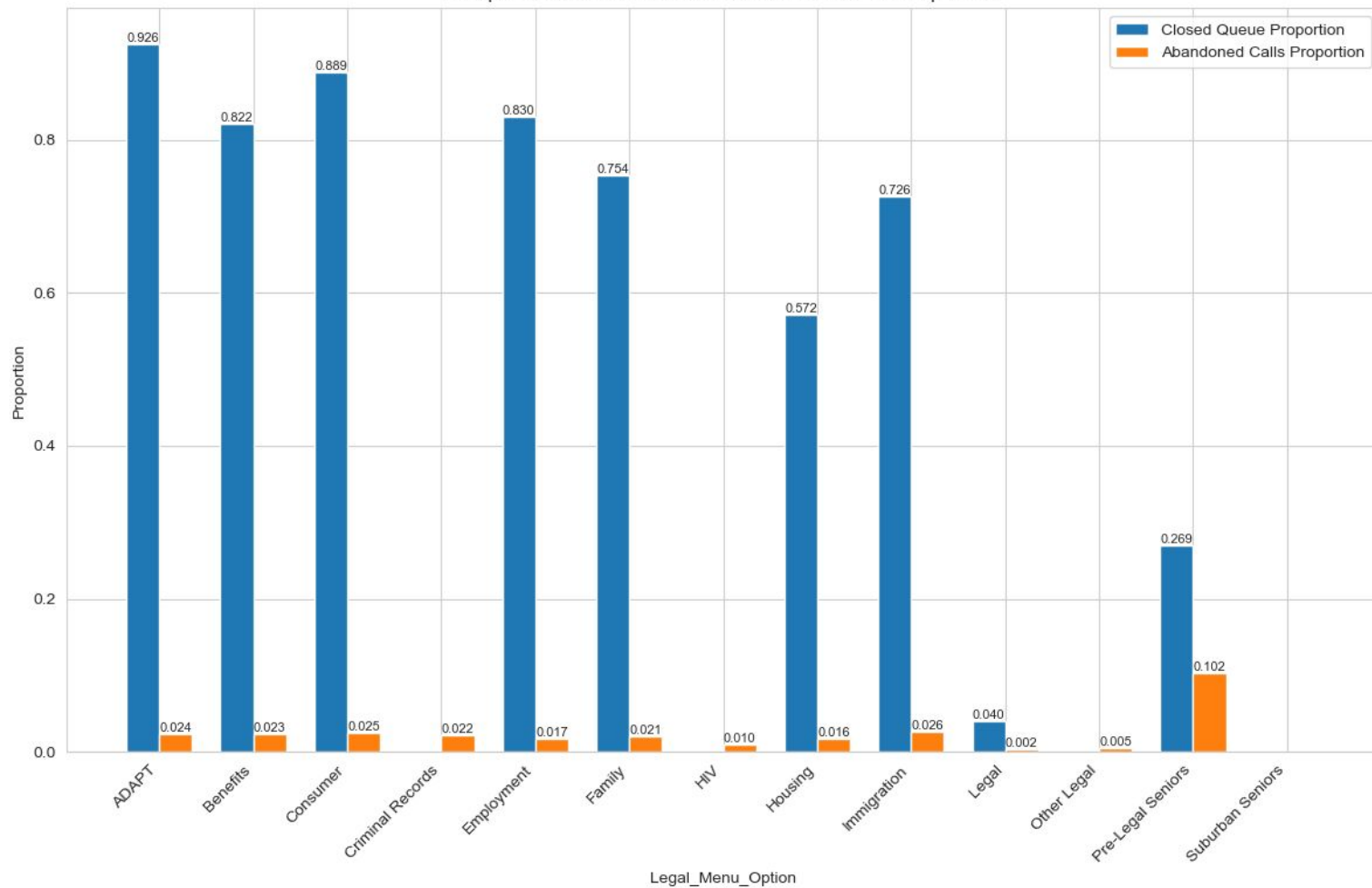
*Connection between closed queue and clinics
voicemail – how often are people choosing
clinics when queue is closed*

Proportion of Clinic Voicemail Transfers in Closed Queue Calls by Legal Menu Option



Connection between abandonment rate and closed queue message, as well as any other points at which abandonment happens

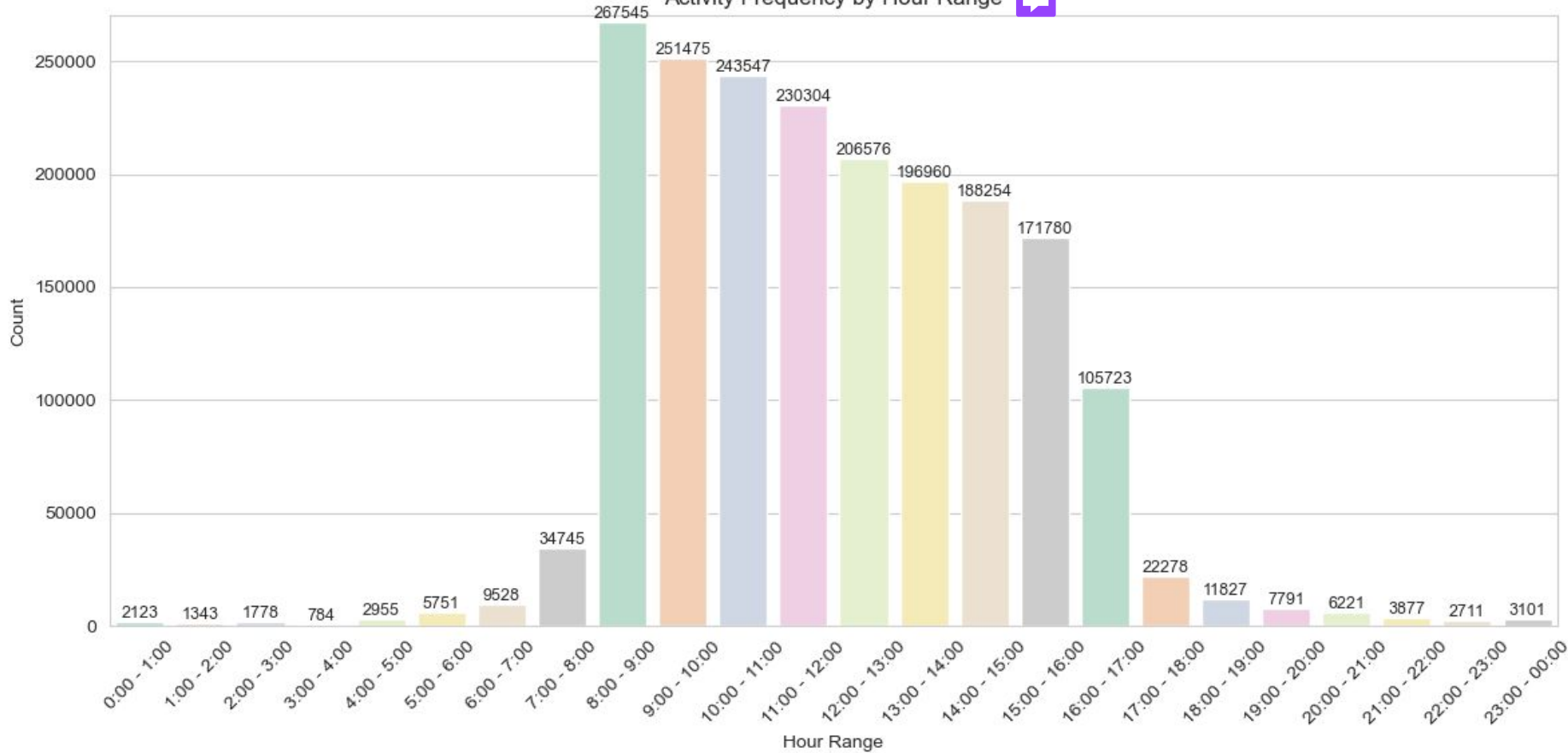
Comparison of Closed Queue and Abandoned Calls Proportions



Trends in call volume – times of day/days of week

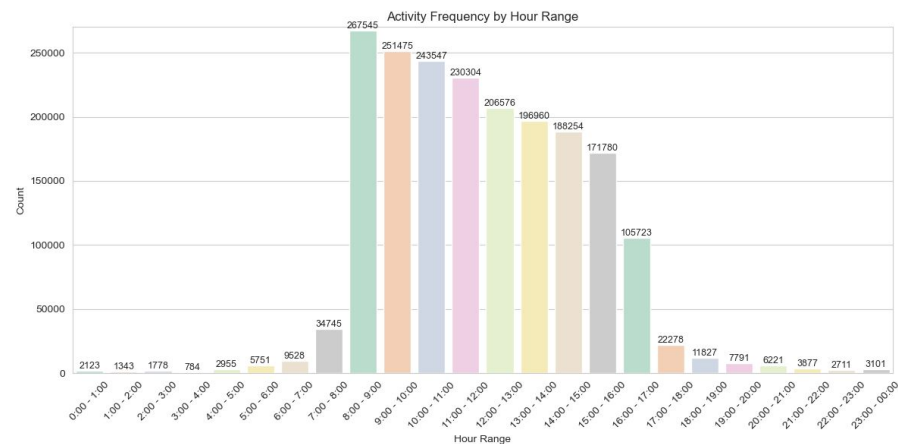
Activity Frequency by Hour

Activity Frequency by Hour Range

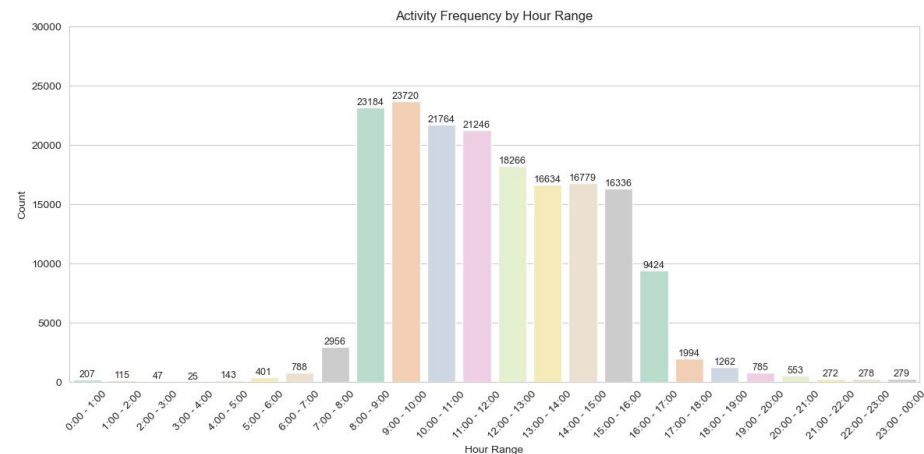


Discrepancies between All Months and May '24

All Months

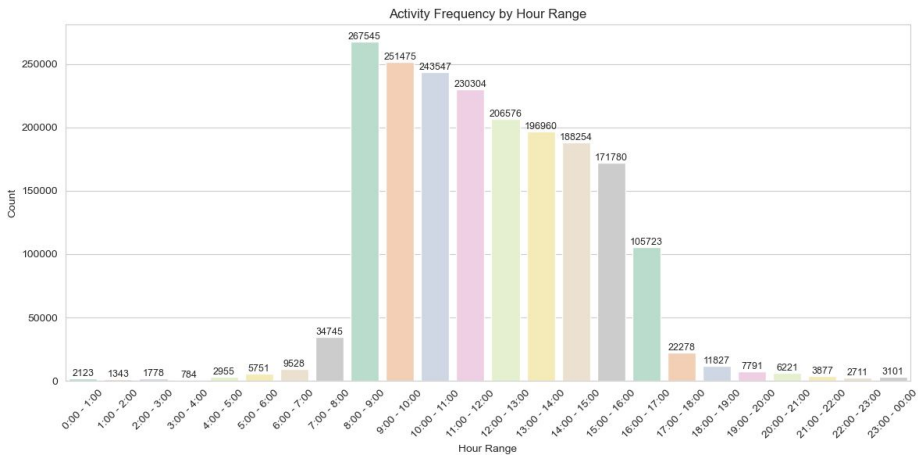


May '24

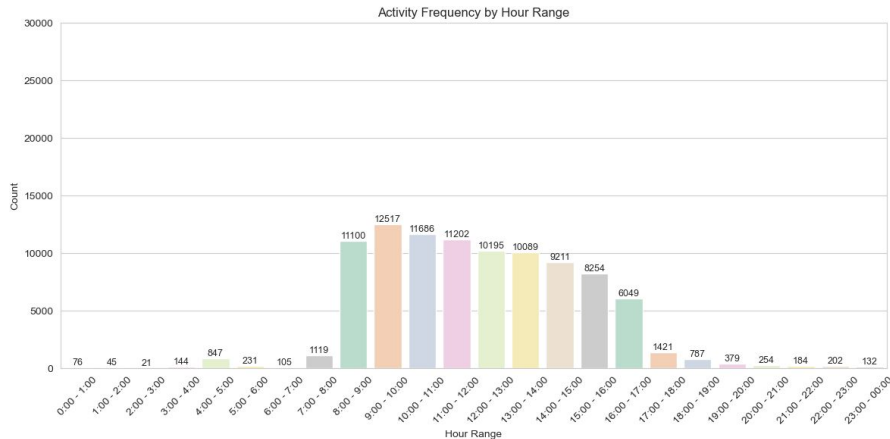


Discrepancies between All Months and September '24

All Months

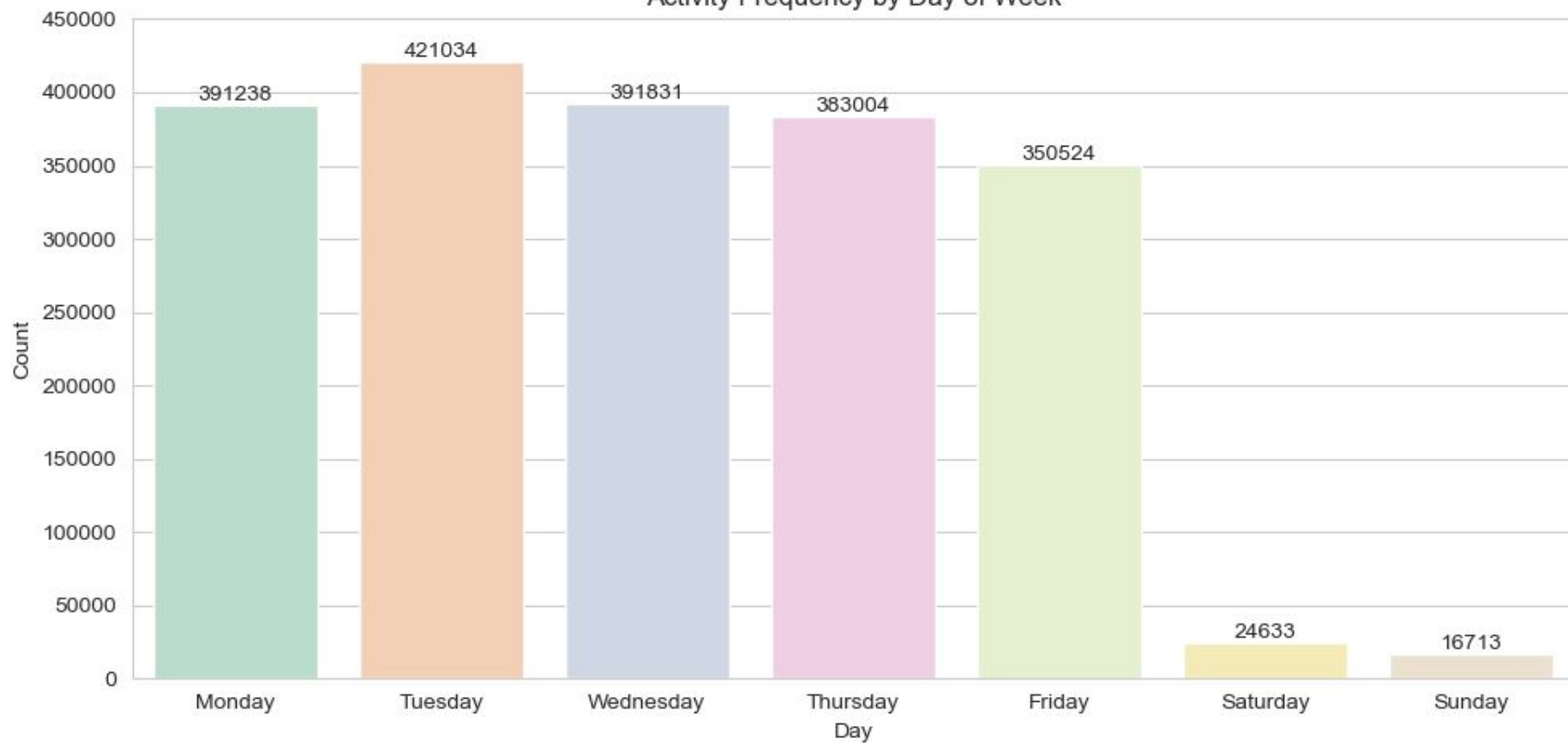


September '24

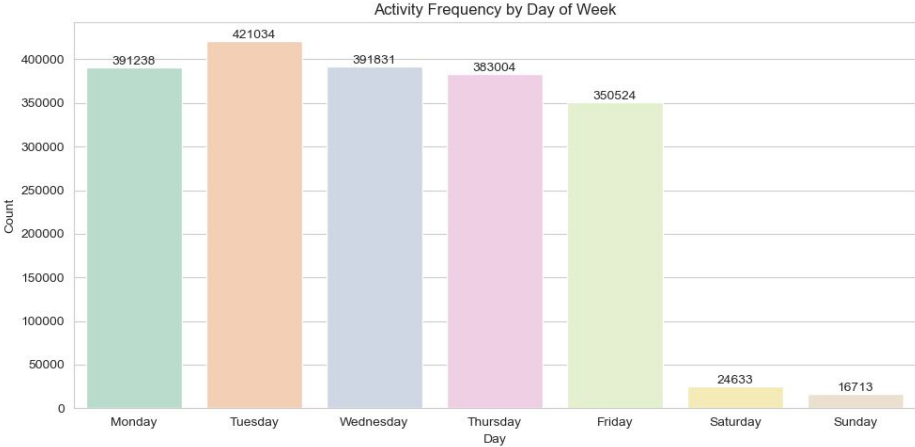


Activity Frequency by Day of the Week

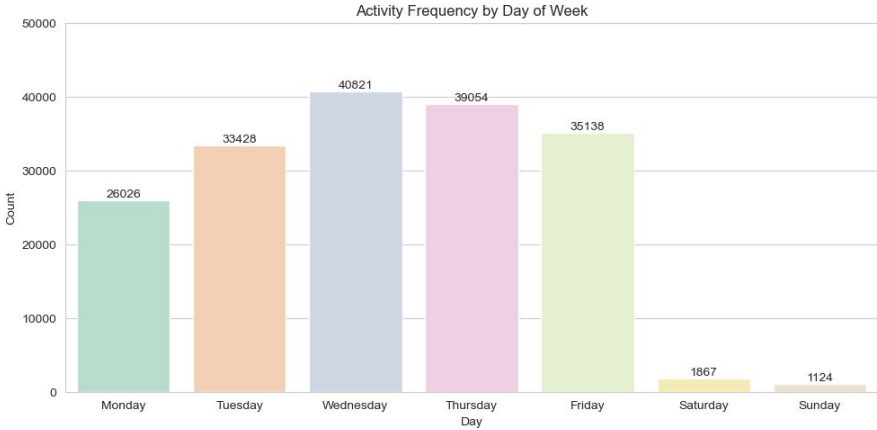
Activity Frequency by Day of Week



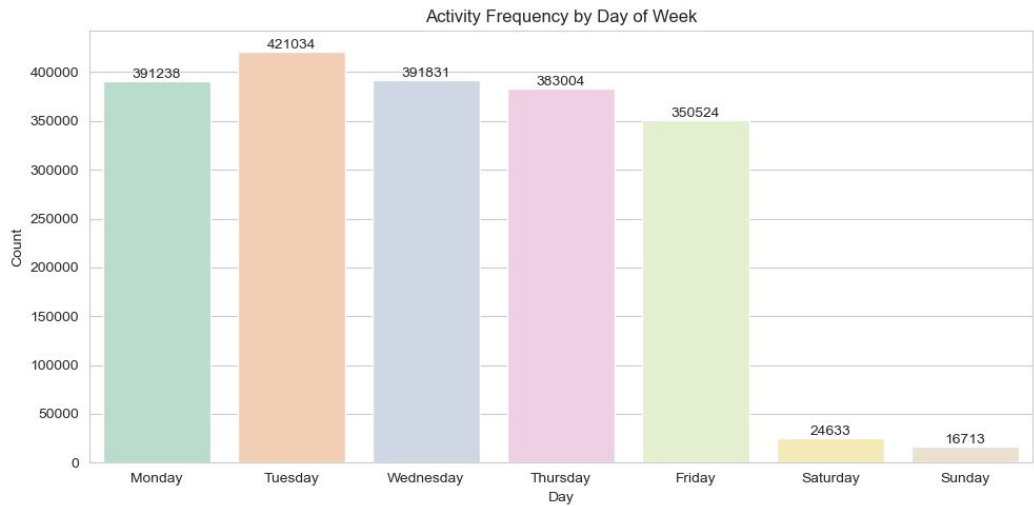
All Months



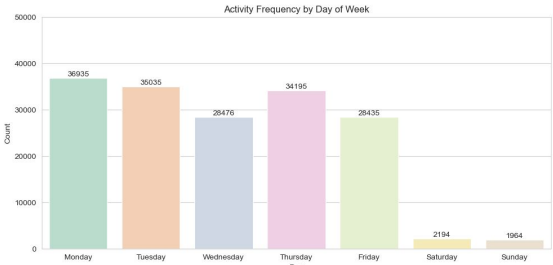
May '24



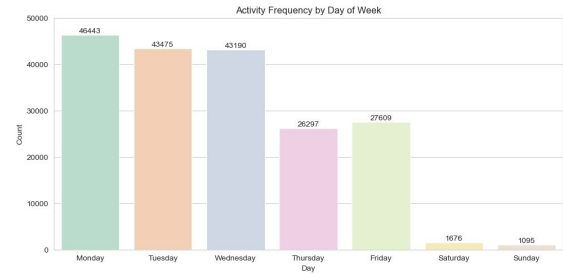
All Months



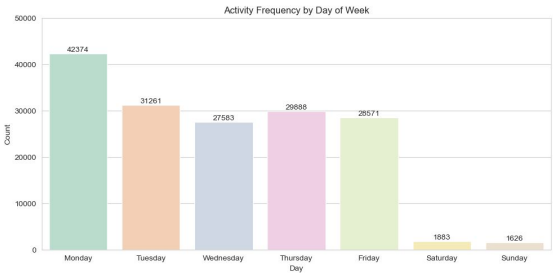
June '24



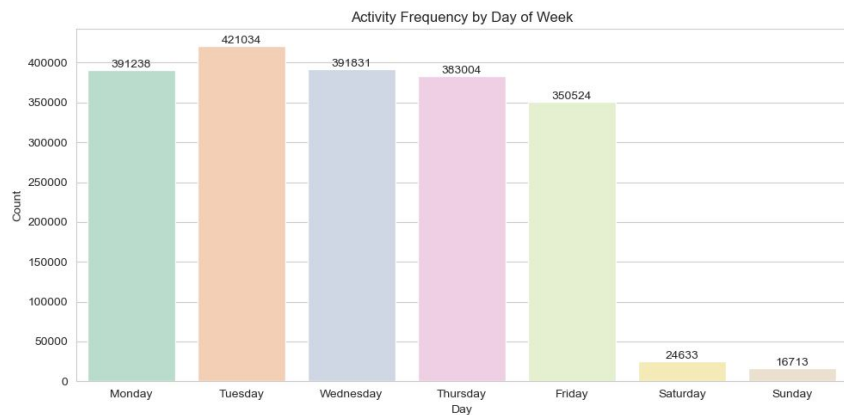
July '24



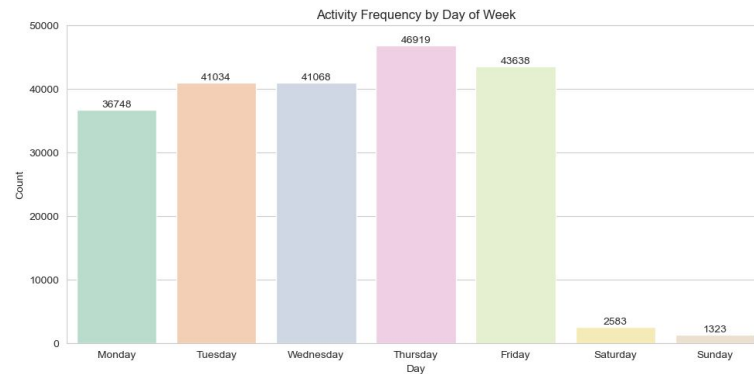
December '24



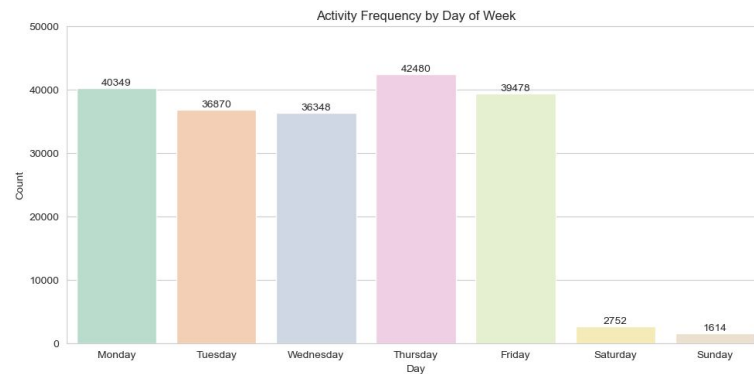
All Months



January '25

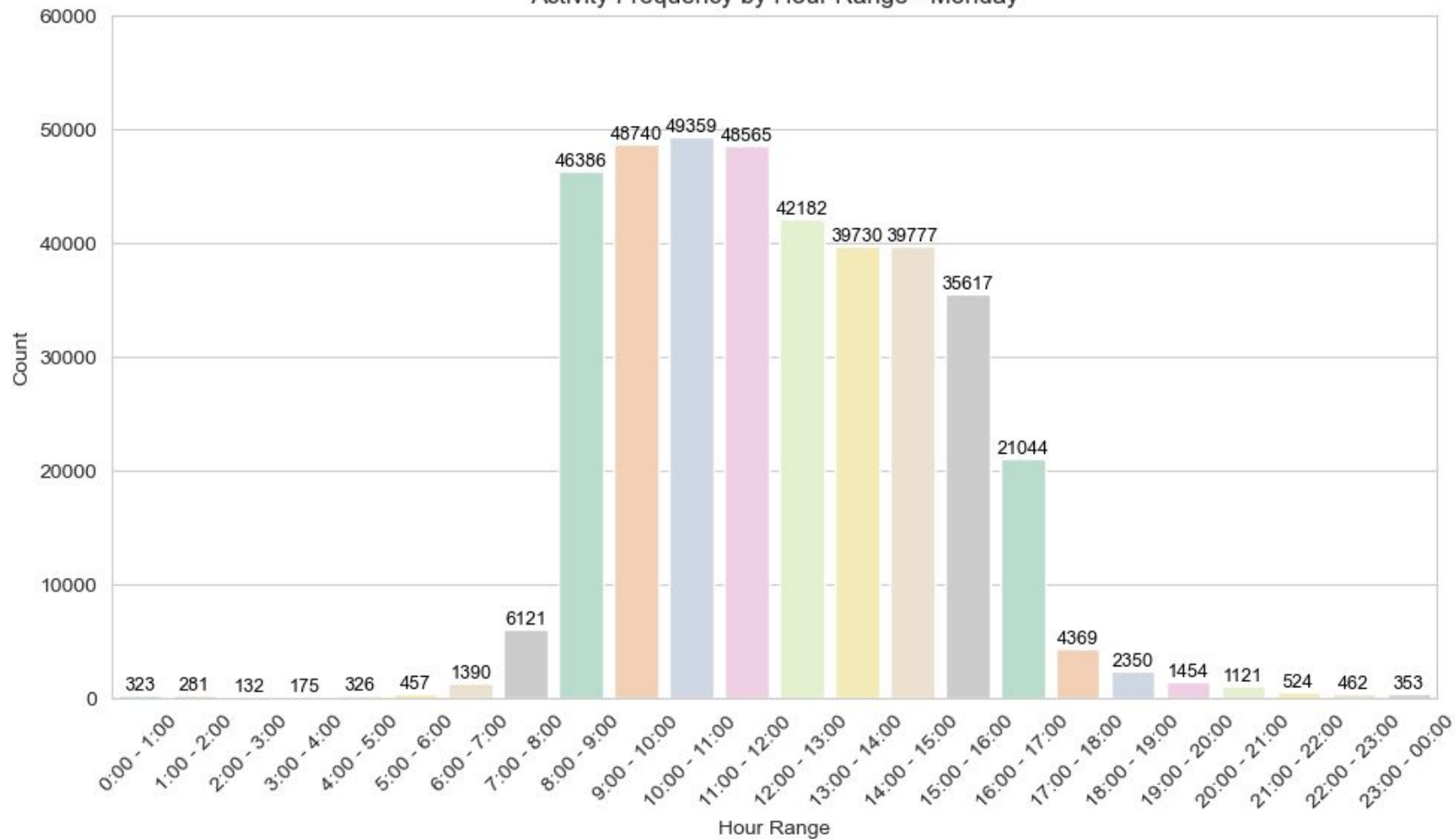


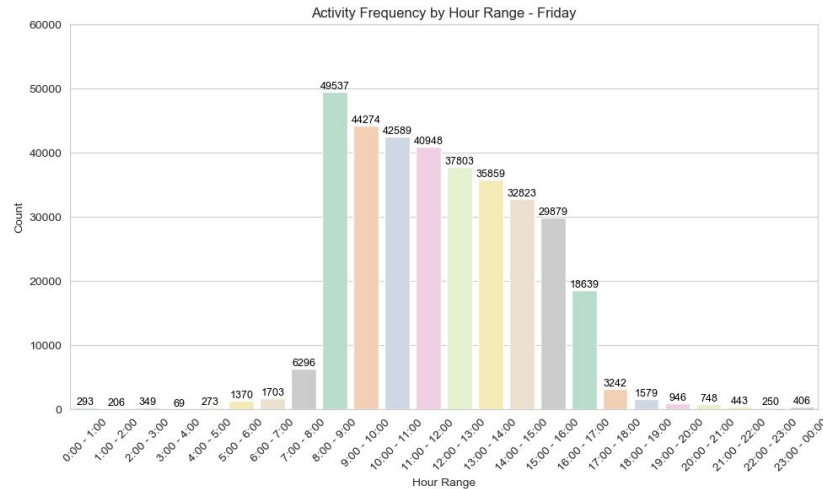
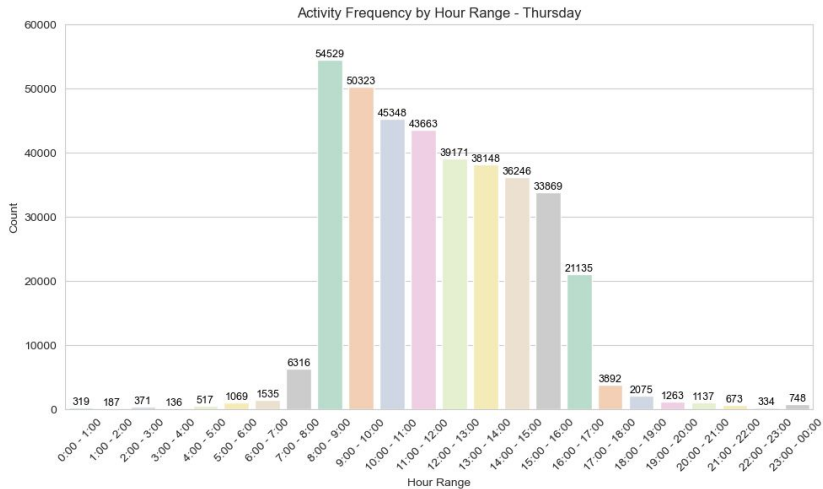
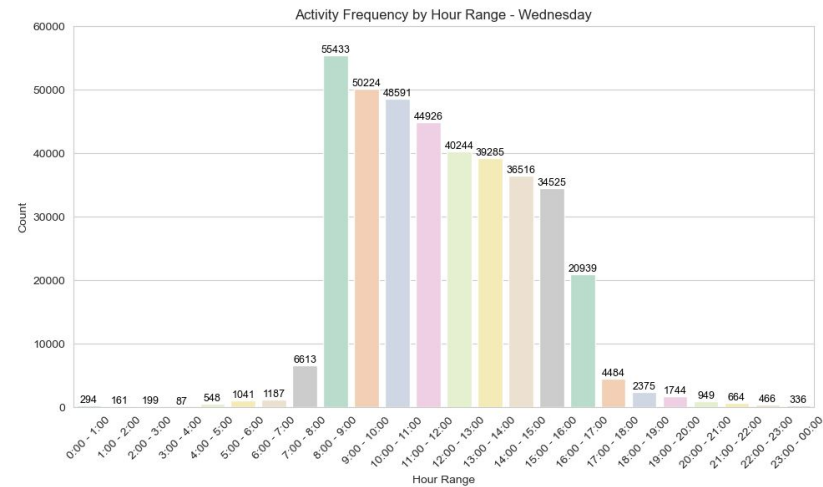
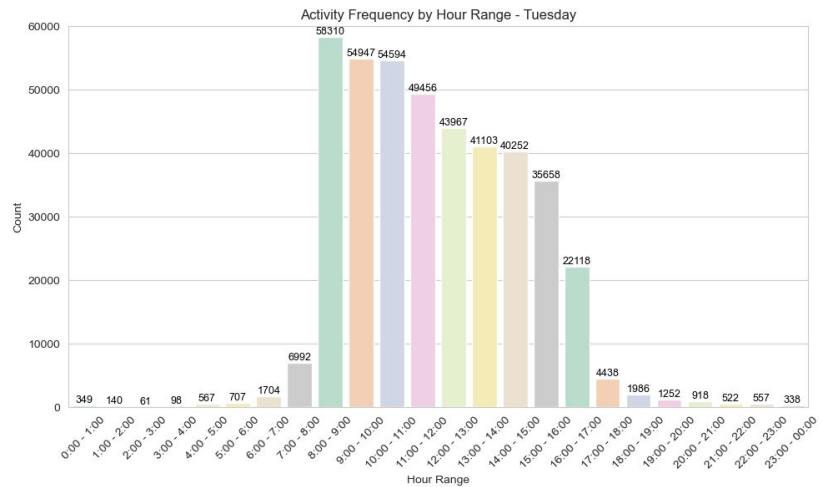
August '24

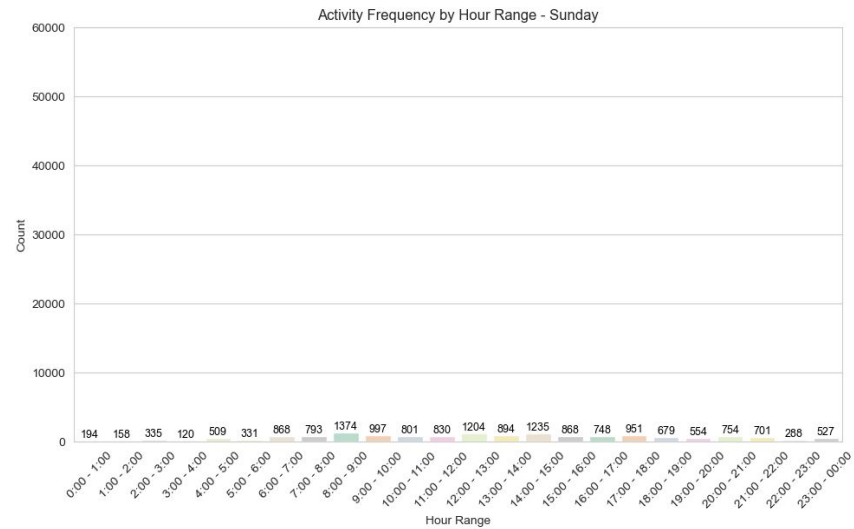
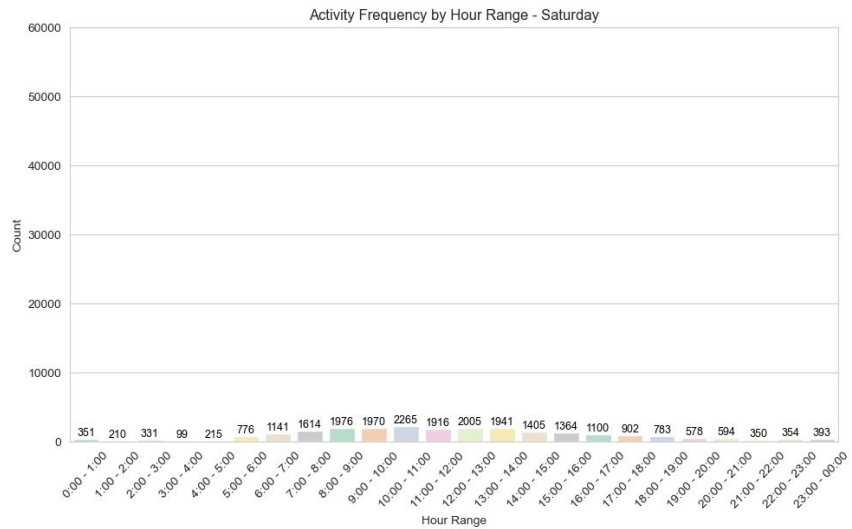


*Activity Distribution by Hour Across Days of
the Week*

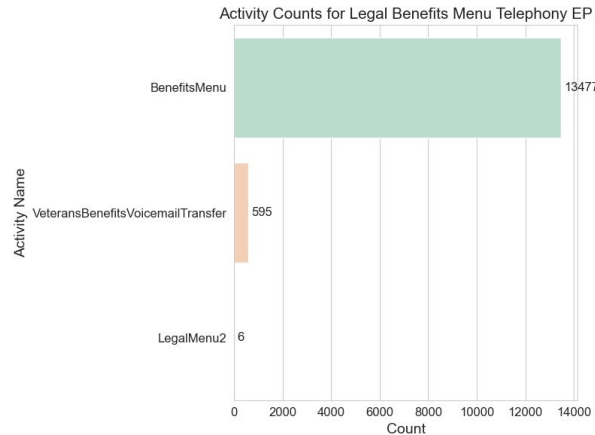
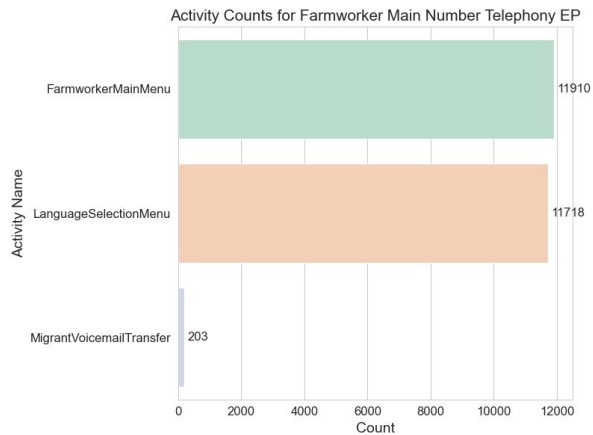
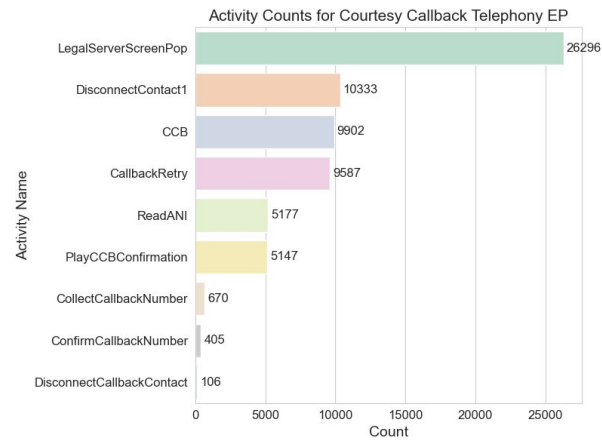
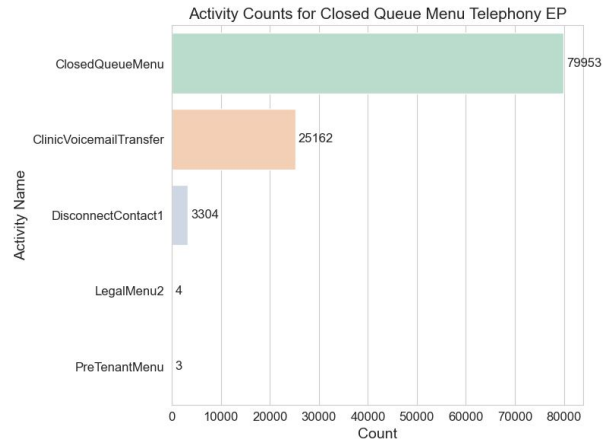
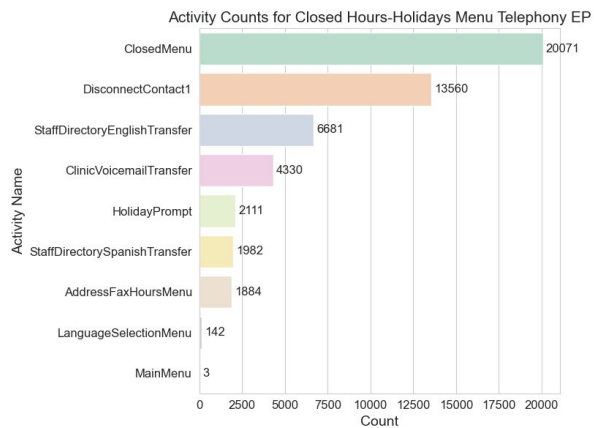
Activity Frequency by Hour Range - Monday

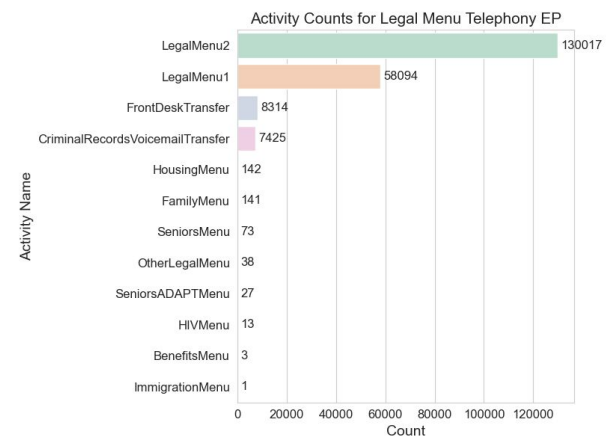
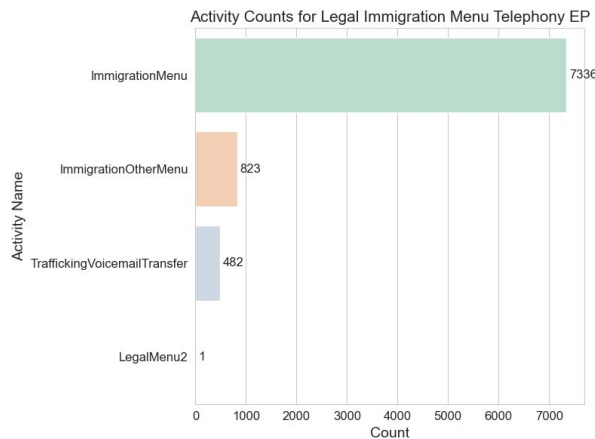
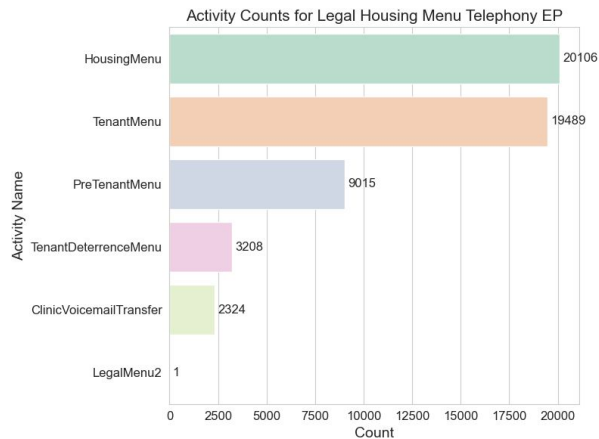
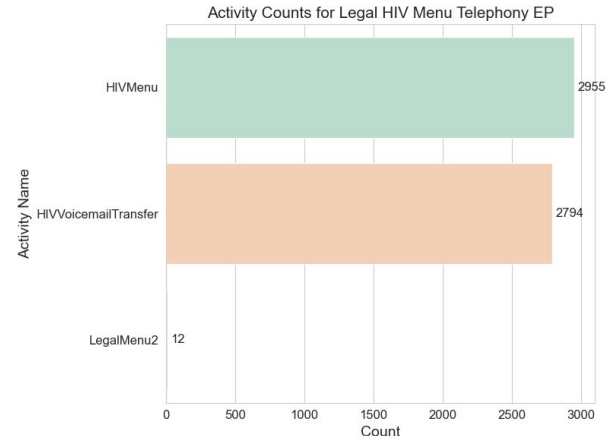
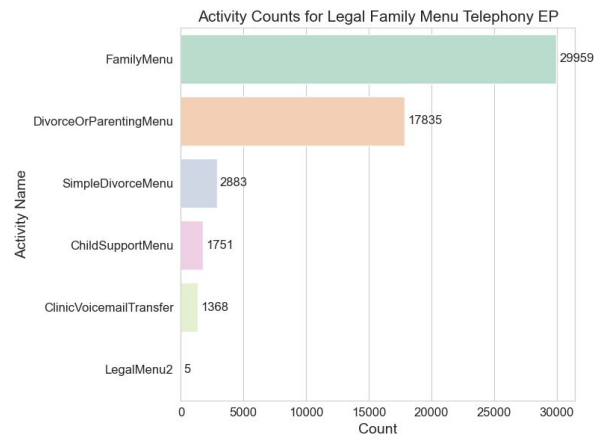
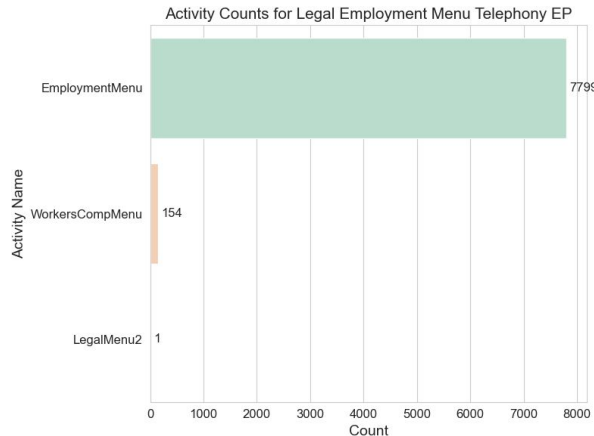


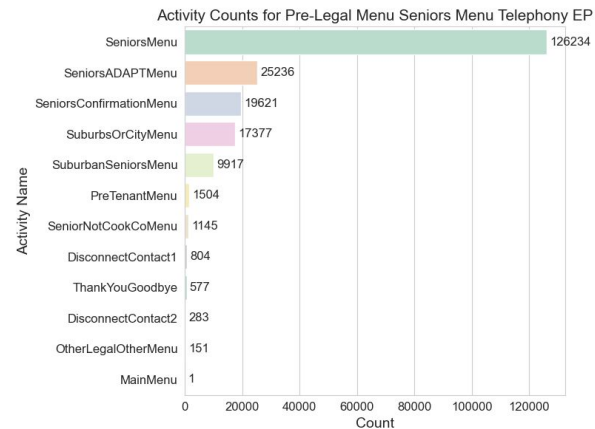
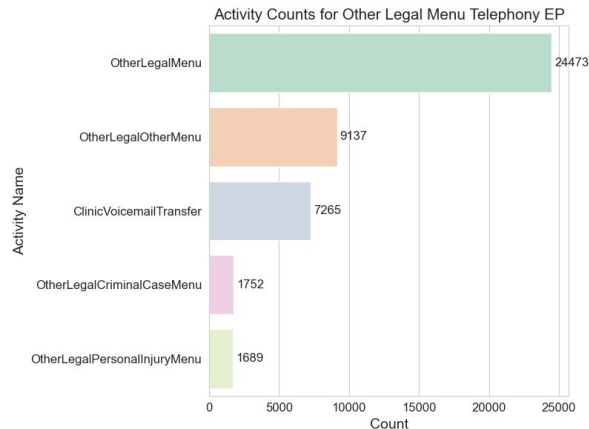
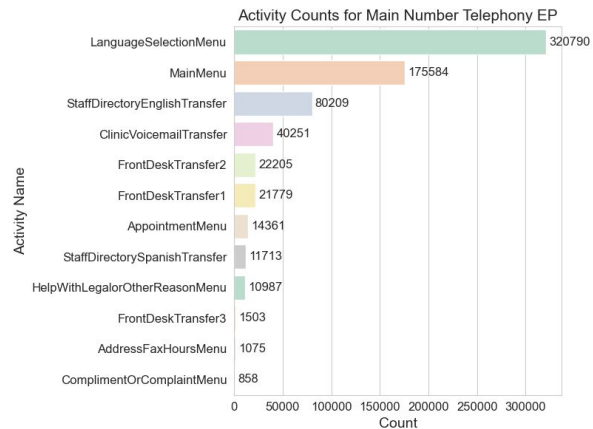




Usage Rate of Various Options on the Menu



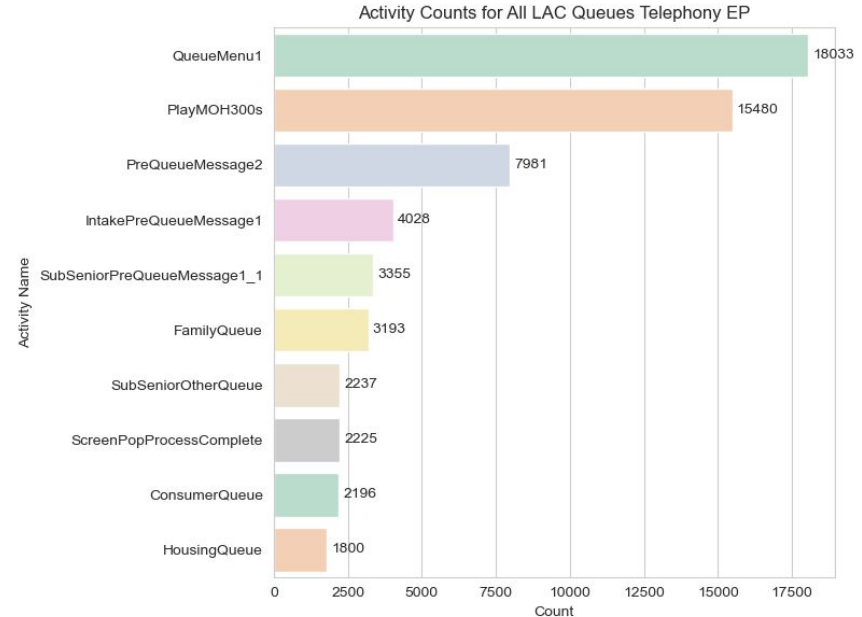




Clarification: Activity names in All LAC Queues

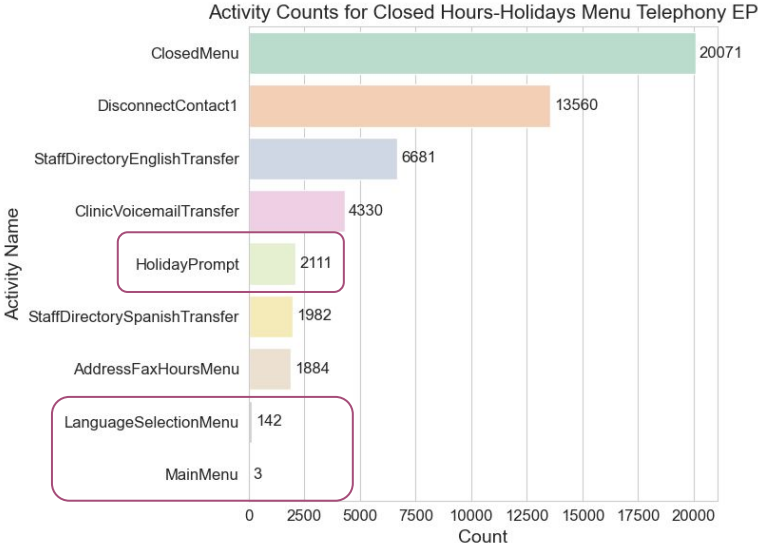
There are 98 different types of activity names under the EP Name “All LAC Queues Telephony EP”.

Is this a category which contains categories across all EP Name sub-groups? If so, is this redundant with the information from all the subcategories

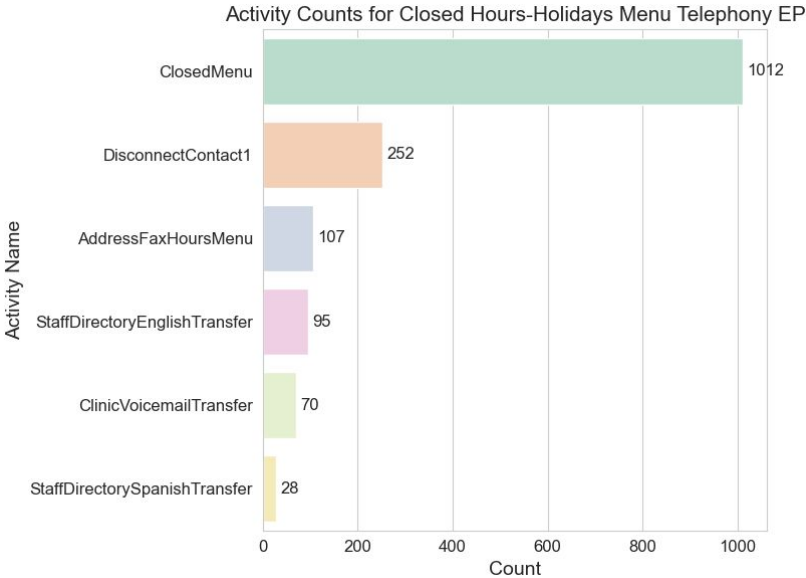


Discrepancies between All Months and April '24

All Months

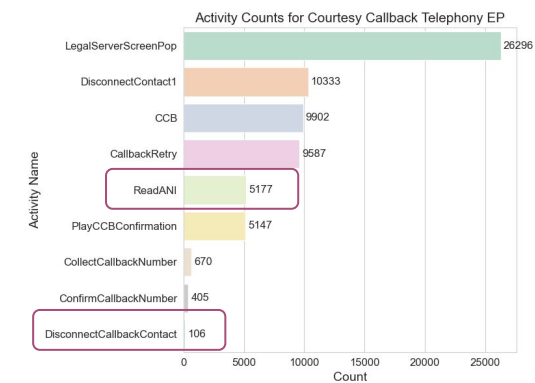


April '24

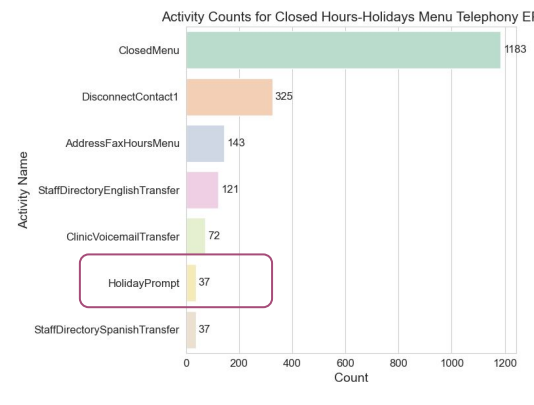
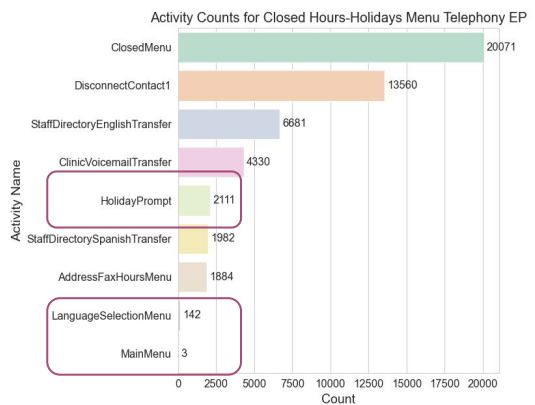
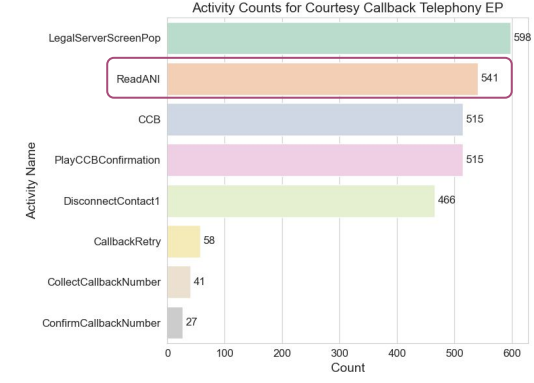


Discrepancies between All Months and May '24

All Months

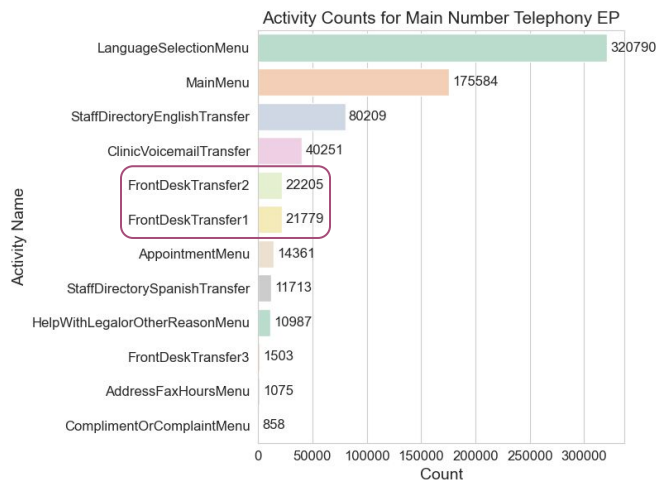


May '24

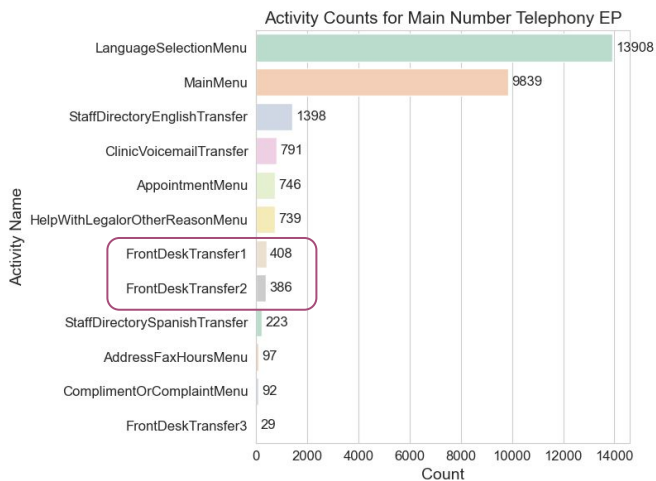


Discrepancies between All Months and June '24

All Months

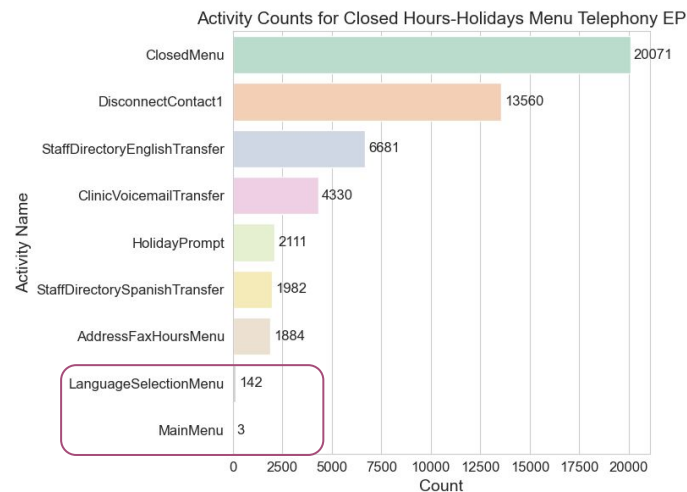


June '24

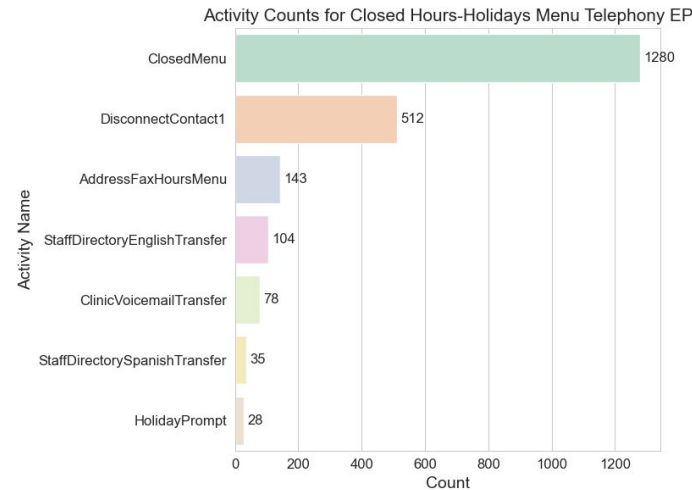


Discrepancies between All Months and July '24

All Months

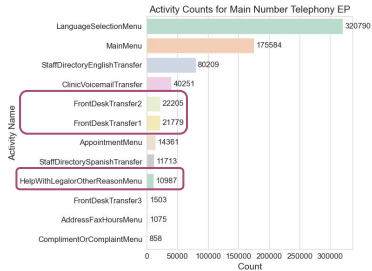


July '24

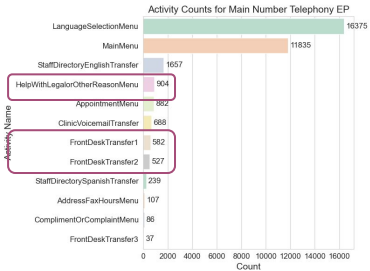


Discrepancies between All Months and August '24

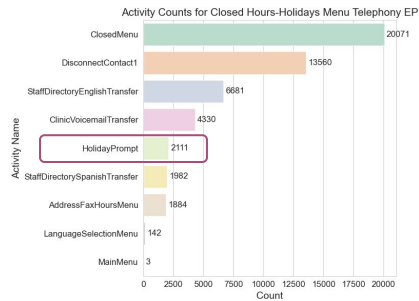
All Months



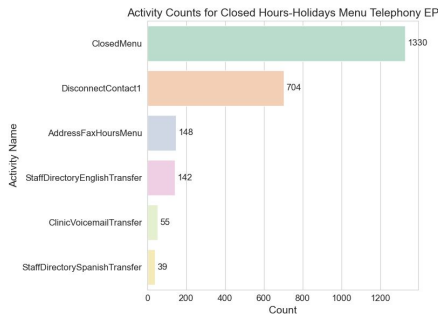
August '24



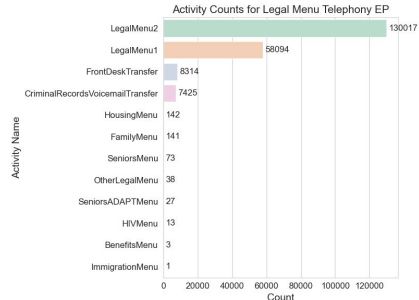
All Months



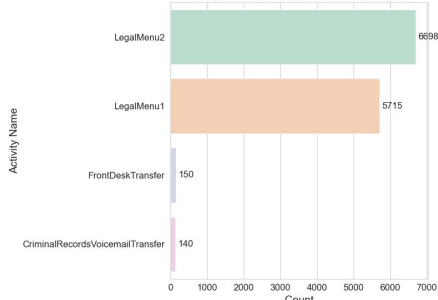
August '24



Activity Name

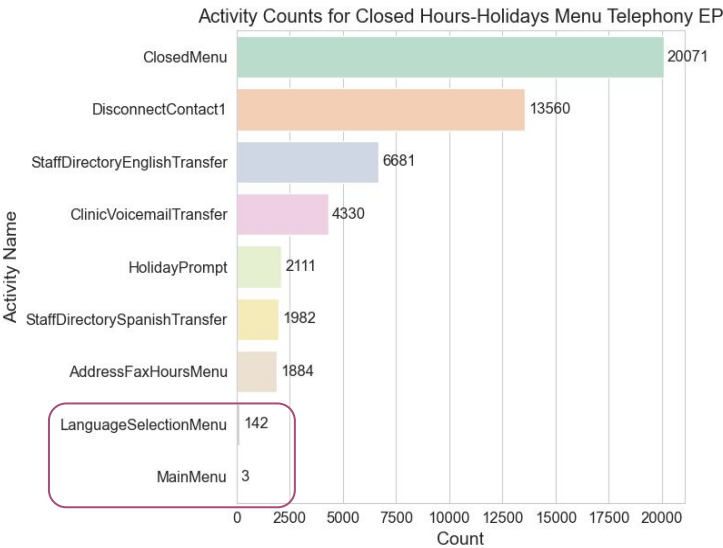


Activity Name

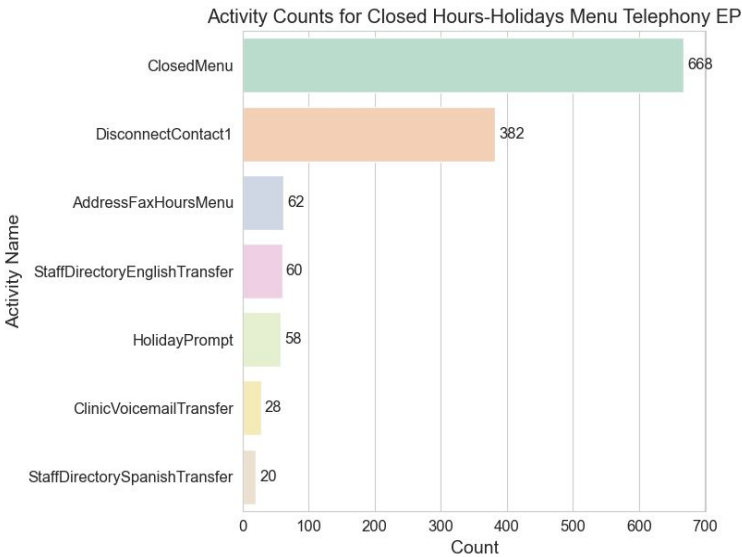


Discrepancies between All Months and September '24

All Months

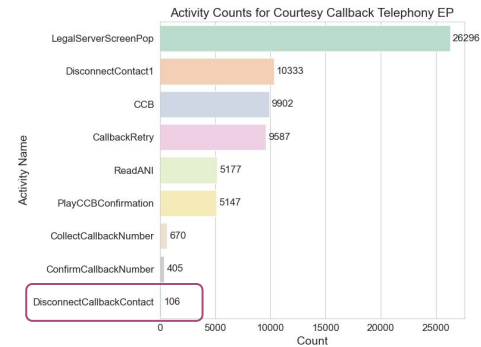


September '24

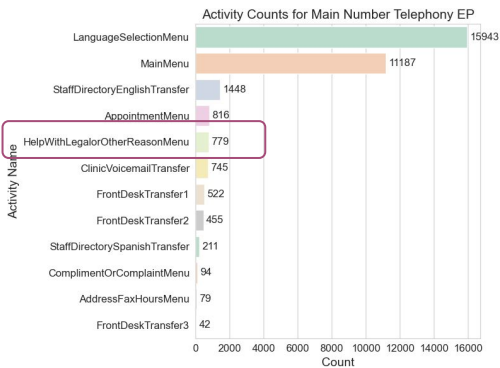
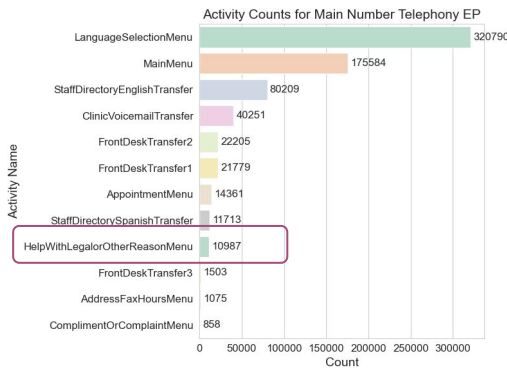
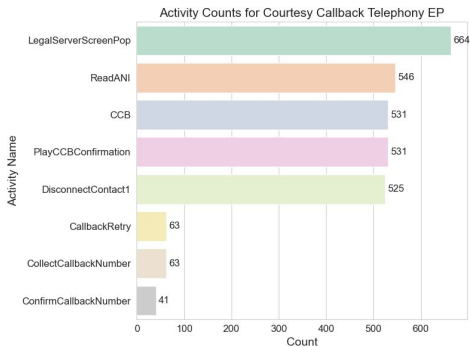


Discrepancies between All Months and October '24

All Months

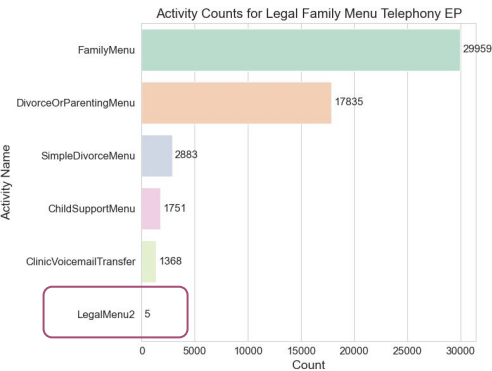


October '24

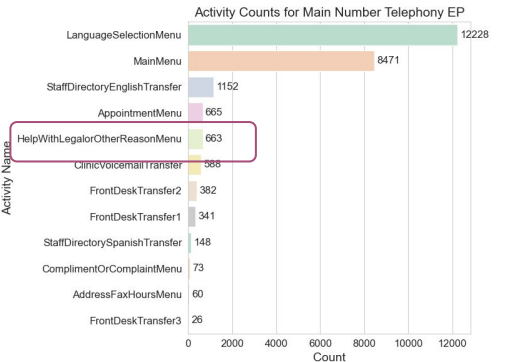
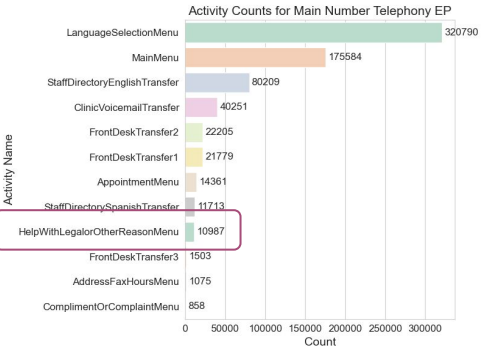
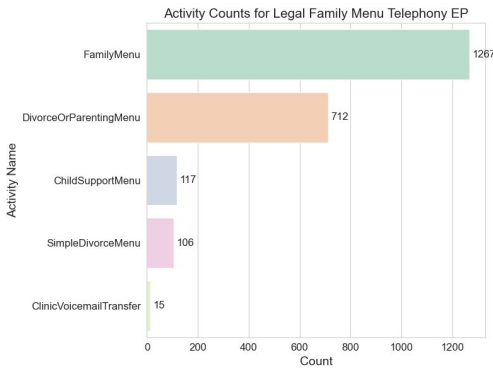


Discrepancies between All Months and November '24

All Months

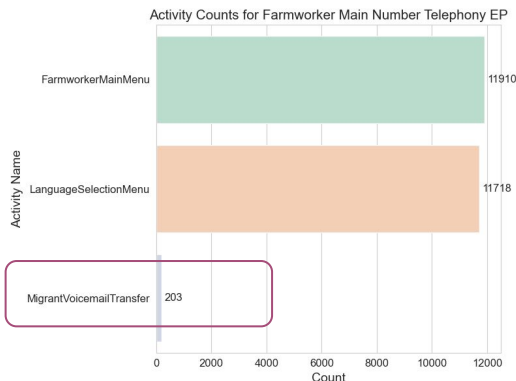


November '24

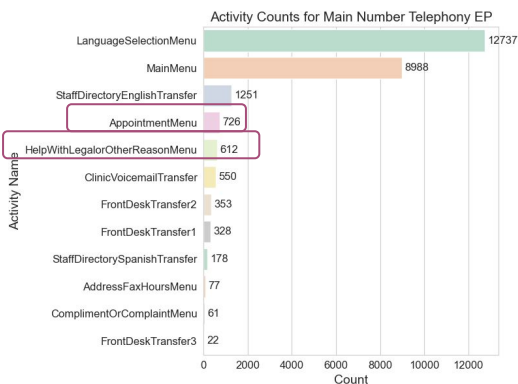
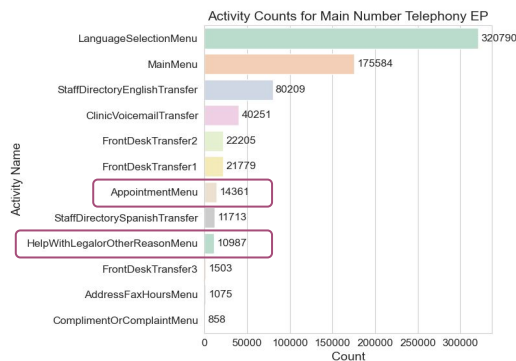
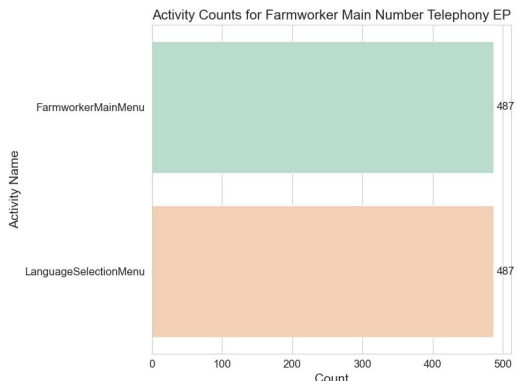


Discrepancies between All Months and December '24

All Months

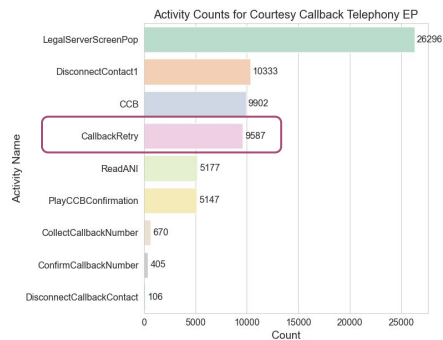


December '24

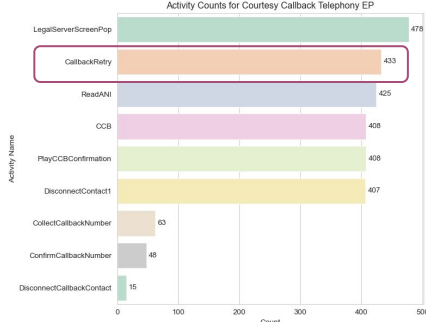


Discrepancies between All Months and January '25

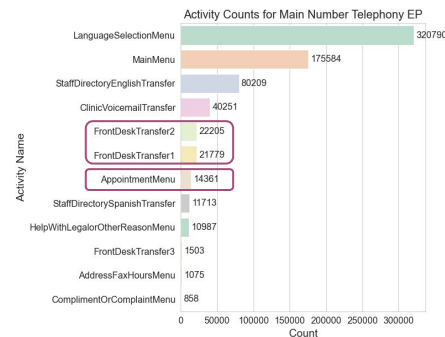
All Months



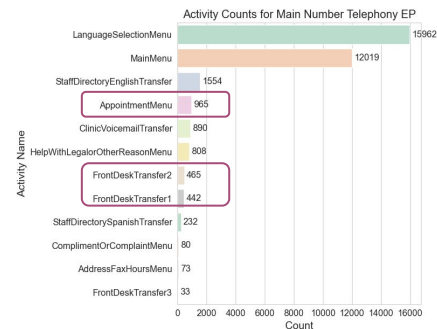
January '25



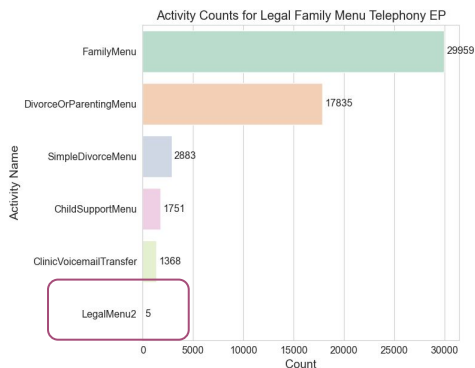
All Months



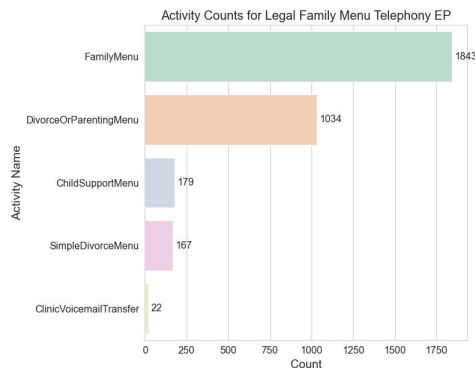
January '25



All Months

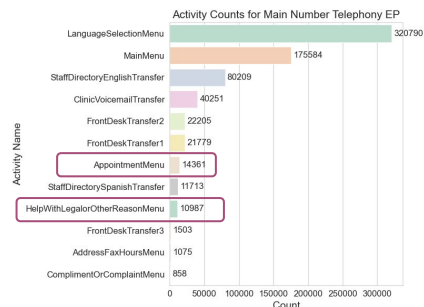
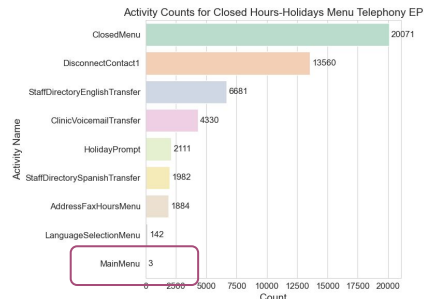


January '25

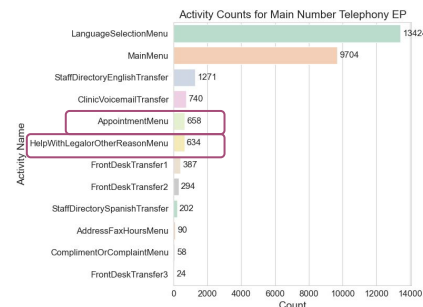
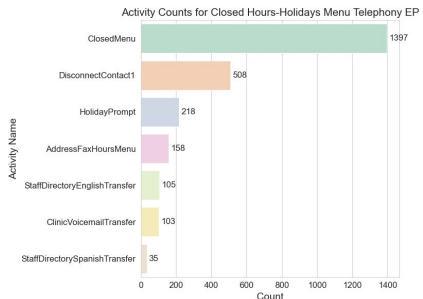


Discrepancies between All Months and February '25

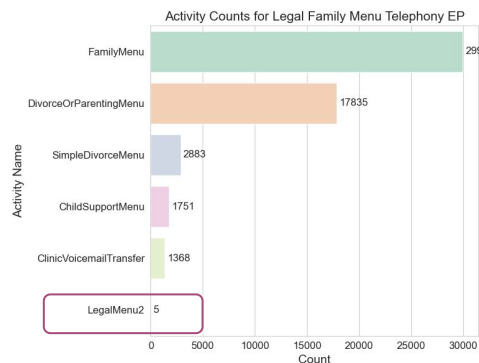
All Months



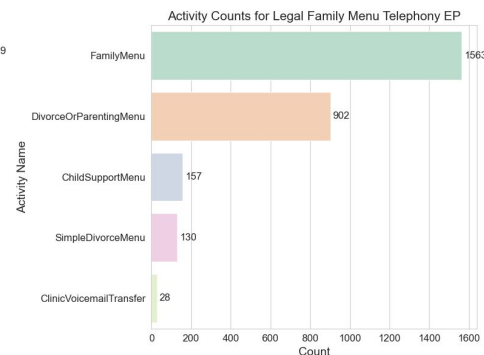
February '25



All Months

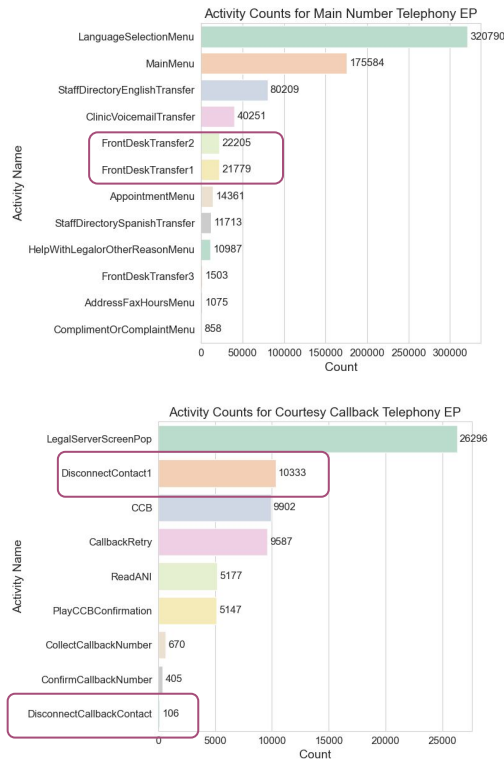


February '25

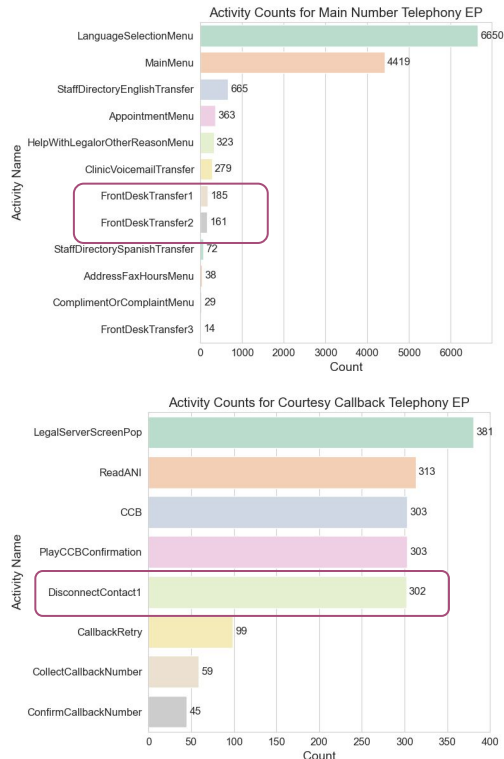


Discrepancies between All Months and March '25

All Months



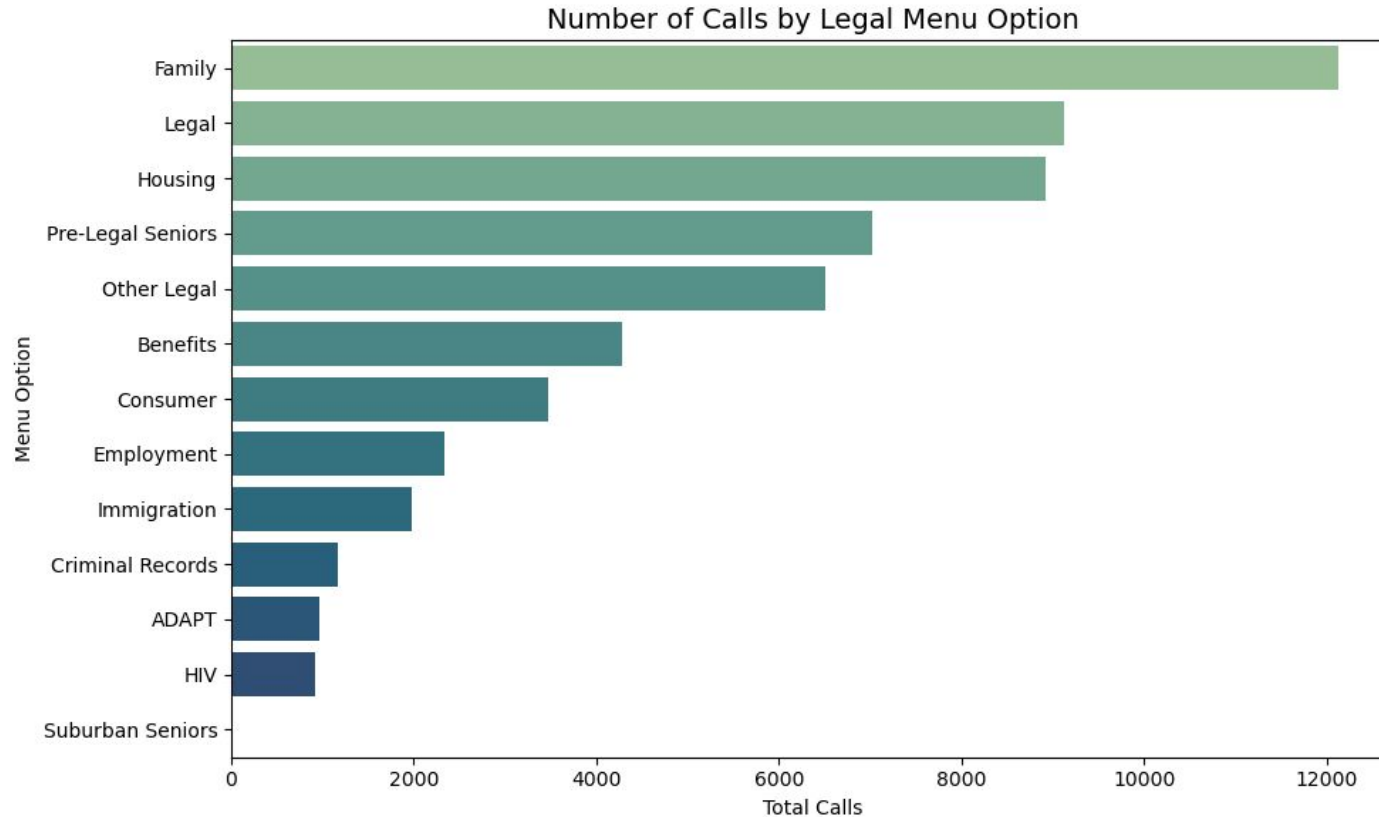
March '25

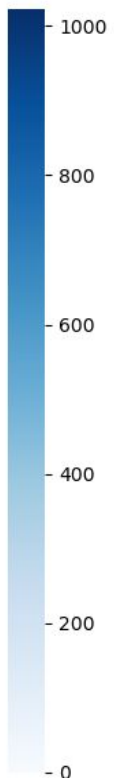


Expediting Call Flow

Goal: Reduce number of selections callers must make to reach their endpoint without losing triage function or our ability to identify legal issues and sub-issues

Legal Menu Call Volume





	Menu_Selection	Queue_Selection	Group_Suboption	Total_Calls
10	All Other Issues	Employment	Wages	1
162	Simple Divorce	Immigration	Visa or Crime Victim	1
160	Simple Divorce	Family	Name Change	1
156	Simple Divorce	Education	Education	1
155	Simple Divorce	ADAPT	ADAPT	1
143	Personal Injury	Family	Other	1
142	Personal Injury	Family	DV or Sexual Assault	1
140	Personal Injury	Employment	Wages	1
139	Personal Injury	Employment	Other Employment	1
138	Personal Injury	Education	Education	1
132	Personal Injury	ADAPT	SubSenior Other	1
120	N/A	N/A	Visa or Crime Victim	1
119	N/A	N/A	Utilities	1
115	N/A	N/A	SubSenior Homeowner	1
114	N/A	N/A	SubSenior Benefits	1
169	Workers Comp	N/A	Other Employment	1
113	N/A	N/A	SubSenior ADAPT	1
72	Immigration Other	Employment	Other Employment	1
67	Housing Other	N/A	Utilities	1
61	Housing Other	Employment	Other Employment	1
56	Housing Other	Benefits	DHS	1
43	Criminal	Family	Other	1
38	Criminal	Consumer	Foreclosure	1



Call Flows with Low Volume

35	Criminal	Benefits	Other	1
31	Child Support	N/A	DCFS	1
28	Child Support	Family	Name Change	1
25	Child Support	Education	Education	1
24	Child Support	Consumer	Utilities	1
23	Child Support	Benefits	Other	1
20	All Other Issues	N/A	Foreclosure	1
16	All Other Issues	Housing	Mobile Home	1
77	Immigration Other	N/A	Immigration Court	1
170	Workers Comp	N/A	Wages	1

Final Queues with Multiple Arrival Paths

	Final_Queue_Name	num_unique_paths	total_calls
8	Clinic Voicemail Transfer	12	7230
34	Staff Directory Spanish Transfer	7	492
9	Consumer	6	643
19	Family	6	1018
16	Employment	5	361
22	Front Desk Transfer	5	2093

Specialty Lines

Goal: Determine whether callers to our special intake lines are calling directly or being transferred via the menu.

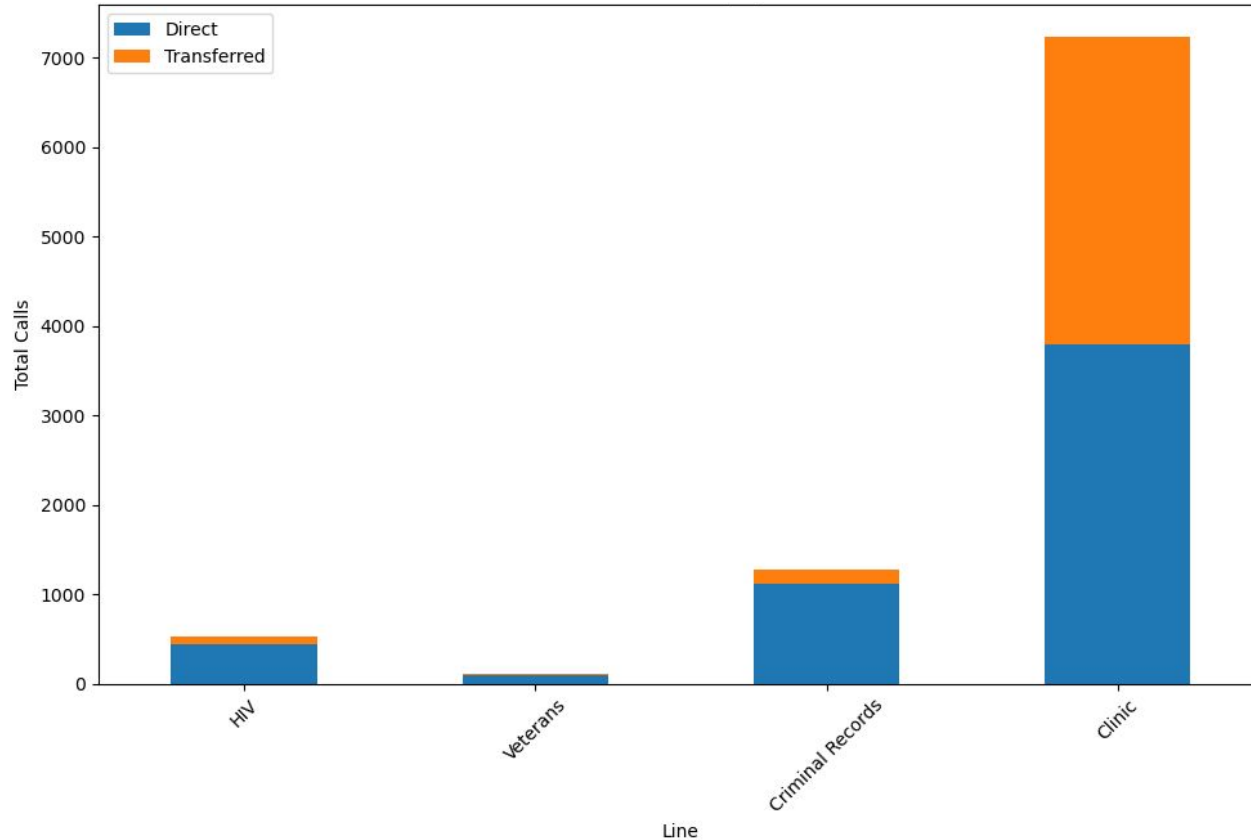
Specialty Lines Figures

List of Specialty Lines (can be changed to include more lines): HIV, Veterans, Criminal Records, Clinic

Direct calls: 5458 (59.74%)

Transferred calls: 3679 (40.26%)

Direct vs. Transferred Calls by Special Intake Line



Top 10 Final Queues by Total Calls (Excluding N/A)



Final Queue Name

Clinic Voicemail Transfer

Front Desk Transfer

Criminal Records Voicemail Transfer

Family

Family SP

Housing

Consumer

SubSenior Other

Consumer SP

HIV Voicemail Transfer

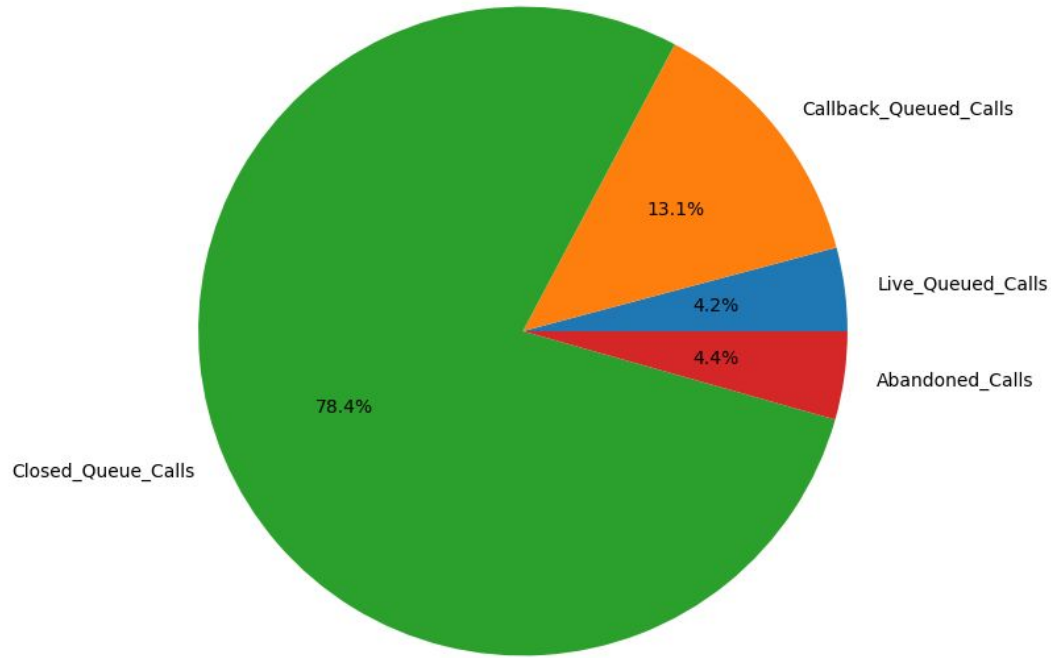
0 1000 2000 3000 4000 5000 6000 7000

Total Calls

Call Outcomes

Goal: Get a data visualization to understand numbers and types of calls and what happens to them

Call Outcome Distribution



Service Rate Comparison & SubSeniors Metrics

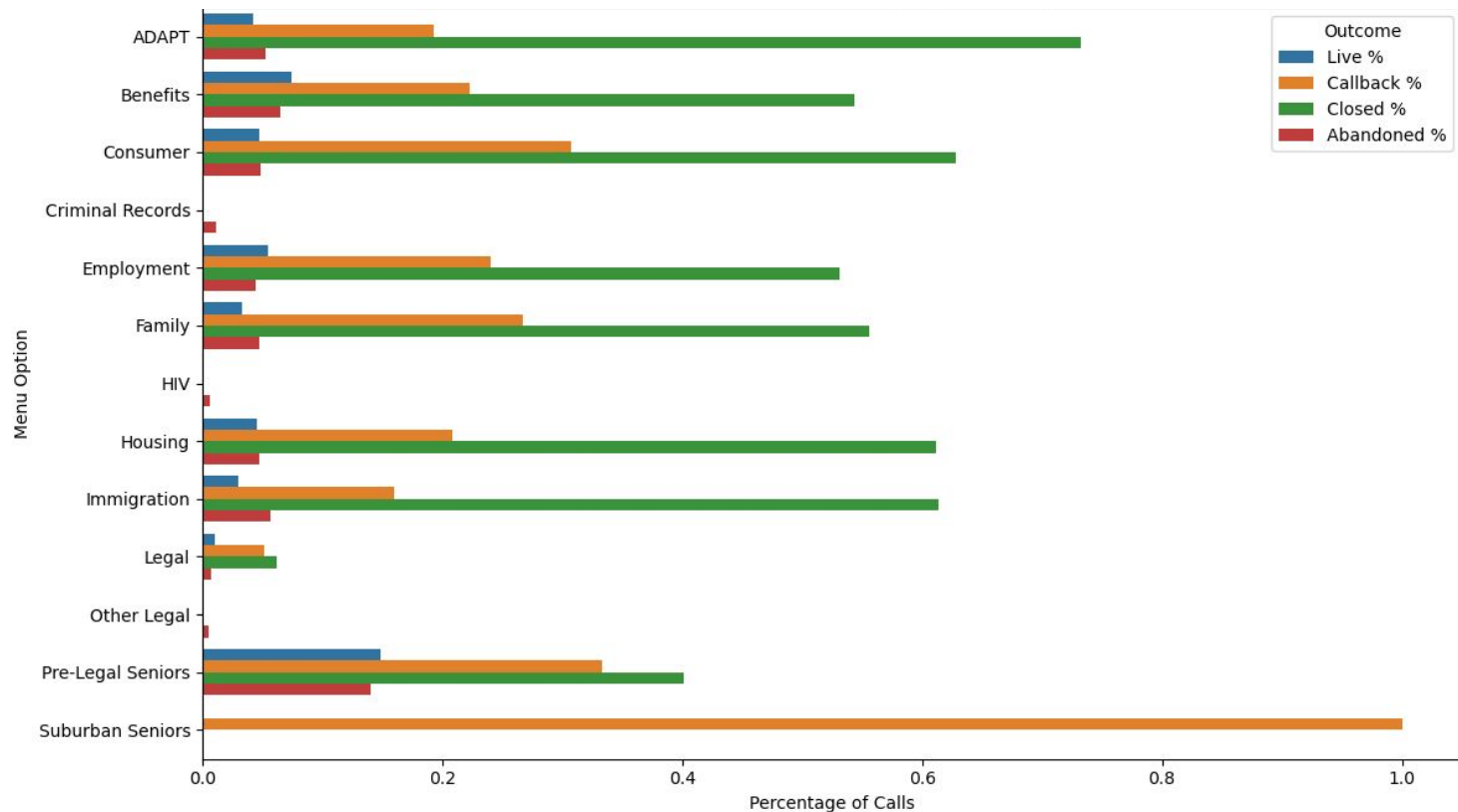
Senior live service rate: 33.26%

Regular live service rate: 1.00%

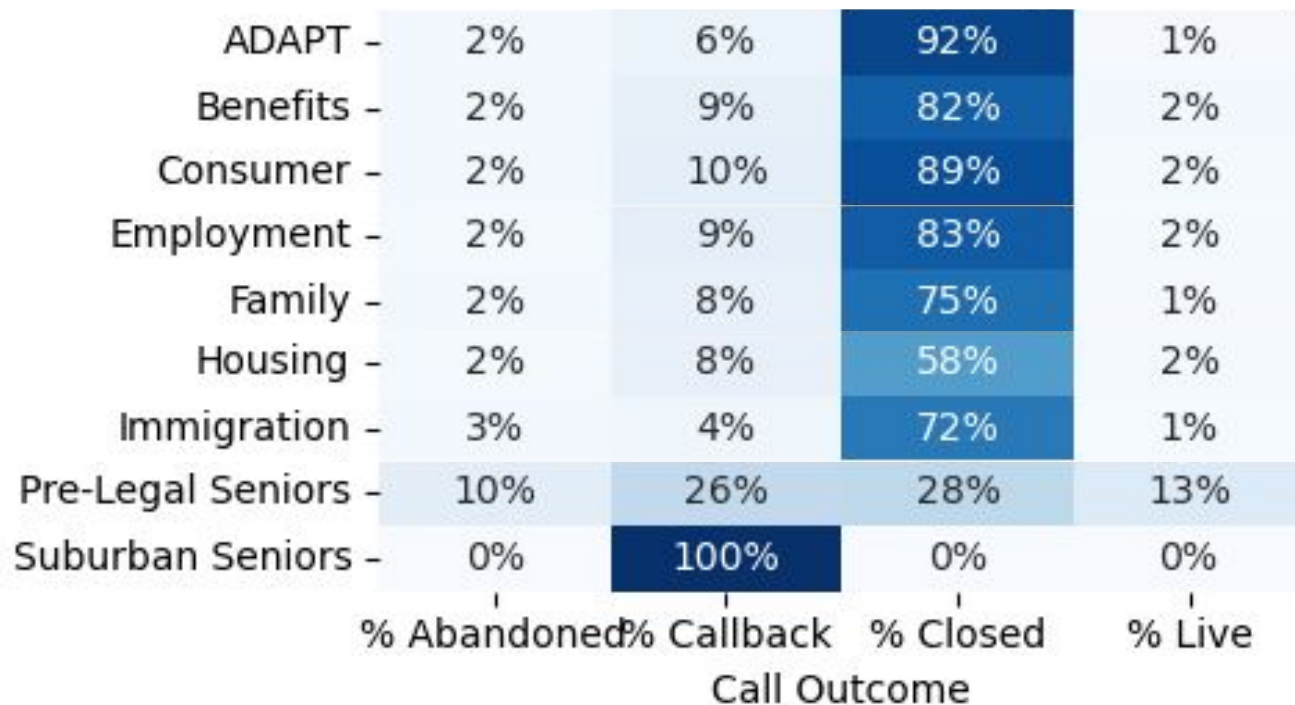
Total calls to SubSenior queues: 2,667

Percentage of total calls to SubSenior queues: 4.53%

Distribution of Call Outcomes by Legal Menu Option



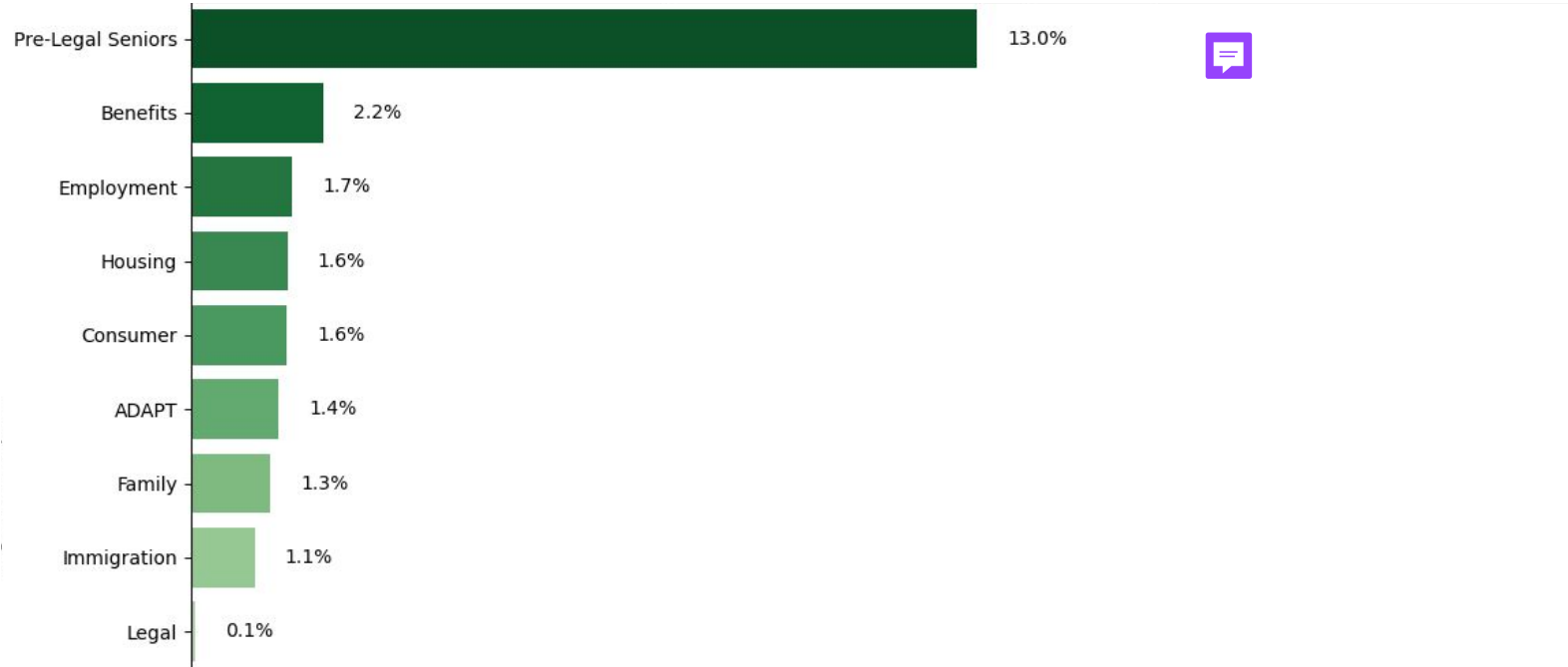
Call Outcome Heatmap




Results Table

	Legal_Menu_Option	Total_Calls	Live_Queued_Calls	Callback_Queued_Calls	Closed_Queue_Calls	Abandoned_Calls
0	Family	12130	160	938.0	9119	254
1	Legal	9117	6	39.0	294	20
2	Housing	8927	143	676.0	5138	153
3	Pre-Legal Seniors	7021	915	1849.0	1935	731
4	Other Legal	6512	0	0.0	0	34
5	Benefits	4283	94	378.0	3505	103
6	Consumer	3470	55	332.0	3071	84
7	Employment	2332	39	217.0	1935	41
8	Immigration	1983	21	80.0	1433	52
9	Criminal Records	1170	0	0.0	0	28
10	ADAPT	967	14	56.0	889	23
11	HIV	921	0	0.0	0	9
12	Suburban Seniors	1	0	1.0	0	0

Percentage of Calls Answered Live by Menu Option



Other questions/improvements to consider

- How can we consolidate some of lesser-frequented final queue selections and reroute those calls?
- **Can we get more information on the size and makeup of the call team?** 
This might help us better organize and arrange the call menu options to allow for more important calls to get routed towards live responses more often.