Call Centre
Queue Performance

Avg of Service Level %	Avg of Abandon %
57.61%	**15.17%**
Goal: 80%	Goal: 5%

Total Offered (In/Out)	Average of Answer %
76826	**88.09%**

Average Handle (mins)	Average Wait (mins)
3.39	**1.63**

Average Hold (mins)	Average ACW (mins)
1.43	**0.63**

Call Volume vs Call Answered

● Calls Offered — Total Answered
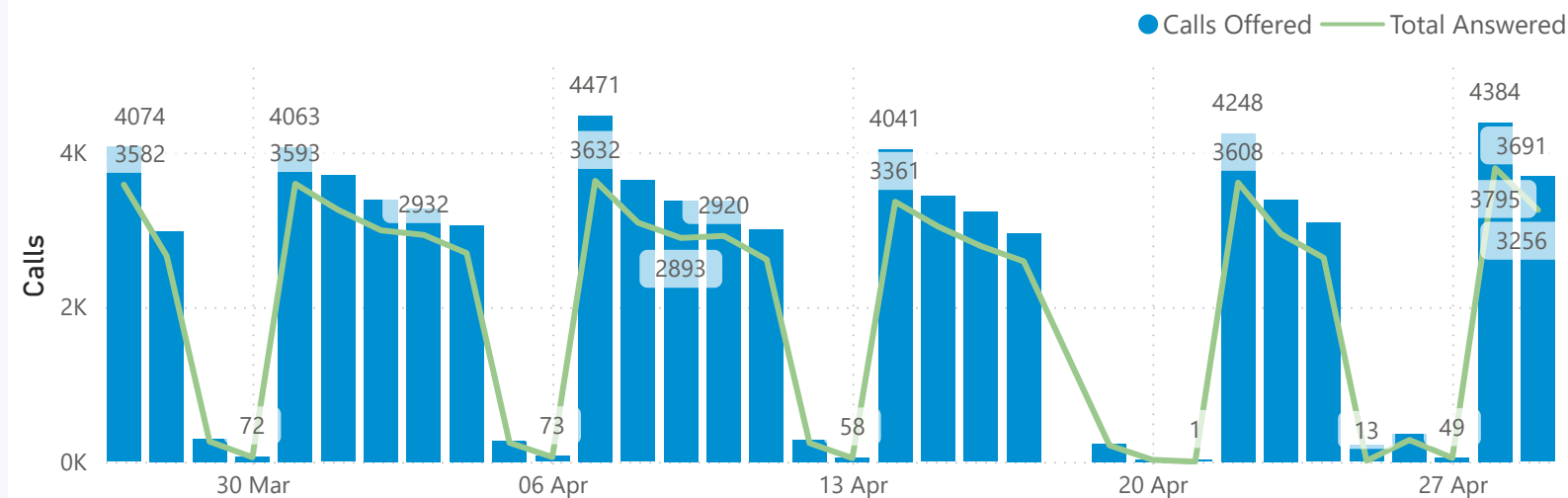
Date	Queue Branch	Offered Calls	Service Level %	Answer %	Abandon %
Thursday, 27 March 2025	s Department	29	93.10%	96.55%	3.45%
Thursday, 27 March 2025	s Department	6	100.00%	100.00%	
Thursday, 27 March 2025	Inbound Queue	10	70.00%	100.00%	
Thursday, 27 March 2025	Inbound Queue	52	73.08%	90.38%	9.62%
Thursday, 27 March 2025	Queue	59	35.71%	71.19%	15.25%
Thursday, 27 March 2025	Queue	244	38.93%	86.07%	10.66%
Thursday, 27 March 2025	Queue	79	44.30%	89.87%	7.59%
Thursday, 27 March 2025	Queue	22	54.55%	95.45%	4.55%
Thursday, 27 March 2025	Connect	4	50.00%	75.00%	25.00%
Total		**76826**			

Average Service Level by Branch

Target: 80.00%

89.26% 88.61% 85.02% 78.02% 75.00% 67.76% 64.48% 62.01% 59.79% 58.49% 52.11% 50.49% 48.35% 46.73% 45.99% 44.55% 43.81% 42.90% 42.06% 34.25% 12.50% 0.00%
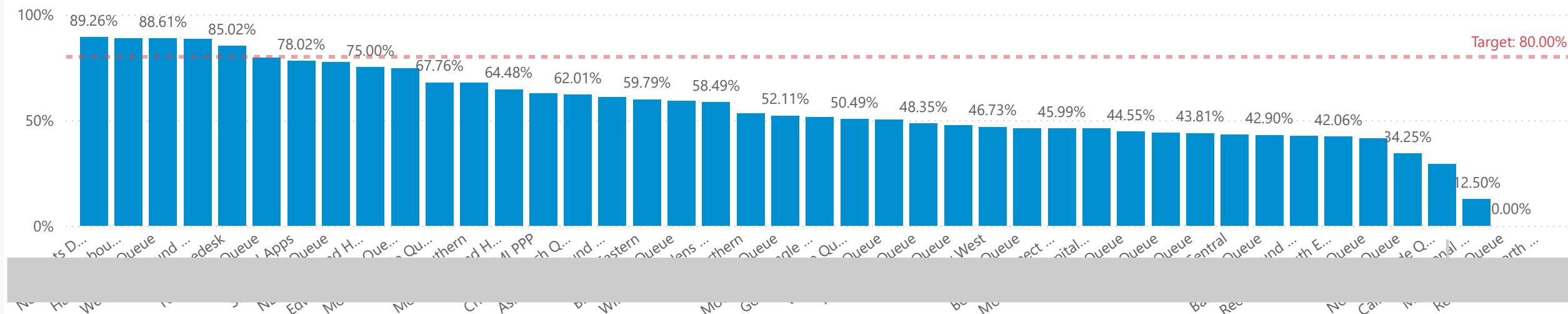
Interactions

Initial Direction

All

Date

17/10/2024   30/04/2025

Queue Name
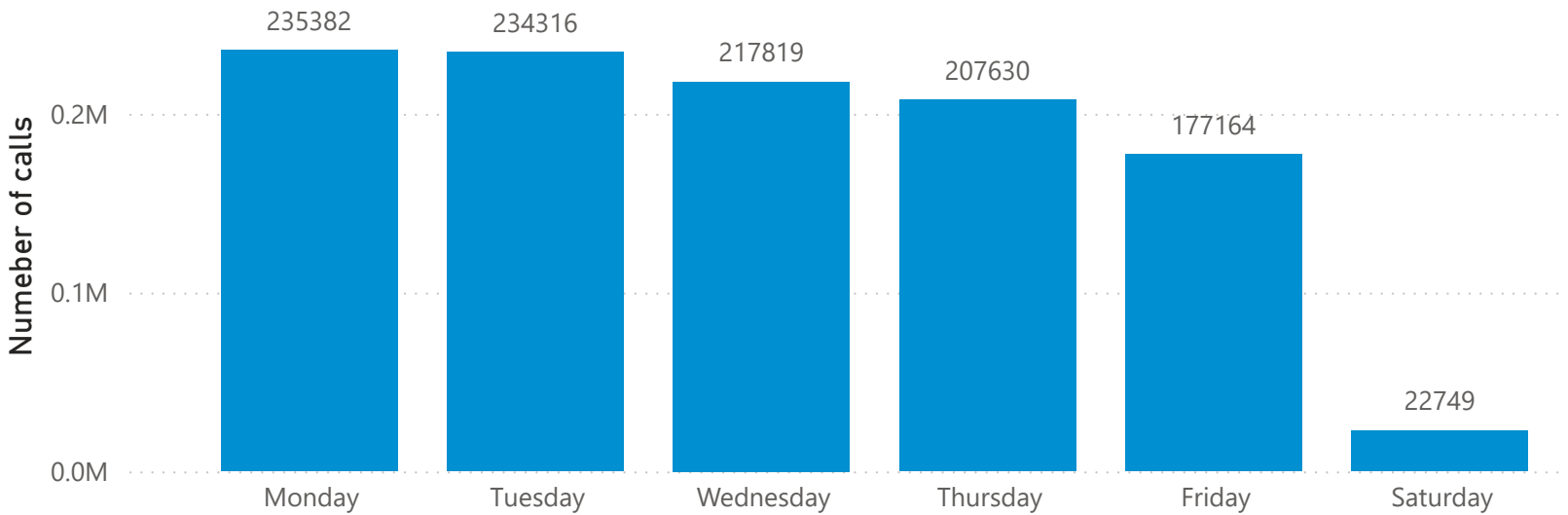
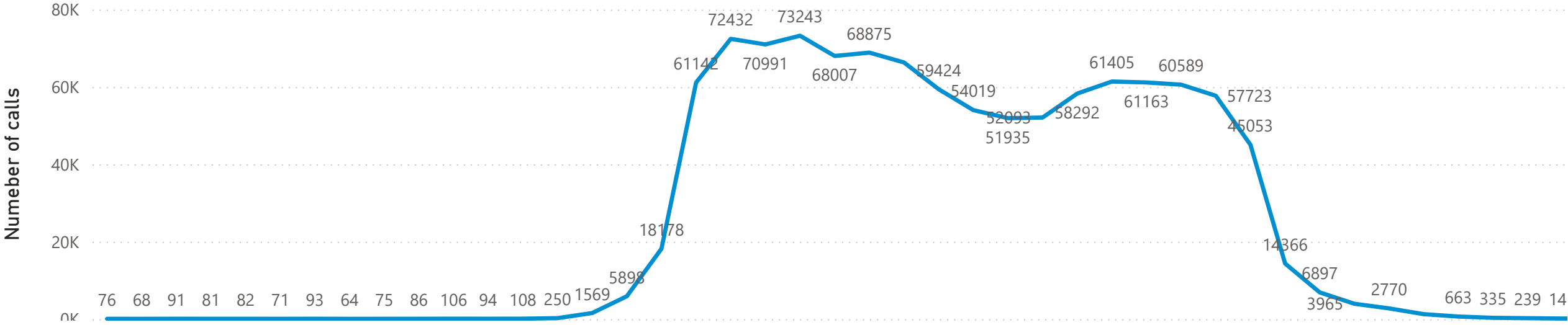All

Inbound Calls Received	Outbound Calls Received
438104	662669

Abandoned Calls	AbandonRate
38637	3.51%

Peak Day Traffic

Number of calls

- Monday: 235382
- Tuesday: 234316
- Wednesday: 217819
- Thursday: 207630
- Friday: 177164
- Saturday: 22749

0.2M
0.1M
0.0M

Peak Hour Traffic

Number of calls

80K

76 68 91 81 82 71 93 64 75 86 106 94 108 250 1569 5898 18178 61142 72432 70991 73243 68007 68875 59424 54019 52093 51935 58292 61163 61405 60589 57723 45053 14366 6897 3965 2770 663 335 239 14

60K
40K
20K
0K

Agent Performance

Avg Handle (mins)	Avg Hold (mins)
3.34	1.53

Avg ACW (mins)	Avg Talk (mins)
0.65	2.54

Agent Performance by Date

Date	Agent Name	Handle Calls	Answered Calls	No Answered Calls
Tuesday, 8 April 2025	A	12	5	10
Tuesday, 8 April 2025	A	1		
Tuesday, 8 April 2025	A	88	69	13
Tuesday, 8 April 2025	A...laros	6		1
Tuesday, 8 April 2025	A	2		
Tuesday, 8 April 2025	A	5		
Tuesday, 8 April 2025	A	63	60	17
Tuesday, 8 April 2025	A	23	14	13
Tuesday, 8 April 2025	A...ell	16	11	3
Tuesday, 8 April 2025	A...n	73	55	21
Tuesday, 8 April 2025	Amanda Unger	11	0	
Total		**54566**	**40410**	**23352**

Total Handle Calls by Agent Name

	715
	643
	593
	584
	580
	578
	562
	559
	531
	522
	520
	518
	508
	503
	493
	487
	467
	466
	463
	449
	445
	437
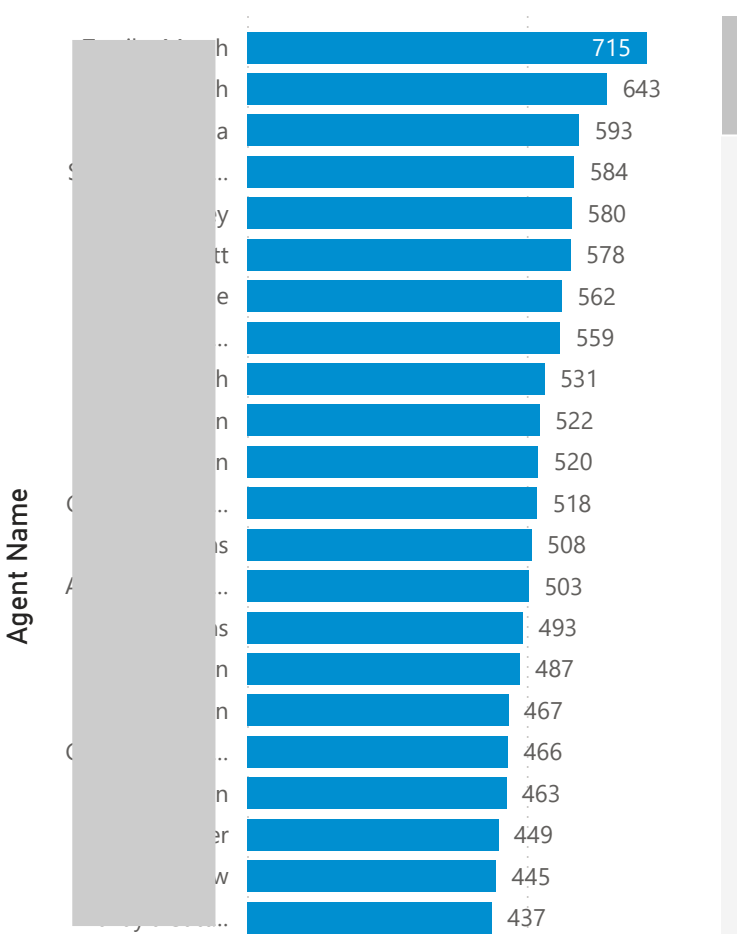
Average Handle Time (mins) by Date
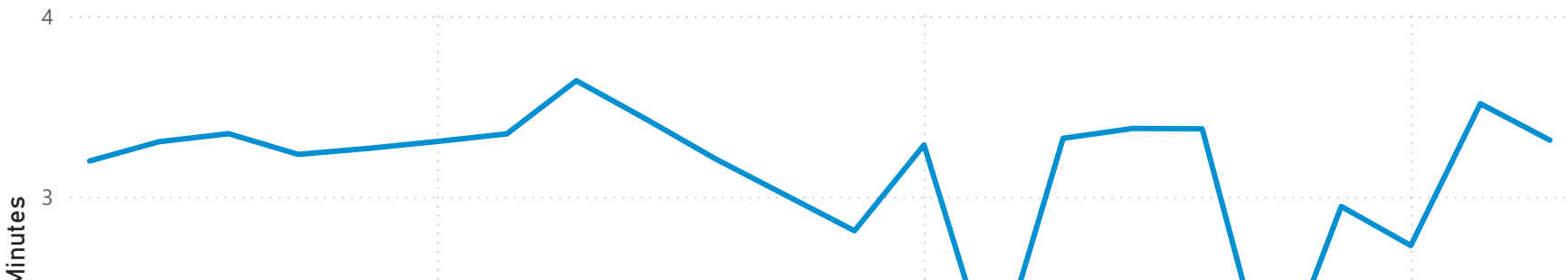
Agent Status

Avg In Idle Status (%)	Avg Interacting (%)
47.20%	**45.33%**
Avg On Queue (%)	Avg Off Queue (%)
70.08%	**45.57%**
Avg Not Responding (%)	Avg Occupancy (%)
14.70%	**51.51%**

Agent Routing Status

Not Responding 17.01%
Interacting 34.6%
Idle 48.39%

Org Presence

Off Queue 32.44%
Available 27.25%
On Queue 40.31%
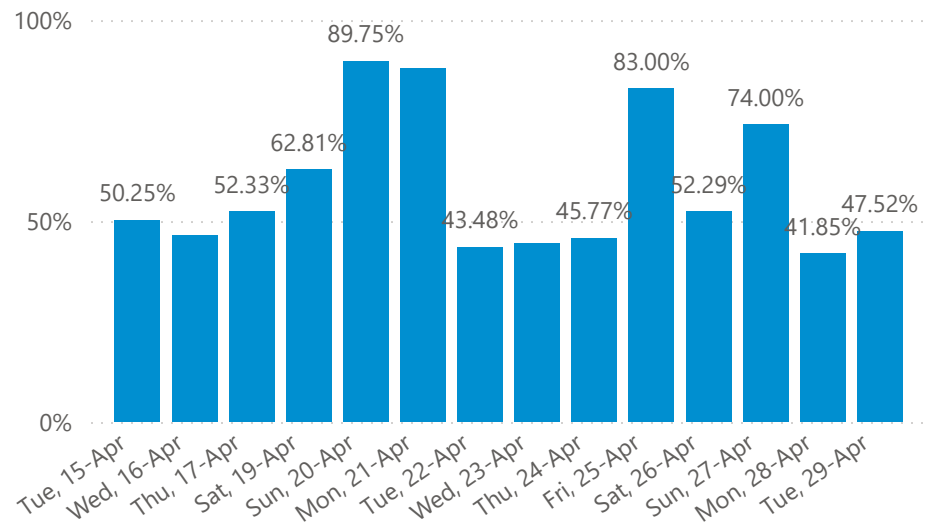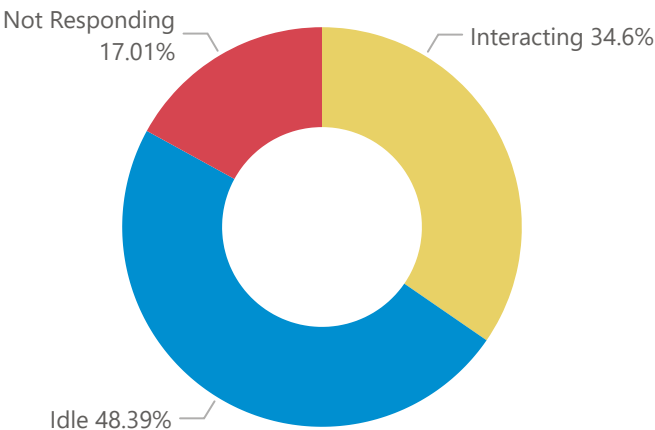
Average of Idle % by Date
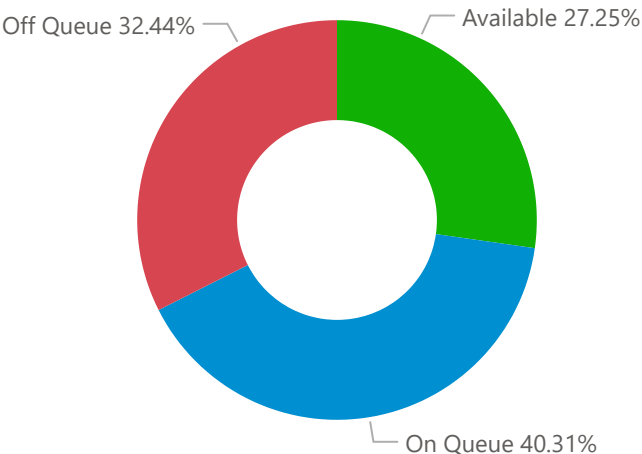
Date	Agent Name	Idle (mins)	Interacting (mins)	On Queue (mins)	Off Queue (mins)	Not Responding (min
Tue, 15-Apr		56.37	727.73	154.90	107.85	33.2
Wed, 16-Apr			665.78		366.57	
Thu, 17-Apr			14.48		515.22	
Thu, 24-Apr		271.22	95.48	401.05	94.28	34.3
Tue, 15-Apr		352.48	5.37	361.08	133.35	
Wed, 16-Apr		239.17	2.82	242.00	32.68	
Tue, 22-Apr		375.17	0.88	376.27	125.82	0.2
Thu, 24-Apr		211.23	194.02	414.55	92.90	9.9
Mon, 28-Apr		180.80	218.10	401.12	109.23	3.4
Tue, 29-Apr		310.02	19.62	333.07	155.98	3.4
Tue, 15-Apr			15.15		506.77	
Wed, 16-Apr		45.87	62.48	469.95	1.37	361.6
Total		**168,809.83**	**120,693.68**	**336,811.42**	**271,042.77**	**59,351.7**

Metrics Guide

Queue performance:
1. Answered:
 • Counts how many times an agent accepted an ACD routed conversation that was waiting in the queue.

2. Handle:
 • Counts how many interactions an agent took part in where they spent time contacting, dialing, talking, placing holds, or engaging in after call work.
 • Typically, this occurs when wrap up is submitted.

3. Idle:
 • The amount of time an agent spends in the Idle routing status. This routing status represents agents who are On Queue and able to take interactions but are not currently working with interactions.

4. Service Level: Call answered under 30s

Agent Status:
1. ACD:
The amount of time that an agent spent in the Interacting, Idle, and Not Responding statuses.
For example, an agent spent 5:01:00 interacting, 1:47:30 idle, and 0:21:30 not responding. The total ACD time is 7:10:00.

2. Idle:
The amount of time an agent spends in the Idle routing status. This routing status represents agents who are On Queue and able to take interactions but are not currently working with interactions.

3. Idle %: The percentage that an agent spent in the idle status, calculated by:
Idle / (INTERACTING + IDLE + NOT RESPONDING) * 100
This routing status represents agents who are On Queue and able to take interactions but are not working with interactions.

4. Interacting %:
The percentage of on-queue time that an agent spent in the Interacting status, calculated by:
Interacting / (INTERACTING + IDLE + NOT RESPONDING) * 100

5. Not Responding %: The percentage of time that an agent spent in the Not Responding status, calculated by:
Not Responding / (INTERACTING + IDLE + NOT RESPONDING) * 100

6. On Queue %:
The percentage of time that an agent spent on queue.
For example, in the Interacting, Idle, and Not Responding statuses.