

ACD Statistics	July	YTD
Total calls to the CHD	2,879	14442
Total calls accepted by CHD	2,740	12978
Percent of calls abandoned	5%	10%
Average speed to answer	38	71
Total Call Time	266h 54m	1503h 46m
Avg Handle Time	5m 51sec	6m 57sec

Ticket Management Statistics	July	YTD
Tickets created	2819	13876
Tickets created by CHD	2592	12134
Tickets closed by CHD	2415	10777
Percentage closed by CHD	93%	89%
QA Response (%)	4.00	6.43
QA Rating	8.40	8.24

