

Daily Contact Centre Wait Times

September 2018

Date	Shortest Wait Time	Longest Wait Time	Average Wait Time	Service Level %
Monday, September 3, 2018 – STAT	–	–	–	–
Tuesday, September 4, 2018	0:16:05	1:17:52	0:51:20	10.6%
Wednesday, September 5, 2018	0:00:08	0:26:09	0:12:28	28.4%
Thursday, September 6, 2018	0:00:34	0:15:15	0:06:17	75.5%
Friday, September 7, 2018	0:04:20	0:45:27	0:27:08	9.9%
Monday, September 10, 2018	0:04:03	0:35:49	0:23:15	11.5%
Tuesday, September 11, 2018	0:00:07	0:12:07	0:03:13	94.7%
Wednesday, September 12, 2018	0:00:21	0:13:35	0:03:59	87.4%
Thursday, September 13, 2018	0:00:12	0:11:05	0:03:17	94.4%
Friday, September 14, 2018	0:03:07	0:32:07	0:18:08	25.1%
Monday, September 17, 2018	0:04:04	0:38:43	0:22:19	13.4%
Tuesday, September 18, 2018	0:00:07	0:16:18	0:06:08	67.4%
Wednesday, September 19, 2018	0:00:07	0:21:31	0:04:25	84.9%
Thursday, September 20, 2018	0:00:07	0:12:19	0:03:57	91.0%
Friday, September 21, 2018	0:01:13	0:15:44	0:08:07	66.6%
Monday, September 24, 2018*	0:01:01	0:25:54	0:13:07	28.2%
Tuesday, September 25, 2018*	0:00:05	0:21:36	0:06:07	73.2%
Wednesday, September 26, 2018*	0:04:11	0:53:37	0:34:34	9.9%
Thursday, September 27, 2018*	0:01:28	0:25:51	0:13:28	32.3%
Friday, September 28, 2018*	0:03:24	1:02:50	0:35:37	11.6%

*Cheque issue week

Definition of Terms

Average Wait Time	The average amount of time between when the call was received and the caller was connected to staff
Shortest Average Wait Time	Shortest average time between when the call was received and the caller was connected to staff (data collected in 15 minute intervals)
Longest Average Wait Time	Longest average time between when the call was received and the caller was connected to staff (data collected in 15 minute intervals)
Service Level %	The percentage of calls answered or abandoned within 10 minutes