

Daily Contact Centre Wait Times

November 2018

Date	Shortest Wait Time	Longest Wait Time	Average Wait Time	Service Level %
Thursday, November 1, 2018	0:00:26	0:11:30	0:03:07	92.7%
Friday, November 2, 2018	0:03:45	0:33:04	0:21:48	7.9%
Monday, November 5, 2018	0:03:24	0:44:36	0:32:13	8.7%
Tuesday, November 6, 2018	0:00:25	0:14:02	0:06:27	68.9%
Wednesday, November 7, 2018	0:00:07	0:19:56	0:08:08	66.0%
Thursday, November 8, 2018	0:00:09	0:14:29	0:07:10	71.1%
Friday, November 9, 2018	0:02:37	0:50:47	0:26:09	15.2%
Monday, November 12, 2018 - STAT	-	-	-	-
Tuesday, November 13, 2018	0:15:20	1:23:01	0:57:08	17.6%
Wednesday, November 14, 2018	0:00:29	0:23:28	0:12:43	38.9%
Thursday, November 15, 2018	0:03:06	0:20:24	0:13:42	14.5%
Friday, November 16, 2018	0:03:06	0:34:05	0:18:04	14.2%
Monday, November 19, 2018	0:01:39	0:33:09	0:18:58	17.1%
Tuesday, November 20, 2018	0:00:11	0:14:18	0:05:08	90.2%
Wednesday, November 21, 2018	0:03:16	1:02:13	0:43:53	15.2%
Thursday, November 22, 2018	0:04:15	0:38:56	0:25:53	10.9%
Friday, November 23, 2018	0:03:49	1:14:16	0:46:50	15.0%
Monday, November 26, 2018	0:03:39	0:48:13	0:34:20	13.9%
Tuesday, November 27, 2018	0:00:57	0:16:30	0:09:07	57.0%
Wednesday, November 28, 2018	0:00:11	0:12:30	0:05:20	86.7%
Thursday, November 29, 2018	0:00:07	0:13:04	0:03:21	90.3%
Friday, November 30, 2018	0:01:24	0:16:53	0:10:11	42.0%

*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