

Daily Contact Centre Wait Times

December 2018

Date	Shortest Wait Time	Longest Wait Time	Average Wait Time	Service Level %
Monday, December 3, 2018	0:01:44	0:24:10	0:16:08	21.0%
Tuesday, December 4, 2018	0:03:08	0:19:02	0:09:45	52.2%
Wednesday, December 5, 2018	0:00:06	0:10:37	0:05:43	93.9%
Thursday, December 6, 2018	0:00:30	0:09:27	0:04:02	94.9%
Friday, December 7, 2018	0:00:35	0:19:36	0:09:12	55.4%
Monday, December 10, 2018	0:03:13	0:32:00	0:22:17	11.2%
Tuesday, December 11, 2018	0:00:31	0:11:40	0:05:55	81.2%
Wednesday, December 12, 2018	0:00:06	0:13:11	0:04:22	83.8%
Thursday, December 13, 2018	0:00:06	0:15:35	0:05:51	87.0%
Friday, December 14, 2018	0:00:18	0:19:58	0:08:01	69.2%
Monday, December 17, 2018*	0:00:31	0:25:31	0:15:38	16.1%
Tuesday, December 18, 2018*	0:00:08	0:26:01	0:10:11	64.8%
Wednesday, December 19, 2018*	0:03:55	1:01:49	0:44:32	14.4%
Thursday, December 20, 2018*	0:03:24	0:20:34	0:12:08	29.3%
Friday, December 21, 2018*	0:03:31	0:47:34	0:32:29	12.0%
Monday, December 24, 2018	0:00:05	0:24:24	0:04:40	92.2%
Tuesday, December 25, 2018 – STAT	–	–	–	–
Wednesday, December 26, 2018 – STAT	–	–	–	–
Thursday, December 27, 2018	0:00:11	0:10:41	0:03:02	95.6%
Friday, December 28, 2018	0:00:16	0:18:32	0:07:03	68.1%
Monday, December 31, 2018	0:00:13	0:11:23	0:03:40	91.4%

*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