

# Daily Contact Centre Wait Times

March 2021

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, March 1, 2021	0:01:02	0:18:29	<b>0:08:02</b>	71.8%	66.1%
Tuesday, March 2, 2021	0:00:09	0:10:35	<b>0:03:44</b>	97.3%	94.1%
Wednesday, March 3, 2021	0:00:08	0:10:10	<b>0:02:43</b>	97.5%	95.6%
Thursday, March 4, 2021	0:00:10	0:10:19	<b>0:04:12</b>	94.8%	91.7%
Friday, March 5, 2021	0:00:10	0:09:50	<b>0:04:11</b>	98.8%	95.5%
Monday, March 8, 2021	0:00:10	0:11:14	<b>0:06:00</b>	92.4%	88.3%
Tuesday, March 9, 2021	0:00:09	0:09:56	<b>0:03:52</b>	98.6%	95.6%
Wednesday, March 10, 2021	0:00:09	0:09:13	<b>0:03:09</b>	99.1%	96.2%
Thursday, March 11, 2021	0:00:09	0:08:08	<b>0:03:04</b>	100.0%	97.1%
Friday, March 12, 2021	0:00:18	0:13:39	<b>0:04:15</b>	89.0%	85.6%
Monday, March 15, 2021	0:00:08	0:16:15	<b>0:05:57</b>	82.7%	77.6%
Tuesday, March 16, 2021	0:00:09	0:11:57	<b>0:04:53</b>	90.9%	86.7%
Wednesday, March 17, 2021	0:00:09	0:10:56	<b>0:04:43</b>	94.0%	90.1%
Thursday, March 18, 2021	0:00:09	0:10:31	<b>0:04:13</b>	96.6%	93.1%
Friday, March 19, 2021	0:00:09	0:11:58	<b>0:03:17</b>	92.5%	89.9%
Monday, March 22, 2021*	0:00:09	0:11:26	<b>0:03:45</b>	95.9%	93.0%
Tuesday, March 23, 2021*	0:00:08	0:07:30	<b>0:02:16</b>	100.0%	97.9%
Wednesday, March 24, 2021*	0:00:09	0:11:27	<b>0:04:12</b>	93.1%	90.0%
Thursday, March 25, 2021*	0:00:09	0:07:44	<b>0:02:31</b>	100.0%	97.4%
Friday, March 26, 2021*	0:00:58	0:15:34	<b>0:06:48</b>	75.2%	70.8%
Monday, March 29, 2021	0:00:11	0:09:03	<b>0:03:30</b>	100.0%	97.4%
Tuesday, March 30, 2021	0:00:08	0:12:52	<b>0:03:07</b>	95.0%	92.4%
Wednesday, March 31, 2021	0:00:09	0:07:32	<b>0:02:30</b>	100.0%	97.3%

\*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 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes