

Daily Contact Centre Wait Times

June 2021

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Tuesday, June 1, 2021	0:00:15	0:09:37	0:02:53	99.2%	96.4%
Wednesday, June 2, 2021	0:00:09	0:07:25	0:01:44	100.0%	98.3%
Thursday, June 3, 2021	0:00:09	0:11:03	0:03:05	94.2%	91.4%
Friday, June 4, 2021	0:00:14	0:13:38	0:04:39	85.9%	82.9%
Monday, June 7, 2021	0:00:09	0:15:15	0:05:42	86.1%	82.3%
Tuesday, June 8, 2021	0:00:14	0:16:38	0:03:42	91.5%	88.8%
Wednesday, June 9, 2021	0:00:09	0:07:01	0:02:59	100.0%	97.2%
Thursday, June 10, 2021	0:00:09	0:04:27	0:01:36	100.0%	98.2%
Friday, June 11, 2021	0:00:10	0:07:36	0:03:34	99.9%	96.7%
Monday, June 14, 2021	0:00:10	0:07:34	0:03:10	100.0%	97.2%
Tuesday, June 15, 2021	0:00:09	0:08:14	0:01:59	100.0%	98.5%
Wednesday, June 16, 2021	0:00:09	0:09:53	0:03:02	98.5%	95.4%
Thursday, June 17, 2021	0:00:08	0:06:18	0:01:46	100.0%	98.0%
Friday, June 18, 2021	0:00:09	0:11:04	0:03:06	95.7%	92.7%
Monday, June 21, 2021*	0:00:09	0:08:11	0:02:09	100.0%	98.4%
Tuesday, June 22, 2021*	0:00:09	0:09:36	0:03:20	98.8%	95.2%
Wednesday, June 23, 2021*	0:00:09	0:08:20	0:02:26	100.0%	98.4%
Thursday, June 24, 2021*	0:00:09	0:04:04	0:00:58	100.0%	99.1%
Friday, June 25, 2021*	0:00:16	0:11:24	0:04:39	90.8%	87.6%
Monday, June 28, 2021	0:00:09	0:07:28	0:02:37	100.0%	97.7%
Tuesday, June 29, 2021	0:00:12	0:08:14	0:02:55	100.0%	96.7%
Wednesday, June 30, 2021	0:00:09	0:08:13	0:02:37	99.8%	97.1%

*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