Daily Contact Centre Wait Times

January 2024

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, January 1, 2024 - STAT	-	-	**-**	-	-
Tuesday, January 2, 2024	0:02:48	1:32:10	**0:59:35**	11.0%	3.0%
Wednesday, January 3, 2024	0:01:51	0:52:15	**0:35:31**	11.0%	4.0%
Thursday, January 4, 2024	0:02:28	0:51:27	**0:33:17**	12.0%	4.0%
Friday, January 5, 2024	0:01:37	0:40:32	**0:25:56**	14.0%	8.0%
Monday, January 8, 2024	0:02:19	0:56:00	**0:54:31**	12.0%	6.0%
Tuesday, January 9, 2024	0:02:01	0:41:09	**0:24:27**	14.0%	8.0%
Wednesday, January 10, 2024	0:02:28	0:43:26	**0:27:02**	12.0%	6.0%
Thursday, January 11, 2024	0:01:59	0:54:01	**0:31:48**	12.0%	6.0%
Friday, January 12, 2024	0:02:03	0:58:10	**0:39:11**	10.0%	4.0%
Monday, January 15, 2024*	0:02:31	1:13:35	**0:40:41**	12.0%	6.0%
Tuesday, January 16, 2024*	0:02:50	1:05:16	**0:44:33**	11.0%	5.0%
Wednesday, January 17, 2024*	0:00:13	1:33:56	**1:00:59**	15.0%	8.0%
Thursday, January 18, 2024*	0:00:07	1:13:52	**0:46:15**	15.0%	9.0%
Friday, January 19, 2024*	0:02:40	1:26:02	**0:56:09**	11.0%	5.0%
Monday, January 22, 2024	0:02:33	1:12:36	**0:50:29**	10.0%	4.0%
Tuesday, January 23, 2024	0:02:40	0:57:07	**0:40:58**	12.0%	6.0%
Wednesday, January 24, 2024	0:02:52	0:36:06	**0:24:21**	12.0%	6.0%
Thursday, January 25, 2024	0:00:56	0:35:25	**0:18:46**	22.0%	17.0%
Friday, January 26, 2024	0:02:19	0:45:07	**0:25:49**	12.0%	5.0%
Monday, January 29, 2024	0:02:47	0:54:38	**0:33:51**	11.0%	6.0%
Tuesday, January 30, 2024	0:03:04	0:55:03	**0:39:03**	12.0%	7.0%
Wednesday, January 31, 2024	0:02:39	0:55:27	**0:36:23**	13.0%	7.0%

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

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