Daily Contact Centre Wait Times

February 2024

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Thursday, February 1, 2024	0:03:37	1:15:40	**0:53:54**	12.0%	5.0%
Friday, February 2, 2024	0:02:42	1:14:14	**0:51:43**	12.0%	5.0%
Monday, February 5, 2024**	0:16:41	1:46:23	**1:08:47**	11.0%	5.0%
Tuesday, February 6, 2024	0:03:03	1:27:40	**0:58:00**	12.0%	5.0%
Wednesday, February 7, 2024	0:02:51	1:15:36	**0:46:37**	11.0%	4.0%
Thursday, February 8, 2024	0:03:23	1:21:35	**0:57:44**	11.0%	4.0%
Friday, February 9, 2024	0:03:22	1:46:10	**1:07:49**	9.0%	3.0%
Monday, February 12, 2024*	0:03:42	1:15:59	**0:53:27**	13.0%	6.0%
Tuesday, February 13, 2024*	0:03:07	0:56:40	**0:39:17**	11.0%	5.0%
Wednesday, February 14, 2024*	0:00:43	1:44:43	**1:04:09**	15.0%	8.0%
Thursday, February 15, 2024*	0:00:07	1:01:40	**0:40:22**	16.0%	9.0%
Friday, February 16, 2024*	0:03:14	1:25:09	**0:59:00**	12.0%	5.0%
Monday, February 19, 2024 - stat	-	-	**-**	-	-
Tuesday, February 20, 2024	0:03:20	1:46:59	**1:10:18**	11.0%	4.0%
Wednesday, February 21, 2024	0:03:11	1:01:34	**0:41:19**	11.0%	4.0%
Thursday, February 22, 2024	0:02:18	0:47:38	**0:26:54**	14.0%	9.0%
Friday, February 23, 2024	0:02:29	0:42:39	**0:28:16**	10.0%	4.0%
Monday, February 26, 2024	0:03:11	1:11:57	**0:45:56**	11.0%	4.0%
Tuesday, February 27, 2024	0:03:04	0:49:52	**0:33:50**	13.0%	7.0%
Wednesday, February 28, 2024	0:02:06	0:38:37	**0:21:41**	19.0%	13.0%
Thursday, February 29, 2024	0:02:27	0:54:14	**0:33:40**	14.0%	8.0%

*Cheque issue week
**Hardware failure, data filtered to regular business hours, OCIO and vendor

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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