

Daily Contact Centre Wait Times

April 2024

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, April 1, 2024 - STAT	-	-	-	-	-
Tuesday, April 2, 2024	0:03:35	1:56:39	1:18:35	11.0%	4.0%
Wednesday, April 3, 2024	0:02:36	1:07:39	0:44:56	11.0%	4.0%
Thursday, April 4, 2024	0:02:11	0:50:06	0:31:46	13.0%	7.0%
Friday, April 5, 2024	0:02:32	0:45:57	0:30:47	14.0%	9.0%
Monday, April 8, 2024	0:00:16	0:36:43	0:23:38	17.0%	12.0%
Tuesday, April 9, 2024	0:02:29	0:39:47	0:25:35	18.0%	12.0%
Wednesday, April 10, 2024	0:02:01	0:32:48	0:19:06	18.0%	13.0%
Thursday, April 11, 2024	0:01:12	0:25:03	0:14:16	37.0%	33.0%
Friday, April 12, 2024	0:02:19	0:40:42	0:26:08	17.0%	11.0%
Monday, April 15, 2024*	0:02:57	0:51:55	0:34:00	12.0%	6.0%
Tuesday, April 16, 2024*	0:01:48	0:28:36	0:13:54	32.0%	28.0%
Wednesday, April 17, 2024*	0:00:07	1:14:28	0:45:40	16.0%	9.0%
Thursday, April 18, 2024*	0:00:07	0:27:40	0:17:10	26.0%	21.0%
Friday, April 19, 2024*	0:00:56	0:31:23	0:19:33	18.0%	13.0%
Monday, April 22, 2024	0:00:56	0:28:41	0:20:07	17.0%	13.0%
Tuesday, April 23, 2024	0:01:34	0:19:05	0:13:15	23.0%	18.0%
Wednesday, April 24, 2024	0:02:01	0:21:59	0:11:49	43.0%	38.0%
Thursday, April 25, 2024	0:01:19	0:22:03	0:11:29	46.0%	41.0%
Friday, April 26, 2024	0:01:54	0:21:22	0:13:13	30.0%	25.0%
Monday, April 29, 2024	0:02:48	0:37:17	0:25:01	15.0%	10.0%
Tuesday, April 30, 2024	0:02:21	0:14:50	0:09:15	58.0%	53.0%

*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