

Daily Contact Centre Wait Times

July 2024

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, July 1, 2024 - STAT	-	-	-	-	-
Tuesday, July 2, 2024	0:03:39	2:23:30	1:39:19	10.0%	3.0%
Wednesday, July 3, 2024	0:03:26	1:59:30	1:18:56	14.0%	6.0%
Thursday, July 4, 2024	0:03:23	1:39:09	1:05:29	12.0%	6.0%
Friday, July 5, 2024	0:02:56	1:33:38	1:03:13	11.0%	4.0%
Monday, July 8, 2024	0:03:01	1:52:51	1:11:46	12.0%	4.0%
Tuesday, July 9, 2024	0:03:00	1:18:04	0:55:08	11.0%	5.0%
Wednesday, July 10, 2024	0:02:54	1:17:21	0:50:25	11.0%	5.0%
Thursday, July 11, 2024	0:02:49	1:03:12	0:39:28	13.0%	7.0%
Friday, July 12, 2024	0:03:10	1:21:08	0:57:16	10.0%	3.0%
Monday, July 15, 2024*	0:02:50	1:18:53	0:50:57	10.0%	4.0%
Tuesday, July 16, 2024*	0:03:07	1:12:25	0:46:50	12.0%	5.0%
Wednesday, July 17, 2024*	0:01:13	2:23:10	1:31:20	12.0%	5.0%
Thursday, July 18, 2024*	0:00:14	1:38:26	1:01:09	15.0%	8.0%
Friday, July 19, 2024*	0:03:18	1:01:45	0:43:01	10.0%	5.0%
Monday, July 22, 2024	0:03:12	1:20:37	0:56:54	11.0%	3.0%
Tuesday, July 23, 2024	0:03:02	1:08:49	0:45:19	11.0%	5.0%
Wednesday, July 24, 2024	0:03:13	0:28:48	0:18:56	18.0%	12.0%
Thursday, July 25, 2024	0:02:21	0:25:49	0:17:02	13.0%	8.0%
Friday, July 26, 2024	0:02:34	0:39:32	0:25:40	14.0%	9.0%
Monday, July 29, 2024	0:03:18	1:01:04	0:40:07	10.0%	5.0%
Tuesday, July 30, 2024	0:02:30	0:41:35	0:25:52	12.0%	8.0%
Wednesday, July 31, 2024	0:02:53	0:55:45	0:35:48	12.0%	6.0%

*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