

BAYOU HEALTH
Call Center Statistics
Reporting Month: January 2016

Date	Calls Received	Calls Answered	Calls Abandoned After Threshold	Wait Time	Call Length	% of Calls Answered	% of Calls Abandoned	Average Wait Time	Average Call Length
TOTAL	11463	11447	3	9:17:04	986:48:34	99.96%	0.04%	00:02	05:10
1/1/2016	0	0	0	00:00	00:00	0.00%	0.00%	00:00	00:00
1/2/2016	0	0	0	00:00	00:00	0.00%	0.00%	00:00	00:00
1/3/2016	0	0	0	00:00	00:00	0.00%	0.00%	00:00	00:00
1/4/2016	1018	1018	0	42:56	86:30:22	100.00%	0.00%	00:02	05:05
1/5/2016	754	754	0	31:02	61:48:20	100.00%	0.00%	00:02	04:55
1/6/2016	663	662	0	27:01	53:03:58	100.00%	0.00%	00:02	04:48
1/7/2016	604	603	0	26:12	51:21:02	100.00%	0.00%	00:02	05:06
1/8/2016	544	544	0	22:13	47:32:04	100.00%	0.00%	00:02	05:14
1/9/2016	0	0	0	00:00	00:00	0.00%	0.00%	00:00	00:00
1/10/2016	0	0	0	00:00	00:00	0.00%	0.00%	00:00	00:00
1/11/2016	703	703	0	28:34	59:51:37	100.00%	0.00%	00:02	05:06
1/12/2016	630	630	0	25:32	60:13:50	100.00%	0.00%	00:02	05:44
1/13/2016	568	567	0	22:43	48:12:30	100.00%	0.00%	00:02	05:06
1/14/2016	479	478	0	19:47	42:27:38	100.00%	0.00%	00:02	05:19
1/15/2016	458	458	0	18:56	38:44:18	100.00%	0.00%	00:02	05:04
1/16/2016	0	0	0	00:00	00:00	0.00%	0.00%	00:00	00:00
1/17/2016	0	0	0	00:00	00:00	0.00%	0.00%	00:00	00:00
1/18/2016	0	0	0	00:00	00:00	0.00%	0.00%	00:00	00:00
1/19/2016	716	715	0	1:11:10	64:45:15	100.00%	0.00%	00:05	05:26
1/20/2016	567	566	0	23:25	51:38:27	100.00%	0.00%	00:02	05:28
1/21/2016	497	495	0	20:18	41:32:29	100.00%	0.00%	00:02	05:02
1/22/2016	421	415	3	56:35	36:57:39	99.29%	0.71%	00:08	05:20
1/23/2016	0	0	0	00:00	00:00	0.00%	0.00%	00:00	00:00
1/24/2016	0	0	0	00:00	00:00	0.00%	0.00%	00:00	00:00
1/25/2016	754	754	0	32:34	55:25:54	100.00%	0.00%	00:02	04:24
1/26/2016	595	594	0	25:35	53:40:00	100.00%	0.00%	00:02	05:25
1/27/2016	543	543	0	21:50	46:57:35	100.00%	0.00%	00:02	05:11
1/28/2016	513	513	0	21:53	45:39:00	100.00%	0.00%	00:02	05:20
1/29/2016	436	435	0	18:45	40:26:36	100.00%	0.00%	00:02	05:34
1/30/2016	0	0	0	00:00	00:00	0.00%	0.00%	00:00	00:00
1/31/2016	0	0	0	00:03	00:00	0.00%	0.00%	00:00	00:00

Description: This report presents service delivery for the live inbound agent queue calls.
Note: Shaded rows indicate weekends and observed holidays.