

BAYOU HEALTH
Call Center Statistics
Annual Summary Report
Reporting Period: November 01, 2014 to October 31, 2015

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	185,369	161,081	18,385	4257:42:45	7144:43:56	90.08%	9.92%	1:52	4:51
Nov-14	11,655	10,611	696	246:10:59	913:32:30	94.03%	5.97%	1:24	5:10
Dec-14	21,356	18,049	2,623	841:22:37	1460:51:45	87.72%	12.28%	2:47	4:51
Jan-15	22,471	18,088	3,263	1111:22:19	1444:55:55	85.48%	14.52%	3:41	4:47
Feb-15	26,471	16,353	7,946	1966:03:31	1342:31:04	69.98%	30.02%	7:13	4:56
Mar-15	13,961	12,995	723	333:22:28	993:37:58	94.82%	5.18%	1:32	4:35
Apr-15	10,791	9,899	723	243:34:14	753:08:38	93.23%	6.77%	1:27	4:33
May-15	9,894	8,941	713	306:14:49	673:43:21	92.78%	7.22%	2:03	4:31
Jun-15	10,390	8,993	1,149	228:43:56	650:13:05	88.95%	11.05%	1:31	4:20
Jul-15	9,684	8,963	328	100:04:59	633:52:19	96.62%	3.38%	0:40	4:14
Aug-15	10,477	10,297	69	14:14:11	959:57:11	99.34%	0.66%	0:04	5:35
Sep-15	23,006	22,741	131	62:37:54	2417:55:23	99.62%	0.38%	0:10	6:23
Oct-15	15,213	15,151	21	15:18:06	1474:13:28	99.86%	0.14%	0:03	5:50

Description: This report represents monthly service delivery statistics for live inbound agent queue calls reported during the contract year.