

206-Call Center Statistics (Excel)

Weekly (Example)

Project	Week End Date	Calls Received (Offered)	Average Weekly Calls Received (Offered)	Calls Answered (Handled)	Contacts Abandoned	% of Calls Abandoned	Contacts Abandoned (Excluding Short Abandons)	% of Calls Abandoned (Excluding Short)	Percentage of Calls Answered	Average Wait Time	Average Call Length
Total		15,949		15,694	255	1.60%	133	0.83%	98.40%	0:00:23	0:06:35
LAEB	5/2/2026	654	654	646	8	1.22%	8	1.22%	98.78%	0:00:08	0:06:25
	5/9/2026	4,055	2,355	3,988	67	1.65%	38	0.94%	98.35%	0:00:22	0:06:30
	5/16/2026	3,867	2,859	3,806	61	1.58%	29	0.75%	98.42%	0:00:20	0:06:37
	5/23/2026	4,015	3,148	3,953	62	1.54%	29	0.72%	98.46%	0:00:30	0:06:34
	5/30/2026	3,358	3,190	3,301	57	1.70%	29	0.86%	98.30%	0:00:24	0:06:42

Daily (Example)

Project	Week End Date	Date	Day Name	Calls Received (Offered)	Average Daily Calls Received (Offered)	Calls Answered (Handled)	Contacts Abandoned	% of Calls Abandoned	Contacts Abandoned (Excluding Short Abandons)	% of Calls Abandoned (Excluding Short)	Percentage of Calls Answered	Average Wait Time	Average Call Length
Total				15,949		15,694	255	1.60%	133	0.83%	98.40%	0:00:23	0:06:35
LAEB	5/2/2026	Total		654		646	8	1.22%	8	1.22%	98.78%	0:00:08	0:06:25
		5/1/2026	Friday	654	654	646	8	1.22%	8	1.22%	98.78%	0:00:08	0:06:25
	5/9/2026	Total		4,055		3,988	67	1.65%	38	0.94%	98.35%	0:00:22	0:06:30
		5/4/2026	Monday	1,064	859	1,024	40	3.76%	28	2.63%	96.24%	0:00:54	0:06:50
		5/5/2026	Tuesday	911	876	894	17	1.87%	9	0.99%	98.13%	0:00:25	0:06:42
		5/6/2026	Wednesday	826	864	820	6	0.73%	1	0.12%	99.27%	0:00:06	0:06:22
		5/7/2026	Thursday	715	834	712	3	0.42%	0	0.00%	99.58%	0:00:03	0:06:14
		5/8/2026	Friday	539	785	538	1	0.19%	0	0.00%	99.81%	0:00:05	0:06:07
	5/16/2026	Total		3,867		3,806	61	1.58%	29	0.75%	98.42%	0:00:20	0:06:37
		5/11/2026	Monday	894	800	858	36	4.03%	19	2.13%	95.97%	0:00:54	0:06:57
		5/12/2026	Tuesday	904	813	893	11	1.22%	6	0.66%	98.78%	0:00:15	0:06:34
		5/13/2026	Wednesday	789	811	783	6	0.76%	1	0.13%	99.24%	0:00:12	0:06:33
		5/14/2026	Thursday	736	803	732	4	0.54%	3	0.41%	99.46%	0:00:06	0:06:41
	5/23/2026	5/15/2026	Friday	544	780	540	4	0.74%	0	0.00%	99.26%	0:00:04	0:06:12
		Total		4,015		3,953	62	1.54%	29	0.72%	98.46%	0:00:30	0:06:34
		5/18/2026	Monday	959	795	929	30	3.13%	19	1.98%	96.87%	0:01:03	0:06:45
		5/19/2026	Tuesday	885	802	870	15	1.69%	7	0.79%	98.31%	0:00:35	0:06:41
		5/20/2026	Wednesday	829	804	823	6	0.72%	2	0.24%	99.28%	0:00:14	0:06:35
		5/21/2026	Thursday	707	797	702	5	0.71%	0	0.00%	99.29%	0:00:09	0:06:18
		5/22/2026	Friday	635	787	629	6	0.94%	1	0.16%	99.06%	0:00:21	0:06:29
5/30/2026	Total		3,358		3,301	57	1.70%	29	0.86%	98.30%	0:00:24	0:06:42	
	5/25/2026	Monday	0	0	0	0	0.00%	0	0.00%	0.00%	0:00:00	0:00:00	
	5/26/2026	Tuesday	1,026	757	1,002	24	2.34%	12	1.17%	97.66%	0:00:27	0:06:47	
	5/27/2026	Wednesday	834	761	808	26	3.12%	15	1.80%	96.88%	0:00:51	0:06:57	
	5/28/2026	Thursday	837	764	835	2	0.24%	0	0.00%	99.76%	0:00:06	0:06:24	
	5/29/2026	Friday	661	759	656	5	0.76%	2	0.30%	99.24%	0:00:08	0:06:39	