

## Scheduling Process Metrics

**Speed to Answer**

March 18 : 4:23  
 April 18 : 02:41  
 May 18 : 02:59  
 June : 02:31  
 July : 01:59

**Call processing**

March 18 : 08:22  
 April 18 : 08:09  
 May 18 : 08:59  
 June : 09:07  
 July : 09:30

**Av Time to abandon**

March 18 : 04:22  
 April 18 : 03:14  
 May 18 : 03:45  
 June : 02:58  
 July: 03:01

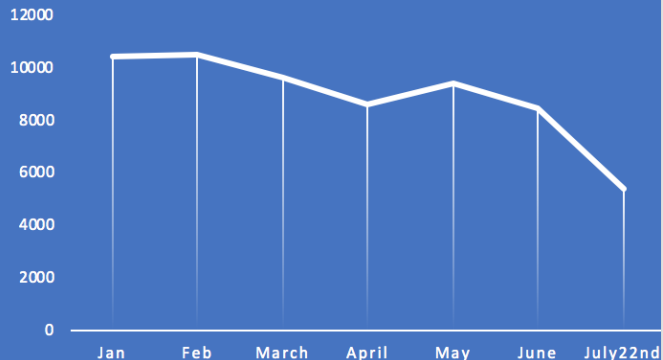
**Total Call Volumes**

Jan : 10,444  
 Feb : 10,500  
 March: 9610  
 April: 8626  
 May: 9374  
 June: 8479  
 July 22nd: 5382

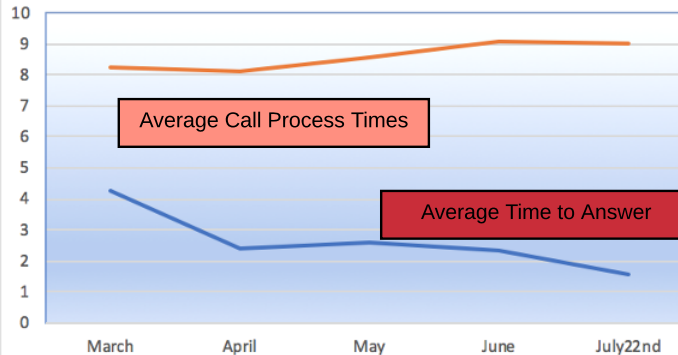
**Calls Abandoned**

Jan: 2028 (19.4%)  
 Feb: 3239 (30.8%)  
 March: 2083 (21.7%)  
 April: 1193 (13.8%)  
 May: 1540 (16.4%)  
 June: 1170 (13.8%)  
 July22nd: 617 (11.5%)

### MONTHLY CALL VOLUMES



### Time to Ans vs Call Process Times



### Abandonment Rate

