

ACD Report

2016

2017

2018

2019

	ACD Calls Offered	% ACD Calls Not Taken	Avg Answer Speed	Avg Talk Time	ACD Calls Offered	% ACD Calls Not Taken	Avg Answer Speed	Avg Talk Time	ACD Calls Offered	% ACD Calls Not Taken	Avg Answer Speed	Avg Talk Time	ACD Calls Offered	% ACD Calls Not Taken	Avg Answer Speed	Avg Talk Time
JANUARY	15,259	2%	0:00:21	0:07:19	16,457	4%	0:00:30	0:07:12	16,522	7%	0:00:17	0:06:53	16,350	4%	0:00:29	0:07:16
FEBRUARY	19,223	2%	0:00:18	0:06:51	18,546	6%	0:00:55	0:07:25	17,132	6%	0:00:28	0:06:51				
MARCH	24,795	3%	0:00:24	0:07:09	21,818	4%	0:00:31	0:07:13	20,021	5%	0:00:37	0:06:32				
APRIL	22,318	2%	0:00:19	0:07:05	19,192	3%	0:00:27	0:07:06	20,186	4%	0:00:36	0:06:39				
MAY	21,812	1%	0:00:08	0:06:59	21,142	2%	0:00:20	0:06:53	20,641	3%	0:00:27	0:06:39				
JUNE	21,271	1%	0:00:07	0:07:02	20,153	2%	0:00:22	0:07:03	19,695	2%	0:00:21	0:06:45				
JULY	18,496	2%	0:00:13	0:07:16	18,680	4%	0:00:27	0:06:56	19,058	2%	0:00:22	0:06:39				
AUGUST	18,577	3%	0:00:23	0:07:34	20,347	4%	0:00:27	0:07:00	19,863	4%	0:00:44	0:06:41				
SEPTEMBER	19,076	3%	0:00:25	0:07:29	16,483	4%	0:00:24	0:07:04	13,863	2%	0:00:27	0:06:41				
OCTOBER	17,873	2%	0:00:19	0:07:15	18,945	3%	0:00:17	0:06:49	18,103	3%	0:00:35	0:06:50				
NOVEMBER	15,931	2%	0:00:21	0:07:09	17,011	6%	0:00:27	0:06:32	13,140	2%	0:00:30	0:07:04				
DECEMBER	12,477	1%	0:00:08	0:06:54	12,284	3%	0:00:08	0:06:44	10,235	2%	0:00:24	0:07:03				

