

ACD Report

2017

2018

2019

2020

	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	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	16,720	3%	0:00:33	0:07:12
FEBRUARY	18,546	6%	0:00:55	0:07:25	17,132	6%	0:00:28	0:06:51	16,165	2%	0:00:22	0:06:59	15,935	4%	0:00:43	0:07:16
MARCH	21,818	4%	0:00:31	0:07:13	20,021	5%	0:00:37	0:06:32	20,780	7%	0:01:12	0:06:46	21,102	11%	0:01:54	0:07:19
APRIL	19,192	3%	0:00:27	0:07:06	20,186	4%	0:00:36	0:06:39	22,487	5%	0:00:51	0:06:52	25,708	16%	0:02:37	0:07:27
MAY	21,142	2%	0:00:20	0:06:53	20,641	3%	0:00:27	0:06:39	22,492	3%	0:00:30	0:06:37	24,742	17%	0:03:02	0:07:25
JUNE	20,153	2%	0:00:22	0:07:03	19,695	2%	0:00:21	0:06:45	18,501	2%	0:00:16	0:06:48	25,786	13%	0:02:27	0:07:24
JULY	18,680	4%	0:00:27	0:06:56	19,058	2%	0:00:22	0:06:39	19,873	2%	0:00:17	0:06:27	21,895	7%	0:01:15	0:07:10
AUGUST	20,347	4%	0:00:27	0:07:00	19,863	4%	0:00:44	0:06:41	18,824	1%	0:00:12	0:06:31	20,159	8%	0:01:40	0:06:57
SEPTEMBER	16,483	4%	0:00:24	0:07:04	13,863	2%	0:00:27	0:06:41	17,498	2%	0:00:28	0:06:38				
OCTOBER	18,945	3%	0:00:17	0:06:49	18,103	3%	0:00:35	0:06:50	18,746	2%	0:00:20	0:06:42				
NOVEMBER	17,011	6%	0:00:27	0:06:32	13,140	2%	0:00:30	0:07:04	13,572	3%	0:00:35	0:06:38				
DECEMBER	12,284	3%	0:00:08	0:06:44	10,235	2%	0:00:24	0:07:03	13,669	7%	0:00:43	0:06:36				

