

ACD Report

2018

2019

2020

2021

	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	16,522	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	16,029	2%	0:00:24	0:07:11
FEBRUARY	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	15,906	1%	0:00:09	0:06:57
MARCH	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	25,997	2%	0:00:30	0:07:19
APRIL	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	25,942	4%	0:00:43	0:07:04
MAY	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	21,382	2%	0:00:24	0:06:47
JUNE	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	21,998	1%	0:00:16	0:06:41
JULY	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	18,700	1%	0:00:11	0:06:53
AUGUST	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	19,519	1%	0:00:05	0:07:03
SEPTEMBER	13,863	2%	0:00:27	0:06:41	17,498	2%	0:00:28	0:06:38	20,142	7%	0:01:32	0:06:49	18,646	1%	0:00:08	0:07:08
OCTOBER	18,103	3%	0:00:35	0:06:50	18,746	2%	0:00:20	0:06:42	20,335	9%	0:01:52	0:06:46	19,007	1%	0:00:14	0:06:53
NOVEMBER	13,140	2%	0:00:30	0:07:04	13,572	3%	0:00:35	0:06:38	15,031	4%	0:00:53	0:06:57	17,706	2%	0:00:28	0:06:54
DECEMBER	10,235	2%	0:00:24	0:07:03	13,669	7%	0:00:43	0:06:36	14,375	1%	0:00:15	0:07:06	17,254	6%	0:01:53	0:07:19

