

ACD Report

2019

2020

2021

2022

| | 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 | 16,350 | 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 | 18,967 | 5% | 0:01:28 | 0:07:39 |
| FEBRUARY | 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 | 20,615 | 5% | 0:01:30 | 0:07:38 |
| MARCH | 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 | 26,487 | 10% | 0:03:16 | 0:07:35 |
| APRIL | 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 | 24,781 | 11% | 0:03:31 | 0:07:36 |
| MAY | 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 | 0 | 0% | 0:00:00 | 0:00:00 |
| JUNE | 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 | 0 | 0% | 0:00:00 | 0:00:00 |
| JULY | 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 | 0 | 0% | 0:00:00 | 0:00:00 |
| AUGUST | 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 | 0 | 1% | 0:00:00 | 0:00:00 |
| SEPTEMBER | 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 | 0 | 0% | 0:00:00 | 0:00:00 |
| OCTOBER | 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 | 0 | 0% | 0:00:00 | 0:00:00 |
| NOVEMBER | 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 | 0 | 0% | 0:00:00 | 0:00:00 |
| DECEMBER | 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 | 0 | 0% | 0:00:00 | 0:00:00 |

