

Queue Contact Time Report

Switch 11004 - BC Ministry of Children and Families

Monthly From December, 2015 to December, 2015

Queue IDs: 6070,6072,9070,9072

Month	Contacts Offered			Handled This Q			Handled Other Q			Abandoned			Removed			GOS1		GOS2		Logged On Users	
	Amt	Avg	Lngst	Amt	Avg	Lngst	Amt	Avg	Lngst	Amt	Abdnd	Avg	Lngst	Amt	Avg	Lngst			Min	Max	
Queue 6070 - Centralized Services Admin																					
December, 2015	13,858	00:16	36:39	12,965	00:13	36:39	0	00:00	00:00	788	0	00:37	25:37	105	03:25	20:13	88.8%	89.7%	0	12	
Q Sub-total:	13,858	00:16	36:39	12,965	00:13	36:39	0	00:00	00:00	788	0	00:37	25:37	105	03:25	20:13	88.8%	89.7%	0	12	
Queue 6072 - Non-Urgent Centralized Screening																					
December, 2015	7,306	02:17	38:28	5,948	02:04	25:30	0	00:00	00:00	431	0	03:11	38:28	927	03:17	25:26	42.0%	45.7%	2	23	
Q Sub-total:	7,306	02:17	38:28	5,948	02:04	25:30	0	00:00	00:00	431	0	03:11	38:28	927	03:17	25:26	42.0%	45.7%	2	23	
Queue 9070 - Centralized Services Admin VQC																					
December, 2015	82	04:47	59:44	82	04:47	59:44	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	39.0%	45.1%	0	12	
Q Sub-total:	82	04:47	59:44	82	04:47	59:44	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	39.0%	45.1%	0	12	
Queue 9072 - Non-Urgent Centralized Screening VQC																					
December, 2015	753	12:24	01h40	753	12:24	01h40	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	8.5%	9.4%	2	23	
Q Sub-total:	753	12:24	01h40	753	12:24	01h40	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	8.5%	9.4%	2	23	
Grand Total:	21,999	01:22	01h40	19,748	01:16	01h40	0	00:00	00:00	1,219	0	01:31	38:28	1,032	03:18	25:26	70.3%	72.2%	0	23	