

MSD-2018-80599

Data Source: CC Dashboard – Operations Support Analytics & BI Team

February 7, 2018

Average speed of Answer(ASA)

Month	ASA
Jul-17	0:20:18
Aug-17	0:25:58
Sep-17	0:30:54
Oct-17	0:24:28
Nov-17	0:30:42
Dec-17	0:32:58
Jan-18	0:34:45