

ND QUITs Monthly Call Standards Report

ND QUITs FY18

Month	Inbound Calls	Answered	% Answered	Abandoned >30	% Abandoned	Voice Mail	% Voice Mail	# Spanish Calls	Speed to Answer (seconds)
Jul-17	215	2122	96%	8	4%	1	0%	1	22
Aug-17	307	293	95%	11	4%	3	1%	1	16
Sep-17	246	241	98%	3	1%	2	1%	1	16
Oct-17	285	282	99%	3	1%	0	0%	1	12
Nov-17	220	217	99%	2	1%	1	0%	3	7
Dec-17	230	229	100%	1	0%	0	0%	0	7
Jan-18	361	359	99%	1	0%	1	0%	0	10
Feb-18	298	295	99%	3	1%	0	0%	2	8
Mar-18									
Apr-18									
May-18									
Jun-18									
Totals	2162	1827	98%	32	1%	8	0%	9	12

ND QUITs FY17

Month	Inbound Calls	Answered	% Answered	Abandoned >30	% Abandoned	Voice Mail	% Voice Mail	# Spanish Calls	Speed to Answer (seconds)
Jul-16	238	228	96%	8	3%	2	1%	2	16
Aug-16	246	237	96%	8	3%	1	0%	2	23
Sep-16	257	250	97%	5	2%	2	1%	0	27
Oct-16	284	273	96%	7	2%	4	1%	4	29
Nov-16	222	218	98%	2	1%	2	1%	0	12
Dec-16	199	193	97%	3	2%	3	2%	0	20
Jan-17	365	341	93%	17	5%	7	2%	3	45
Feb-17	319	305	96%	12	4%	2	1%	0	18
Mar-17	314	276	88%	26	8%	12	4%	0	18
Apr-17	305	288	94%	15	5%	2	1%	0	33
May-17	288	269	93%	16	6%	3	1%	1	30
Jun-17	249	246	98%	2	1%	2	1%	0	18
Totals	3037	2878	95%	119	4%	40	1%	12	25