

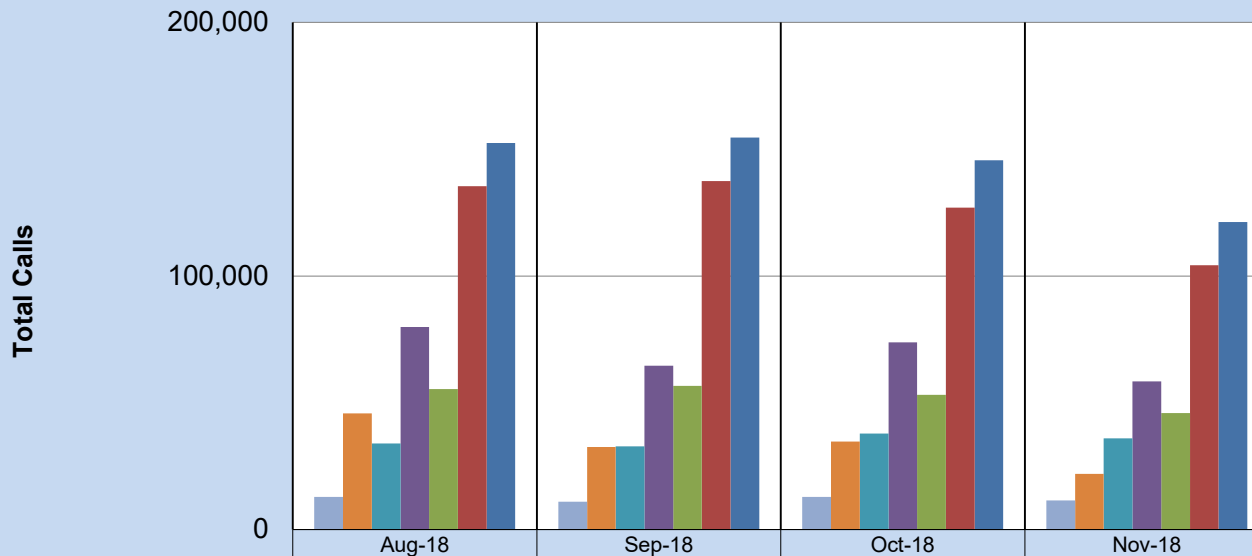


DSS Public Dashboard December 2018



DSS Public Dashboard – December 2018

Client Information Line:
August - November 2018



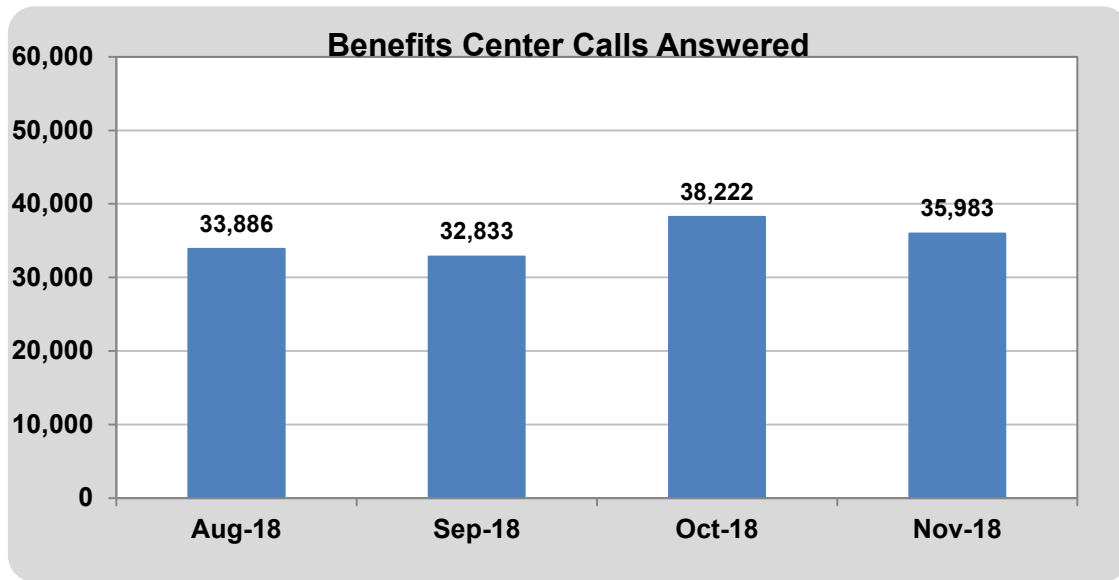
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

	Aug-18	Sep-18	Oct-18	Nov-18
Total Calls to the IVR (24 hour period)	152,375	154,529	145,647	121,293
Total Calls to the IVR (Business hours)	135,439	137,403	126,974	104,173
Total Calls Resolved by the IVR	55,368	56,668	53,164	45,895
Total Calls Transferred to the BC	79,875	64,605	73,809	58,458
Total Calls Answered in the BC	33,886	32,833	37,834	35,983
Calls Abandoned in BC Queue After Threshold	45,834	32,503	34,676	22,010
Interviews Conducted	12,825	10,992	12,801	11,517

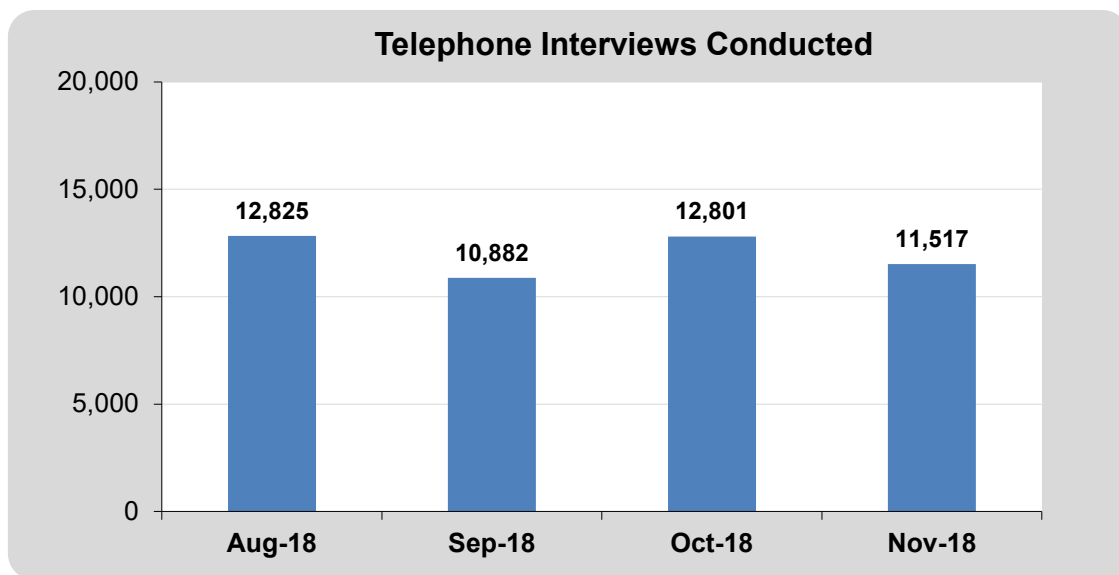
Note: Calls abandoned after threshold exclude calls abandoned within first 20 second(i.e. less than 20 seconds)



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- Calls answered by worker across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

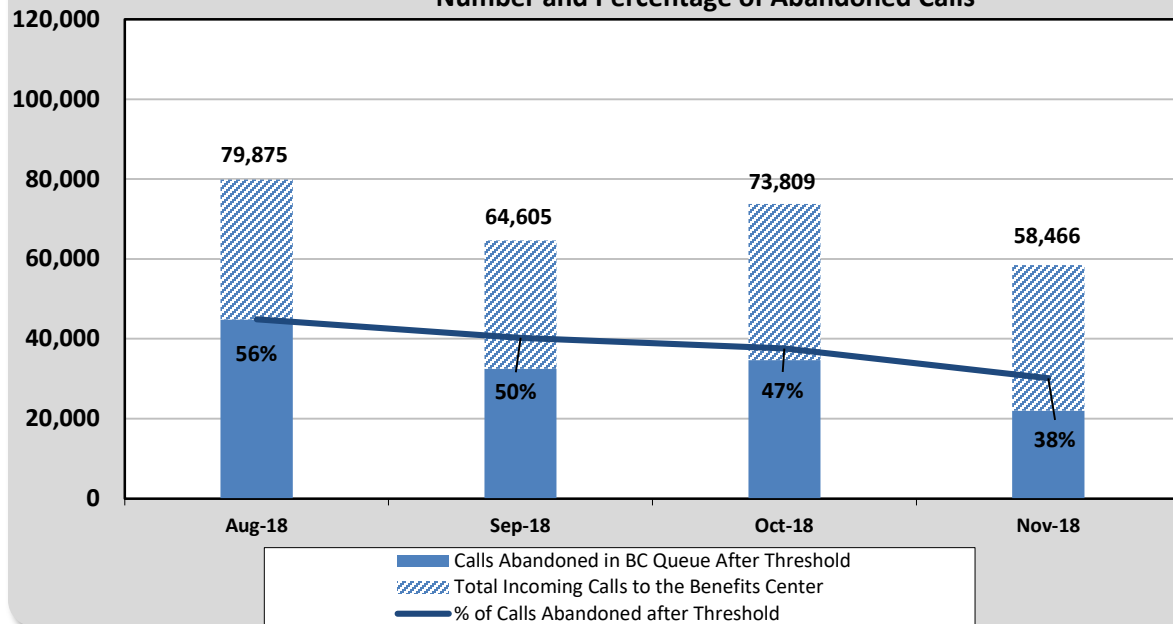


- Calls answered to conduct a requested phone interview



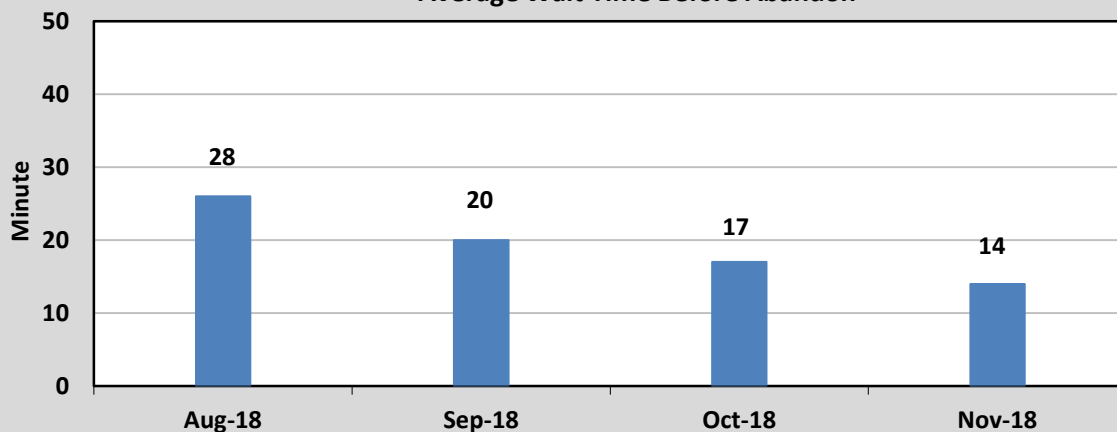
DSS Public Dashboard – December 2018

Number and Percentage of Abandoned Calls



- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)

Average Wait Time Before Abandon



- From the abandoned calls, the average wait time from when the caller entered the queue to speak to a worker until caller hung up before a worker responded



Thank You