

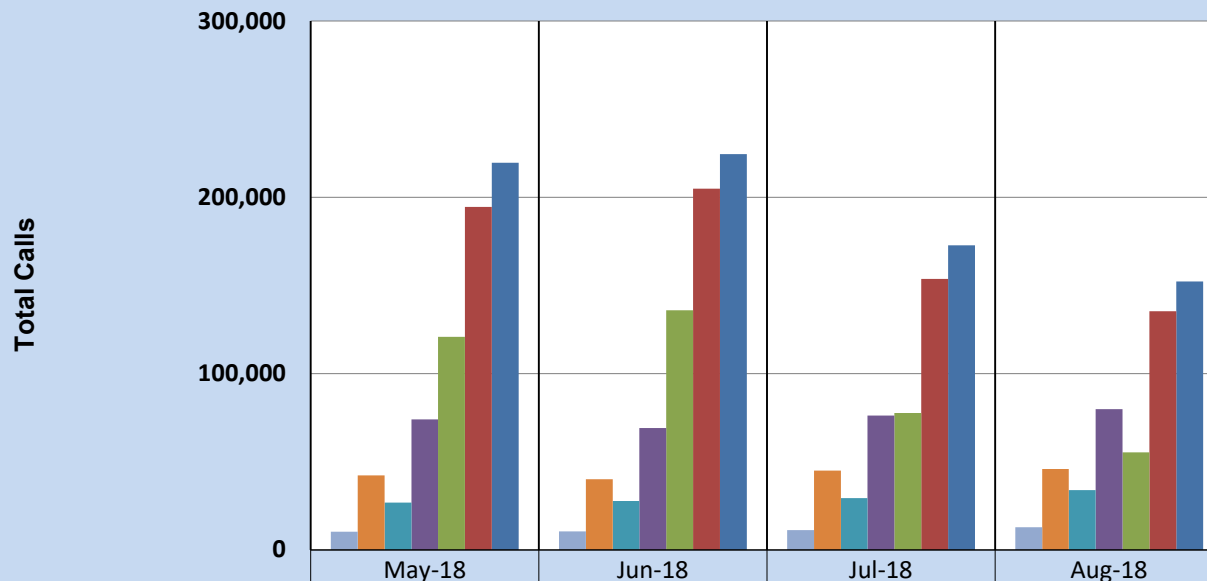


# DSS Public Dashboard September 2018



## DSS Public Dashboard – September 2018

**Client Information Line:  
May - August 2018**



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

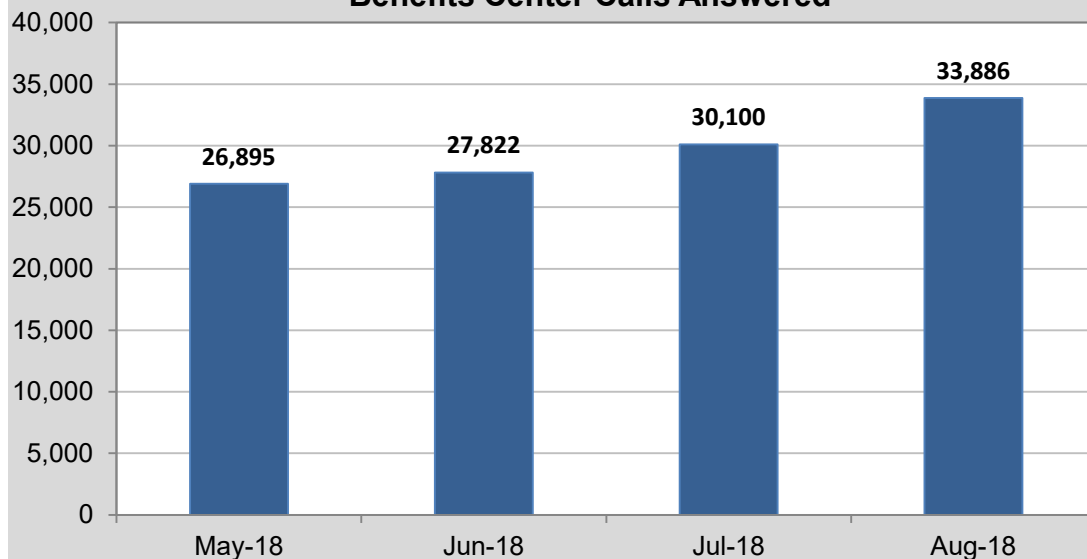
	May-18	Jun-18	Jul-18	Aug-18
■ Total Calls to the IVR (24 hour period)	219,586	224,614	172,726	152,375
■ Total Calls to the IVR (Business hours)	194,502	205,011	153,799	135,439
■ Total Calls Resolved by the IVR	120,920	135,897	77,589	55,368
■ Total Calls Transferred to the BC	74,026	69,116	76,208	79,875
■ Total Calls Answered in the BC	26,895	27,822	29,443	33,886
■ Calls Abandoned in BC Queue After Threshold	42,245	40,123	44,912	45,834
■ Interviews Conducted	10,277	10,426	11,212	12,825

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



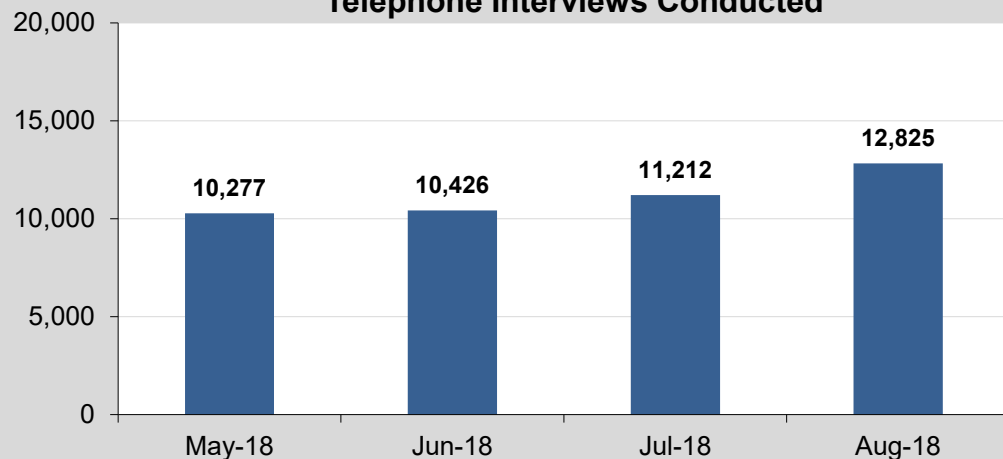
## DSS Public Dashboard – September 2018

**Benefits Center Calls Answered**



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

**Telephone Interviews Conducted**

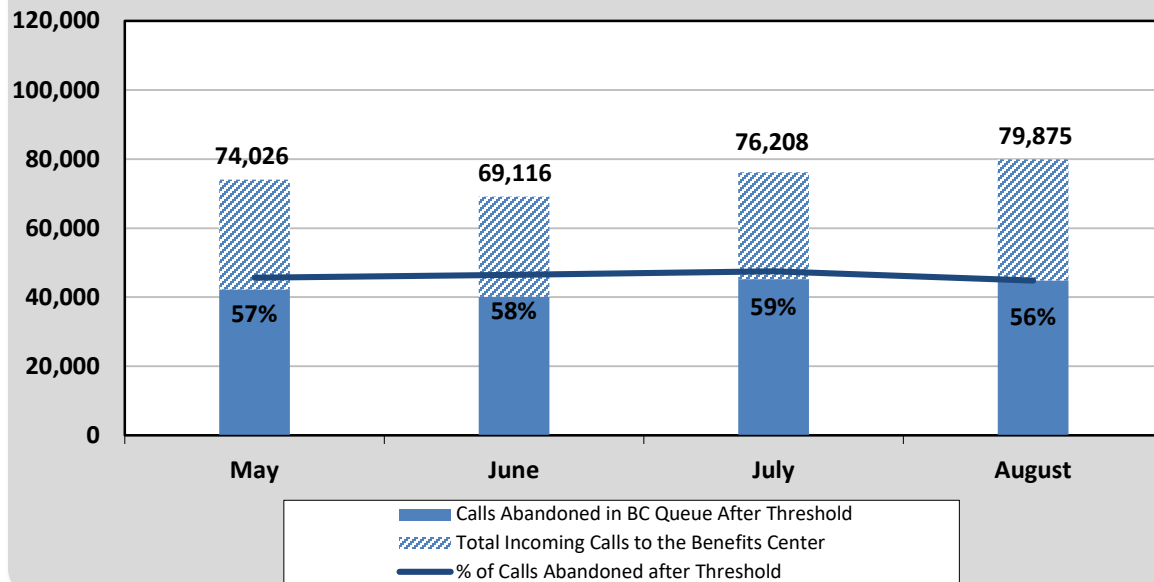


- Calls answered to conduct a requested phone interview



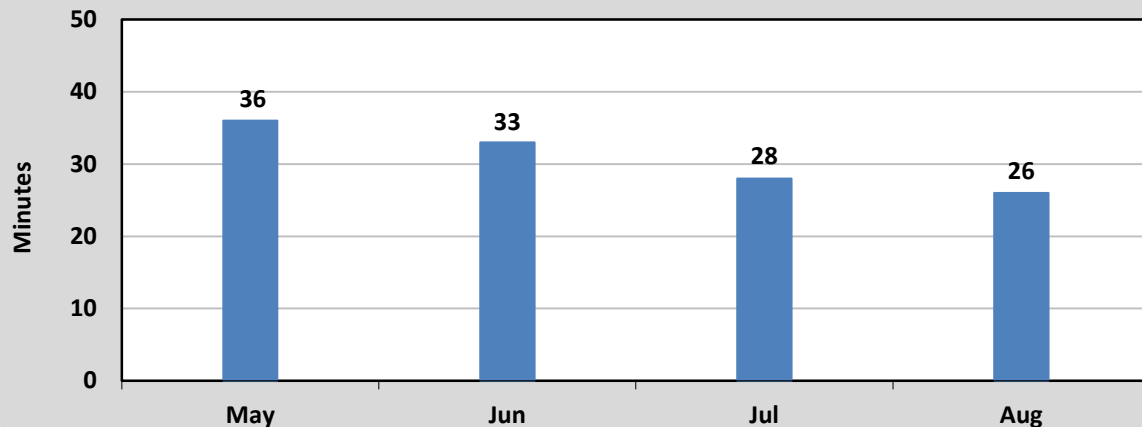
## DSS Public Dashboard – September 2018

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**