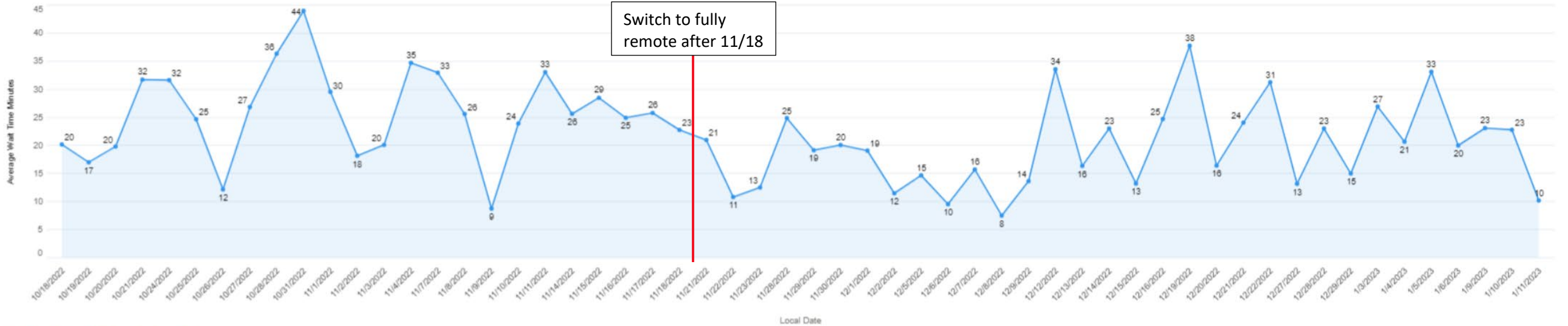Vonage Call Summaries - Wait Time

View Report (Vonage Call Summaries - Wait Time)

Notes:

- These numbers are the average time from when a caller calls in to when they are either answered by CAM staff or the caller "abandons" the call (i.e. the caller hangs up before the call is answered). So to put it plainly, it's how long it is for the caller to get connected to us or give up. I would need to pull additional data, but I do know we have pretty high rate of abandoned calls which means people are giving up before they get through which can be a source of frustration and complaint even when the wait times are not astronomical (in my opinion).
- This data is looking only at calls routed to CAM staff (there are many options on the phone tree which route people to external sources or other resources). So, for example, someone may call CAM initially and then be automatically directed to Wayne Metro if they indicate they are in Out-Wayne, and then if they are on hold there or not happy with the outcome, they still may associate that experience with CAM.
- This data does not include any outbound calls that CAM staff are making (as there would obviously be no wait time on those calls)

- This is the average time until the call is abandoned or answered. So it's not how long it is for people to get connected to us. It's how long it is for them to get connected to us or give up. Today for instance, 52% of calls have been answered and 48% have been abandoned so will the wait time isn't too bad, there are still a lot of people not getting thru which could be the source of complaints.
- This is only looking at calls that are directly routed to CAM staff. There is a huge volume of calls to the CAM line that are routed externally (e.g. to the eviction helpline). So there may be a lot of people who call CAM initially and then are directed elsewhere where they may be on another organizations call center for a very long time but still associate it with CAM.
- Mondays and Fridays tend to be our busiest days.