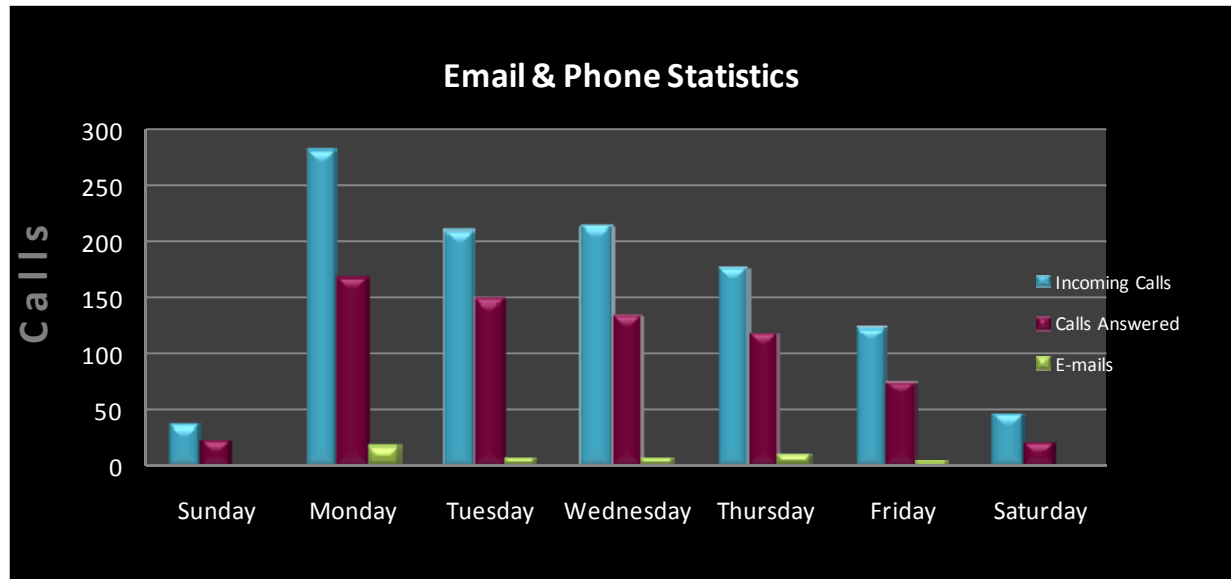


# Information Technologies-Client Services

## Help Desk Weekly Report: Mar. 22--28, 2009

Calls Resolved by Tier 1	
DIST	044
KW	002
NEC	005
NLC	014
NVC	070
PAC	062
SAC	211
SPC	088
SWC	004
Other	020
<b>Total</b>	<b>520</b>

Calls by Role	
Faculty	048
Staff	161
Student	292
Other	019



Help Desk Statistics			
Number of Calls Received (AA)			1099
Number of Calls Answered (Option 4)			694
Number of Abandoned Calls (Total AA & Option 4)			43
Number of Calls from 5:00pm to 12:00am			124
Help Desk Metrics	Target	Actual	Status
Average Response Time	2 min.	0:23	
Average Call Length	5 min.	4:07	
Call Abandonment Rate (Option 4)	5%	6.20%	
Average Wait Time before Abandonment	2 min.	02:27	

### Weekdays

