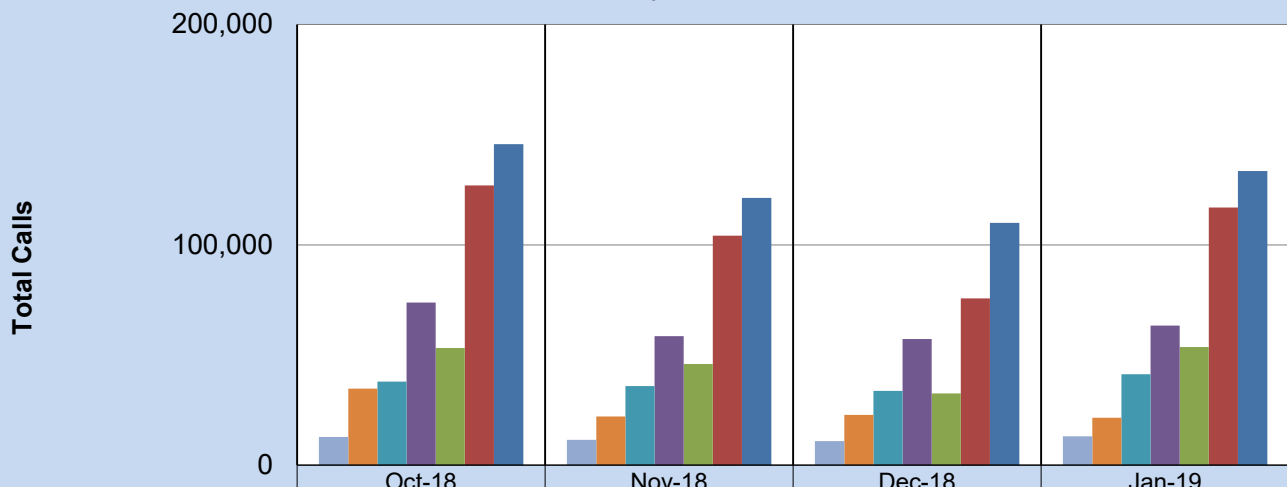




## DSS Public Dashboard February 2019

## DSS Public Dashboard – February 2019

Client Information Line:  
October - January 2019



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

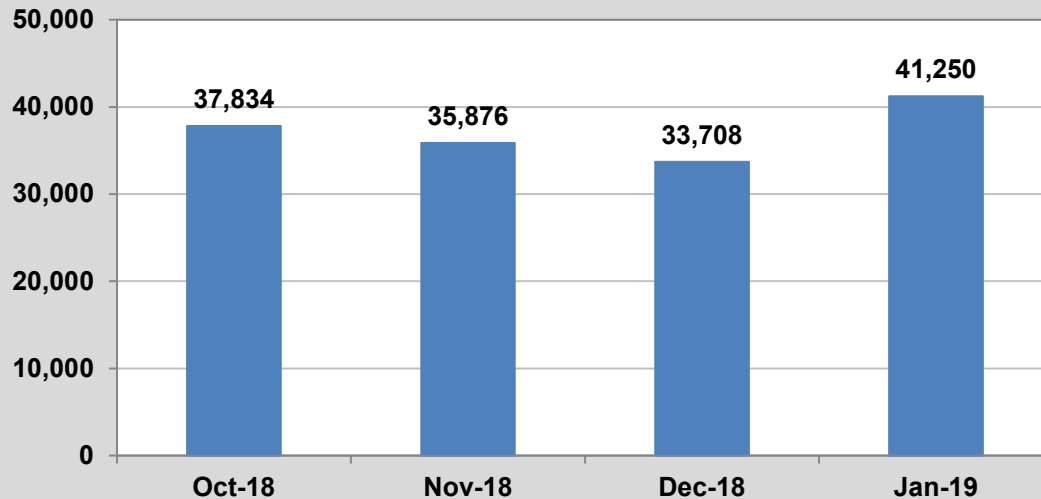
■ Total Calls to the IVR (24 hour period)	145,647	121,293	109,915	133,537
■ Total Calls to the IVR (Business hours)	126,974	104,173	75,682	116,867
■ Total Calls Resolved by the IVR	53,164	45,895	32,488	53,559
■ Total Calls Transferred to the BC	73,809	58,455	57,208	63,307
■ Total Calls Answered in the BC	37,834	35,876	33,708	41,250
■ Calls Abandoned in BC Queue After Threshold	34,676	21,992	22,805	21,461
■ Interviews Conducted	12,801	11,479	10,824	13,004

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



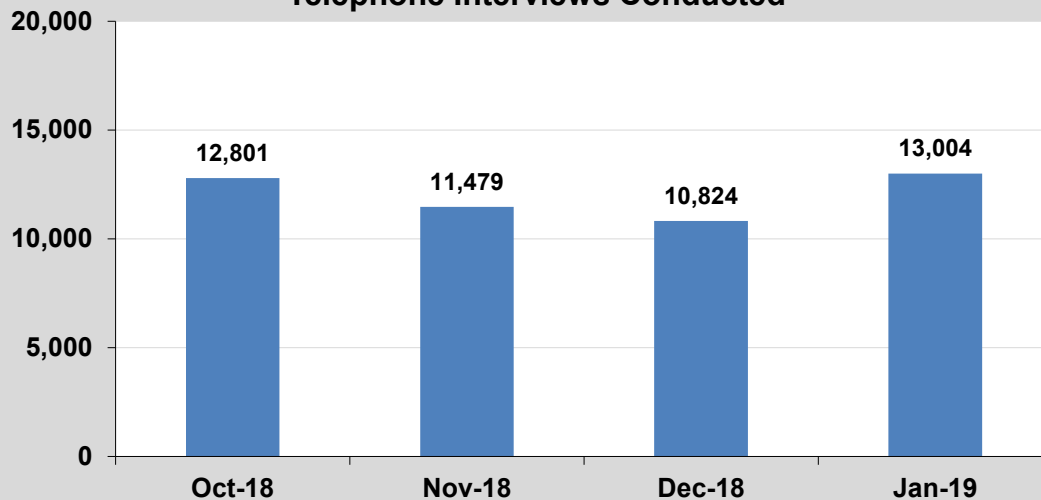
## DSS Public Dashboard – February 2019

**Benefits Center Calls Answered**



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

**Telephone Interviews Conducted**

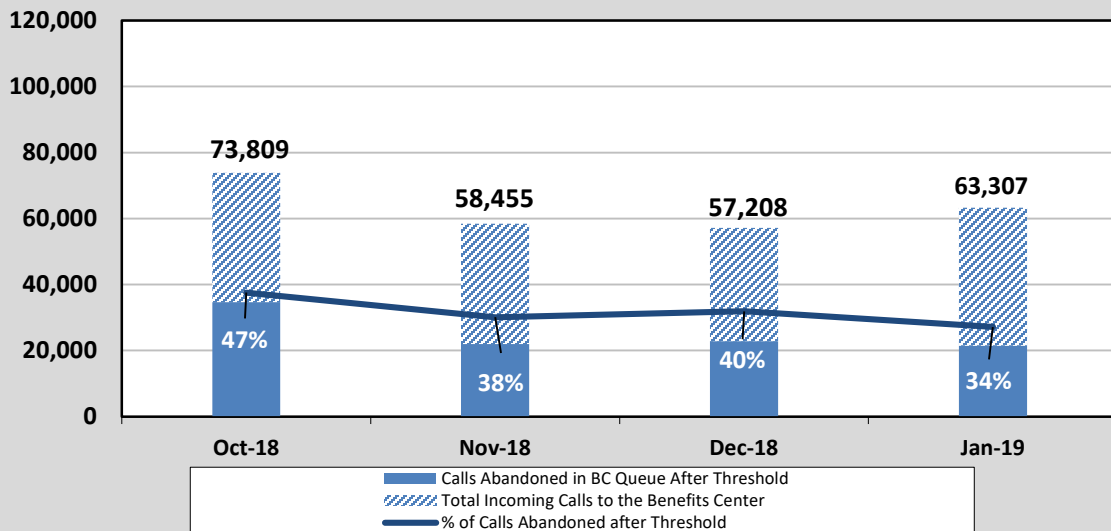


- Calls answered to conduct a requested phone interview



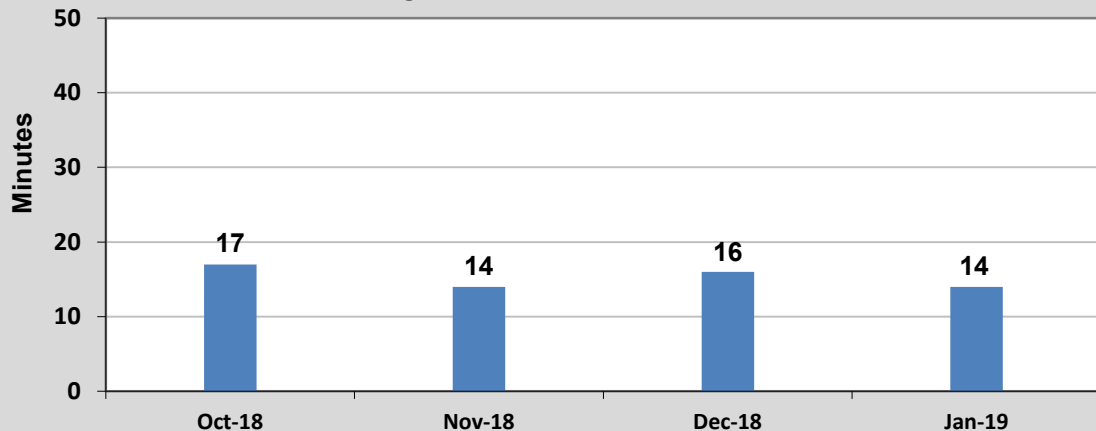
# DSS Public Dashboard – February 2019

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**