

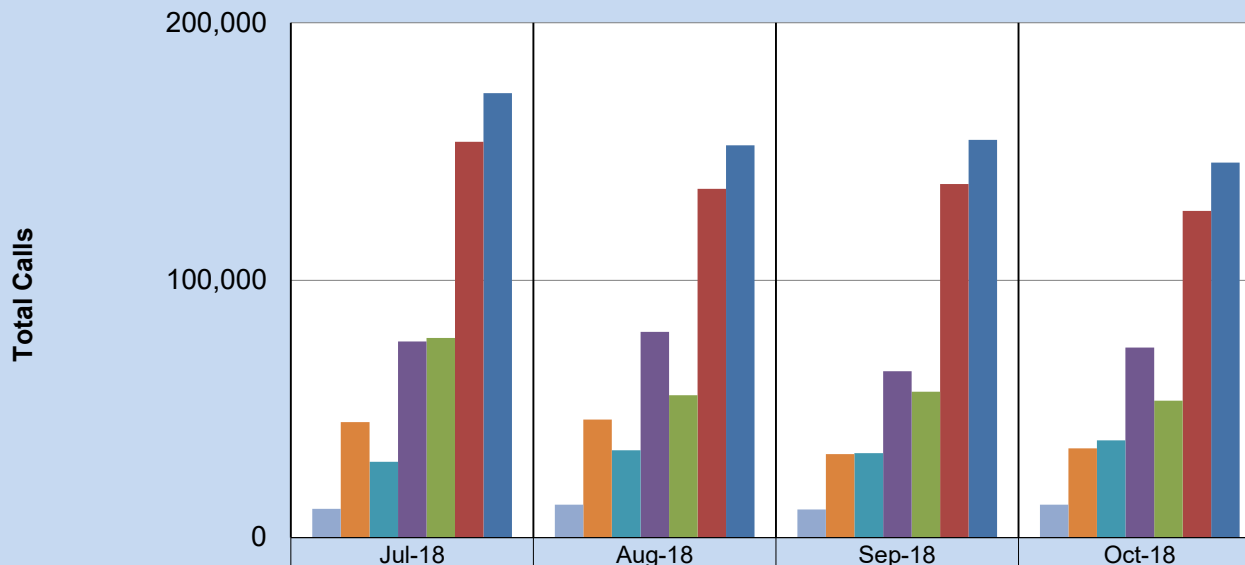


**DSS Public Dashboard  
November 2018**



## DSS Public Dashboard – November 2018

Client Information Line:  
July - October 2018



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

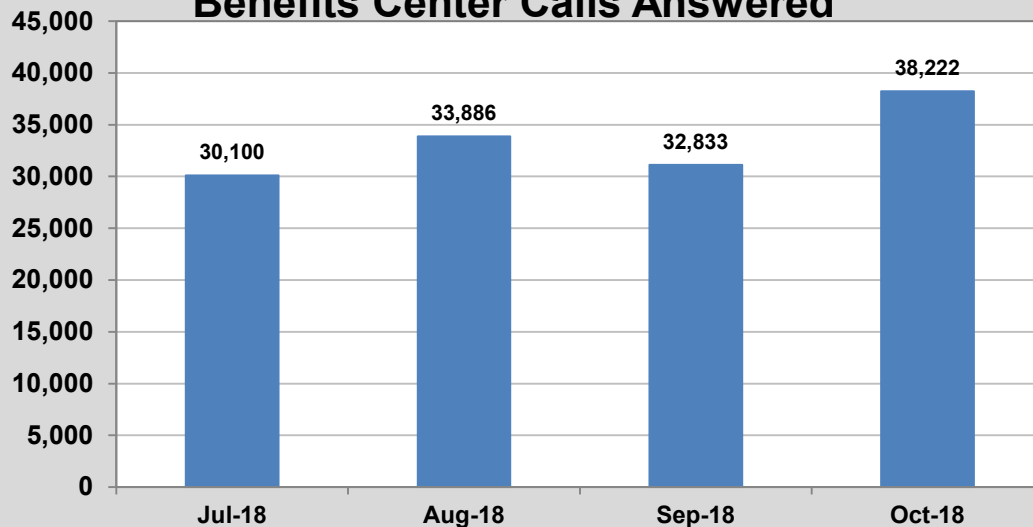
	Jul-18	Aug-18	Sep-18	Oct-18
Total Calls to the IVR (24 hour period)	172,726	152,375	154,529	145,647
Total Calls to the IVR (Business hours)	153,799	135,439	137,403	126,974
Total Calls Resolved by the IVR	77,589	55,368	56,668	53,164
Total Calls Transferred to the BC	76,208	79,875	64,605	73,809
Total Calls Answered in the BC	29,443	33,886	32,833	37,834
Calls Abandoned in BC Queue After Threshold	44,912	45,834	32,503	34,676
Interviews Conducted	11,212	12,825	10,992	12,801

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



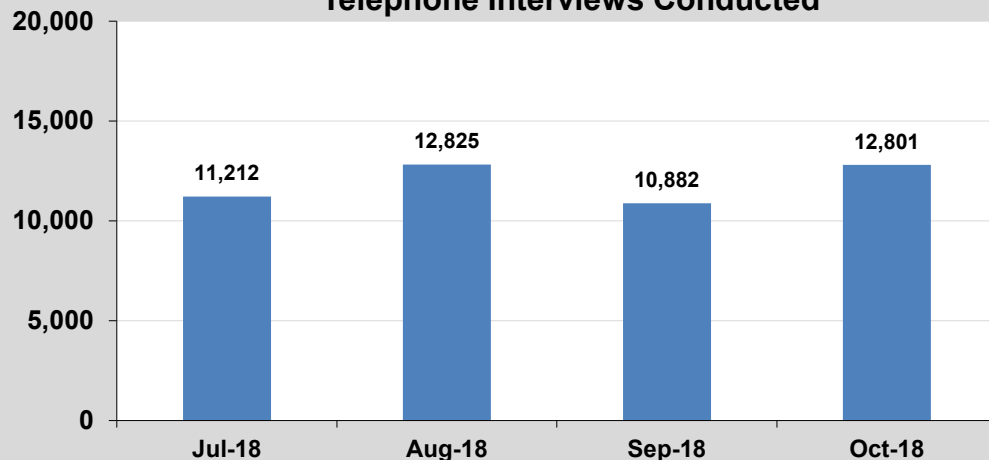
## DSS Public Dashboard – November 2018

### Benefits Center Calls Answered



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

### Telephone Interviews Conducted

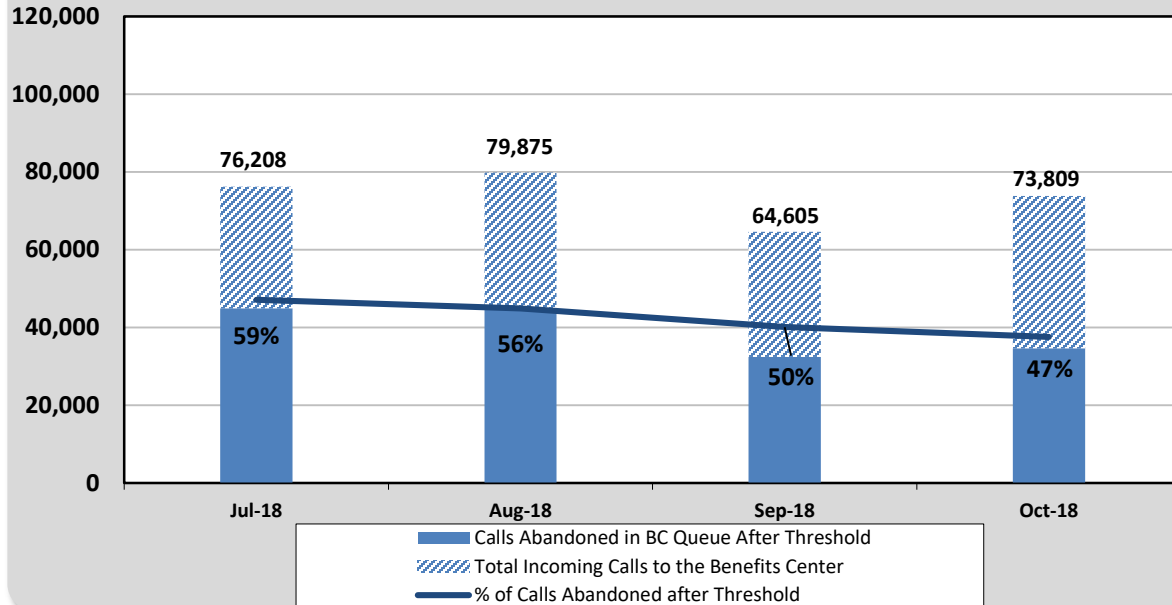


- Calls answered to conduct a requested phone interview



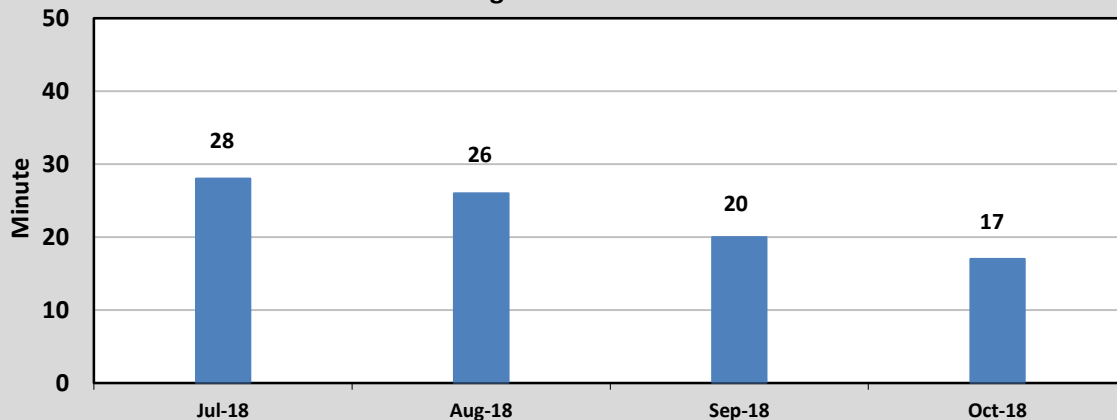
## DSS Public Dashboard – November 2018

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**