

# Quarter 4 Call Stats by Group

Quarter 4 Call Stats by Group			
Group	Tier 1	Tier 2	Combined
Average Handle Time	15:24	14:06	15:17
Average Speed of Answer	00:41	00:29	00:40
Calls Offered	65,881	6,948	72,829
Calls Handled	63,940	6,659	70,599
300 Second Service Level %*	95.77%	98.55%	96.04%

\* October has a 180 second service level

# Quarter 4 Work Processed

Quarter 4 Work Processed	
<b>MA Applications</b>	<b>12,256</b>
<b>Change Reports</b>	<b>8,300</b>
<b>Documents</b>	<b>9,421</b>