



Weekly Report

Week Ending

		10/10/2020	10/3/2020	Sept	August	July	Overall Total
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	1,618	1,480	4,925	5,409	2,316	14,910
	# Indexes Complete	1,428	1,296	4,380	4,513	1,598	12,472
	% Indexes Complete	88.3%	87.6%	88.9%	83.4%	69.0%	83.6%
	# Indexes unreachable (Max Attempts)	185	175	493	809	651	2,222
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	11.4%	11.8%	10.0%	15.0%	28.1%	14.9%
	# Indexes Attempted calls (all completions + at least 1 attempt)	1,618	1,480	4,925	5,409	2,316	14,904
	Average time from Index Received to Index Reached	0.03:05:43	0.13:08:29	1.00:45:55	0.21:06:31	0.18:09:05	0.20:18:18
	Average Index Handle Time	0.00:11:53	0.00:11:23	0.00:11:24	0.00:10:48	0.00:10:52	0.00:11:09
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	84.5%	82.8%	83.4%	78.4%	62.6%	72.2%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.8%	99.7%	99.4%	99.6%	99.9%	99.7%
Contacts	# contacts generated	4,046	3,527	12,679	9,538	3,326	30,980
	# contacts generated per Index Complete	2.8	2.7	2.9	2.1	2.1	2.5
	# contacts complete	3,233	2,989	11,101	8,006	2,129	25,587
	% contacts complete	79.9%	84.7%	87.6%	83.9%	64.0%	82.6%
	# contacts unreachable (Max Attempts + missing phone numbers)	514	421	1,379	1,369	1,118	4,577
	% contacts unreachable (Max Attempts + missing phone numbers)	12.7%	11.9%	10.9%	14.4%	33.6%	14.8%
	# contacts attempted calls (all completions + at least 1 attempt)	3,949	3,511	12,665	9,536	3,326	30,974
	Average Time from Contact Generated to Contact Reached	0.01:47:31	0.07:53:45	1.15:03:23	1.04:45:58	1.03:20:55	1.04:54:34
	Average Contact Handle Time	0.00:10:46	0.00:11:02	0.00:10:16	0.00:10:11	0.00:09:44	0.00:10:22
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	76.7%	83.1%	83.2%	78.7%	61.6%	79.9%
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	96.0%	99.8%	99.1%	99.8%	99.8%	99.2%	
Average Time from receipt of initial case name to full completion of all related contacts	0.16:55:50	0.20:37:43	1.07:57:14	0.22:22:15	1.12:01:09	1.02:49:41	