

GDIT

Weekly Report

		Week Ending		Month			
		10/10/2020	10/3/2020	Sep	Aug*	Jul*	Overall Total
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	1,616	1,476	4,940	5,393	4,127	16,710
	# Indexes Complete	1,291	1,189	4,076	4,170	3,275	13,308
	% Indexed Complete	79.9%	80.7%	82.6%	77.5%	79.6%	79.8%
	# Indexes unreachable (Max Attempts)	325	287	864	1,223	852	3,402
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	20.1%	19.5%	17.5%	22.7%	20.7%	20.4%
	# Indexes Attempted calls (all completions + at least 1 attempt)	1,616	1,473	4,934	5,380	4,113	16,675
	Average time from Index Received to Index Reached	0.08:43:47	1.02:13:15	2.05:18:31	3.18:09:16	2.21:10:47	2.15:41:43
	Average Index Handle Time	0.00:14:54	0.00:13:52	0.00:13:16	0.00:12:54	0.00:14:11	0.00:13:34
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	95.5%	93.2%	87.7%	78.6%	67.6%	80.2%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	99.9%	99.8%	99.7%	97.1%	99.1%
	Contacts	# contacts generated	4,105	3,966	14,487	9,574	6,903
# contacts generated per Index Complete		3.2	3.3	3.6	2.3	2.1	2.7
# contacts complete		3,545	3,391	12,626	8,692	6,357	32,467
% contacts complete		86.4%	85.5%	87.2%	90.8%	92.1%	88.8%
# contacts unreachable (Max Attempts + missing phone numbers)		533	569	1,859	882	546	4,050
% contacts unreachable (Max Attempts + missing phone numbers)		13.0%	14.3%	12.8%	9.2%	7.9%	11.1%
# contact attempted (all completions + at least 1 attempt)		4,104	3,966	14,487	9,574	6,903	36,551
Average Time from Contact Generated to Contact Reached		0.12:37:16	0.19:57:21	1.06:01:25	2.17:31:06	3.01:02:42	1.22:20:28
Average Contact Handle Time		0.00:12:56	0.00:11:20	0.00:10:50	0.00:10:26	0.00:13:58	0.00:11:36
% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)		87.3%	82.2%	77.4%	68.4%	70.1%	74.7%
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)		99.5%	99.5%	99.1%	99.0%	97.7%	98.9%
Average Time from receipt of initial case name to full completion of all related contacts		0.18:26:36	1.11:57:51	2.13:11:33	3.10:46:06	3.19:40:55	2.19:53:51

*6 HOUR SPAN
BETWEEN ATTEMPTS.
THIRD ATTEMPT MADE
ON THE SECOND DAY.