



Weekly Report

		10/10/2020	10/3/2020	Sep (Previous Month)	YTD
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	346	383	2720	3600
	# Indexes Complete	261	285	2031	2713
	% Indexed Complete	75.4%	74.4%	74.7%	75.4%
	# Indexes unreachable (Max Attempts)	62	63	577	700
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	17.9%	16.5%	21.3%	19.5%
	# Indexes Attempted calls (all completions + at least 1 attempt)	338	365	2671	3499
	Average time from Index Received to Index Reached	0.05:37.33	0.07:30.24	0.11:36.10	0.10:42.05
	Average Index Handle Time	0.00:14:30	0.00:21:06	0.00:14:57	0.00:14:46
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	73.70%	70.68%	60.1%	59.69%
Contacts	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	83.5%	83.2%	83.6%	66.2%
	# contacts generated	978	780	5832	8098
	# contacts generated per Index Complete	3.7	2.7	2.9	3.0
	# contacts complete	704	493	3827	5483
	% contacts complete	72.0%	63.2%	65.6%	67.7%
	# contacts unreachable (Max Attempts + missing phone numbers)	216	287	1550	1951
	% contacts unreachable (Max Attempts + missing phone numbers)	22.1%	36.8%	26.6%	24.1%
	# contact attempted (all completions + at least 1 attempt)	839	589	4727	6604
	Average Time from Contact Generated to Contact Reached	0.09:59:51	0.10:50:10	1.04:11:06	0.21:50:34
	Average Contact Handle Time	0.00:12:18	0.00:12:32	0.00:14:50	0.00:13:46
	% contacts completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	57.09%	48.20%	35.1%	39.2%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	81.5%	71.5%	37.3%	37.2%
	Average Time from receipt of initial case name to full completion of all related contacts	0.18:06:04	0.22:01:07	1.20:07:37	1.11:39:02