

IVR and Benefits Center Call Activity	Mar-18	Apr-18
Total Calls to the IVR (Business hours)	239,827	229,731
Total Calls Transferred to the BC	69,874	73,014
Calls Abandoned in BC Queue After Threshold	38,991	40,708
Average Call Wait Time	107	105

Source:

Total Calls to the IVR (business hours) are from BC Daily/Weekly Snapshots with data range intervals of 7:30 am-4:00 pm
 Calls Transferred to BC and Average Call Wait Time are from CDN (Route Point) Statistics report with data range intervals of 7:30 am-4:30 pm
 Calls Abandoned in BC Queue After Threshold are from Application Delay Before Abandon report with data range intervals of 7:30 am-4:30 pm

Note:

Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)

Interviews Conducted			
Jan-18	Feb-18	Mar-18	Apr-18
11,248	8,900	9,336	10,075

Source:
 Interviews Conducted (Sum of English and Spanish Interviews) are from CDN (Route Point) Statistics report with data range intervals of 7:30 am-4:30 pm