



**CLEVELAND
METROPOLITAN
SCHOOL DISTRICT**

Purchasing Department 1111 Superior Avenue
E, Suite 1800

Cleveland, Ohio 44114

Ph: (216) 838-0418 Fax: (216) 436-5118

June 3, 2020

To: All Vendors

From: Seletha R. Thompson
Purchasing Analyst

Re: **Addendum #1 for RFP 21300 – Customer Service**

*Below is **Addendum #1 for RFP 21300 – Customer Service***

*This addendum supplements and amends the items in the Specifications. This addendum **must be noted on the Addendum Acknowledgement Form found in the ITB. Failing to acknowledge this Addendum on the Addendum Acknowledgement Form may cause the response to be rejected.***

This Addendum #1 reflects the following:

- Pre-Proposal Conference Agenda (see attached)
- Pre-Proposal Conference Attendance Sheet (see attached)
- Response to Questions (see attached)
 - Monthly Que Productivity July 2017 to June 2018 – (see attached)
 - Monthly Que Productivity July 2018 to June 2019 – (see attached)
 - Monthly Que Productivity July 2019 to April 2020 – (see attached)

This Addendum shall hereby be and become a part of the Contract Documents the same as if originally bound thereto.

Each bidder shall acknowledge receipt of the Addendum in your bid response. **Failing to acknowledge this Addendum on the Addendum Acknowledgement Form may cause the response to be rejected.**

RFP Response Due Date

June 16, 2020 at 1:00 PM (EST)

REMINDER: Mailing of RFP responses are encouraged. However, hand deliveries will only be accepted from 11:00 AM to 1:00 PM on June 16, 2020.

--End of Addendum #1--



RFP # 21300 – Customer Service

Pre-Proposal Conference Agenda

May 20, 2020

- I. Introductions**
 - a. CMSD
 - b. Other Guests

- II. Notice of Request for Proposal**

- III. Procurement Process and Requirements**
 - a. Required CMSD Forms to be Submitted

- IV. Project Framework and Delivery**
 - a. RFP Questions / Communication to CMSD
 - i. Questions sent to: Seletha.Thompson@clevelandmetroschools.org
 - ii. Voice questions: not allowed
 - iii. Last Date for Questions: **May 21, 2020 at 2:00 PM**
 - iv. Addenda Issue: **June 3, 2020**
 - v. **RFP Responses Due: June 16, 2020 no later than 1:00 PM**

- V. Scope of Work: Department of Information Technology Team**

- VI. Question and Answer Period**

- VII. Closing Remarks**

- VIII. Adjournment**

RFP # 21300 – Customer Service

For Department of Information Technology

Pre-Proposal Conference Sign-In Sheet

Conference Call Attendees

May 20, 2020

VIA Conference Call 888-273-3658; Access Code 7728891

Name	Company Name & Phone Number	Email
Chris Murillo	GPI Enterprises Inc. P 330-321-2461	Christopher Murillo <chris.murillo@e-gpi.com>
Todd Herzog	Pomeroy 440-546-2214	Todd Herzog <todd.herzog@pomeroy.com>
Lisa Young	CompTech Computer Technologies 817-875-3724	Lisa Young <Lisa.Young@Comptech.com>
Shannon Cox	CompTech Computer Technologies 937-630-1448	Shannon.cox@comptech.com
Dave Chandler	CompTech Computer Technologies 937-235-5902	Dave.chandler@comptech.com
Justina Casias	Ryan Consulting Group 303-927-5331	Justina Casias <jcasias@consultrcg.com>
Doug Jones	Epiphany Management Group 330-352-0874	djones@epiphanymgmt.com
Larry Hughes	Epiphany Management Group 440-409-2443	lhughes@epiphanymgmt.com
Kelly Blankenship	Epiphany Management Group 330-802-1253	kblankenship@epiphanymgmt.com

RFP # 21300 – Customer Service

For Department of Information Technology

Pre-Proposal Conference Sign-In Sheet

Conference Call Attendees

May 20, 2020

VIA Conference Call 888-273-3658; Access Code 7728891

Name	Company Name & Phone Number	Email
Dedra Ross	CMSD	
Alexander Clark	CMSD	
Robert Daley	CMSD	
Carlos Guajardo	CMSD	
Marlon Yarbrough	CMSD	
Robert Zellers	CMSD	

RFP # 21300 – Customer Service

For Department of Information Technology

Pre-Proposal Conference Sign-In Sheet

Conference Call Attendees

May 20, 2020

VIA Conference Call 888-273-3658; Access Code 7728891

Name	Company Name & Phone Number	Email
LaQuine Sims	CMSD	
Marcus Thompson	CMSD	
Ahmad Alaraj	CMSD	
Melissa Hirsch	CMSD	
Sherrill Greene	CMSD	
Seletha Thompson	CMSD	Seletha.thompson@clevelandmetroschools.org

RFP # 21300 - Customer Service

RFP Questions and Responses

1		1. Will our Customer Service Agents be required to perform their duties on site at CMSD facilities or can they work in our facilities or remotely? A		
	ANSWER:	Customer Service staff can work remotely, system before the pandemic they worked onsite. They currently work from home and can remain at home until they are approved to come back onsite.		
2		a. If they need to be onsite, do current facilities meet social distancing guidelines?		
	ANSWER:	Onsite Facilities can be setup for social distancing guidelines.		
3		2. Can CMSD provide talk/handle time averages for the call data they provide (i.e., time on call or time to complete the call)?		
	ANSWER:	Yes, information is in a standard report availble upon requests		
4		3. What ACD system does CMSD use? (Depending on how they answer the location of agents then we ask about remote usage)		
	ANSWER:	It is a cloud based ACD system from Intermedia formerly Telex. The system provided is part of the services from our Voice Services provider Education Network of America .		
5		4. Will computers and headsets be provided?		
	ANSWER:	Yes for the computers, Partner will provide staff with headsets.		
6		5. What is the current head count supporting this initiative within the district?		
	ANSWER:	4 total staff members, 2 Bilingual speaking members amd 2 English speaking members.		

7	6. As it appears the transfer rate is 97%, how is the FCR calculated? Is a transfer to the correct department considered a First Call Resolution?	
	ANSWER:	FCR is not calculated. No
8	Section XII: Diversity Business Enterprise Participation Forms page 26; If we are a DBE firm, which of the DBE Forms A-H do we complete and submit with our proposal?	
	ANSWER:	Fill the applicable forms based on the type of DBE. Refer to your legal or HR department

Period: July, 2017

Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service	7,999	7,536	463	5.79	0	00:00:55	00:14:04	115:44:27	00:00:10	00:00:25	20:54:10	00:00:10	00:05:40	96.38
Totals:	7,999	7,536	463	5.79	0	00:00:55	00:08:09	115:44:27	00:00:10	00:00:23	20:54:10	00:00:10	00:05:40	96.38
My Totals:	7,999	7,536	463	5.79	0	00:00:55	00:08:09	115:44:27	00:00:10	00:00:23	20:54:10	00:00:10	00:05:40	

Period: August, 2017

Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service	12,967	12,571	396	3.05	0	00:00:57	00:23:32	200:26:31	00:00:08	00:00:36	28:41:38	00:00:12	00:19:54	96.04
Totals:	12,967	12,571	396	3.05	0	00:00:57	00:10:48	200:26:31	00:00:08	00:00:26	28:41:38	00:00:12	00:19:54	96.04
My Totals:	12,967	12,571	396	3.05	0	00:00:57	00:10:48	200:26:31	00:00:08	00:00:26	28:41:38	00:00:12	00:19:54	

Period: September, 2017

Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service	7,836	7,246	590	7.53	0	00:00:57	00:16:04	115:07:43	00:00:08	00:01:28	16:14:43	00:00:11	00:07:24	95.62
Totals:	7,836	7,246	590	7.53	0	00:00:57	00:08:59	115:07:43	00:00:08	00:00:30	16:14:43	00:00:11	00:07:24	95.62
My Totals:	7,836	7,246	590	7.53	0	00:00:57	00:08:59	115:07:43	00:00:08	00:00:30	16:14:43	00:00:11	00:07:24	

Period: October, 2017

Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service	6,943	6,671	272	3.92	0	00:00:59	00:24:16	110:18:51	00:00:07	00:24:27	14:01:03	00:00:11	02:32:41	97.54
Totals:	6,943	6,671	272	3.92	0	00:00:59	00:10:24	110:18:51	00:00:07	00:01:30	14:01:03	00:00:11	02:32:41	97.54
My Totals:	6,943	6,671	272	3.92	0	00:00:59	00:10:24	110:18:51	00:00:07	00:01:30	14:01:03	00:00:11	02:32:41	

Period: November, 2017

Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service	5,789	5,583	206	3.56	0	00:00:56	00:16:51	87:21:49	00:00:10	00:41:06	15:43:57	00:00:10	00:05:40	96.96
Totals:	5,789	5,583	206	3.56	0	00:00:56	00:09:32	87:21:49	00:00:10	00:02:33	15:43:57	00:00:10	00:05:40	96.96
My Totals:	5,789	5,583	206	3.56	0	00:00:56	00:09:32	87:21:49	00:00:10	00:02:33	15:43:57	00:00:10	00:05:40	

Period: December, 2017														
Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service	4,823	4,703	120	2.49	0	00:00:54	00:16:45	69:08:03	00:00:09	00:00:37	12:17:06	00:00:06	00:03:33	99.14
Totals:	4,823	4,703	120	2.49	0	00:00:54	00:08:34	69:08:03	00:00:09	00:00:26	12:17:06	00:00:06	00:03:33	99.14
My Totals:	4,823	4,703	120	2.49	0	00:00:54	00:08:34	69:08:03	00:00:09	00:00:26	12:17:06	00:00:06	00:03:33	
Period: January, 2018														
Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service	7,084	6,301	783	11.05	0	00:00:53	00:14:49	91:28:09	00:00:08	00:00:28	14:30:38	00:00:09	00:08:39	97.31
Totals:	7,084	6,301	783	11.05	0	00:00:53	00:09:05	91:28:09	00:00:08	00:00:24	14:30:38	00:00:09	00:08:39	97.31
My Totals:	7,084	6,301	783	11.05	0	00:00:53	00:09:05	91:28:09	00:00:08	00:00:24	14:30:38	00:00:09	00:08:39	
Period: February, 2018														
Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service	5,528	5,328	200	3.62	0	00:00:51	00:32:38	76:15:14	00:00:08	00:00:26	12:39:59	00:00:07	00:23:37	99.00
Totals:	5,528	5,328	200	3.62	0	00:00:51	00:11:01	76:15:14	00:00:08	00:00:24	12:39:59	00:00:07	00:23:37	99.00
My Totals:	5,528	5,328	200	3.62	0	00:00:51	00:11:01	76:15:14	00:00:08	00:00:24	12:39:59	00:00:07	00:23:37	
Period: March, 2018														
Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service	6,210	5,768	442	7.12	0	00:00:47	00:25:55	82:56:47	00:00:08	00:00:31	15:15:36	00:00:16	00:20:33	90.34
Totals:	6,210	5,768	442	7.12	0	00:00:47	00:09:41	82:56:47	00:00:08	00:00:23	15:15:36	00:00:16	00:20:33	90.34
My Totals:	6,210	5,768	442	7.12	0	00:00:47	00:09:41	82:56:47	00:00:08	00:00:23	15:15:36	00:00:16	00:20:33	
Period: April, 2018														
Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service	5,609	5,396	213	3.80	0	00:00:52	00:18:55	78:27:42	00:00:13	00:34:47	19:35:59	00:00:07	00:05:15	98.97
Totals:	5,609	5,396	213	3.80	0	00:00:52	00:08:17	78:27:42	00:00:13	00:02:04	19:35:59	00:00:07	00:05:15	98.97
My Totals:	5,609	5,396	213	3.80	0	00:00:52	00:08:17	78:27:42	00:00:13	00:02:04	19:35:59	00:00:07	00:05:15	

Monthly Queue Summary

From Jul 01, 2017 12:00 AM to Jun 30, 2018 11:59 PM

Time frame between 00:00 and 23:59.

Period: May, 2018														
Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service	5,600	5,446	154	2.75	0	00:00:50	00:14:24	76:05:00	00:00:13	00:00:33	20:12:07	00:00:07	00:02:55	99.16
Totals:	5,600	5,446	154	2.75	0	00:00:50	00:07:42	76:05:00	00:00:13	00:00:26	20:12:07	00:00:07	00:02:55	99.16
My Totals:	5,600	5,446	154	2.75	0	00:00:50	00:07:42	76:05:00	00:00:13	00:00:26	20:12:07	00:00:07	00:02:55	
Period: June, 2018														
Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service	5,775	5,627	148	2.56	0	00:00:52	00:21:57	82:13:42	00:00:12	00:00:32	19:51:34	00:00:07	00:03:36	98.95
Totals:	5,775	5,627	148	2.56	0	00:00:52	00:08:42	82:13:42	00:00:12	00:00:24	19:51:34	00:00:07	00:03:36	98.95
My Totals:	5,775	5,627	148	2.56	0	00:00:52	00:08:42	82:13:42	00:00:12	00:00:24	19:51:34	00:00:07	00:03:36	

Cleveland Metro School District

Monthly Queue Summary

From Jul 01, 2018 12:00 AM to Jun 30, 2019 11:59 PM

Time frame between 00:00 and 23:59.

Period: July, 2018

Queue Name	Calls Queued	Calls Handled	Calls Abandone	Abandone d Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap	Max Wrap	Total Wrap	Avg Wait	Max Wait	Service Level
Customer Service	7,830	7,624	206	2.63	0	00:00:53	00:16:07	113:30:30	00:00:10	00:00:26	22:23:59	00:00:08	00:11:43	98.68
Totals:	7,830	7,624	206	2.63	0	00:00:53	00:08:55	113:30:30	00:00:10	00:00:24	22:23:59	00:00:08	00:11:43	98.68
My Totals:	7,830	7,624	206	2.63	0	00:00:53	00:08:55	113:30:30	00:00:10	00:00:24	22:23:59	00:00:08	00:11:43	

Period: August, 2018

Queue Name	Calls Queued	Calls Handled	Calls Abandone	Abandone d Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap	Max Wrap	Total Wrap	Avg Wait	Max Wait	Service Level
Customer Service	11,753	11,141	612	5.21	0	00:00:48	00:12:18	149:03:14	00:00:12	00:07:50	35:48:27	00:00:11	00:18:07	97.43
Totals:	11,753	11,141	612	5.21	0	00:00:48	00:08:21	149:03:14	00:00:12	00:00:48	35:48:27	00:00:11	00:18:07	97.43
My Totals:	11,753	11,141	612	5.21	0	00:00:48	00:08:21	149:03:14	00:00:12	00:00:48	35:48:27	00:00:11	00:18:07	

Period: September, 2018

Queue Name	Calls Queued	Calls Handled	Calls Abandone	Abandone d Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap	Max Wrap	Total Wrap	Avg Wait	Max Wait	Service Level
Customer Service	6,126	5,914	212	3.46	0	00:00:47	00:18:28	85:25:43	00:00:13	00:06:55	24:13:49	00:00:40	00:19:39	89.36
Totals:	6,126	5,914	212	3.46	0	00:00:47	00:07:30	85:25:43	00:00:13	00:01:02	24:13:49	00:00:40	00:19:39	89.36
My Totals:	6,126	5,914	212	3.46	0	00:00:47	00:07:30	85:25:43	00:00:13	00:01:02	24:13:49	00:00:40	00:19:39	

Period: October, 2018

Queue Name	Calls Queued	Calls Handled	Calls Abandone	Abandone d Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap	Max Wrap	Total Wrap	Avg Wait	Max Wait	Service Level
Customer Service	6,316	6,112	204	3.23	0	00:00:50	00:18:28	85:16:24	00:00:16	00:00:34	27:51:23	00:00:07	00:14:18	99.02
Totals:	6,316	6,112	204	3.23	0	00:00:50	00:08:47	85:16:24	00:00:16	00:00:26	27:51:23	00:00:07	00:14:18	99.02
My Totals:	6,316	6,112	204	3.23	0	00:00:50	00:08:47	85:16:24	00:00:16	00:00:26	27:51:23	00:00:07	00:14:18	

Period: November, 2018

Queue Name	Calls Queued	Calls Handled	Calls Abandone	Abandone d Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap	Max Wrap	Total Wrap	Avg Wait	Max Wait	Service Level
Customer Service	5,312	4,953	359	6.76	0	00:00:46	00:11:33	63:21:27	00:00:14	00:00:26	19:29:15	00:00:07	00:08:21	98.59
Totals:	5,312	4,953	359	6.76	0	00:00:46	00:06:59	63:21:27	00:00:14	00:00:25	19:29:15	00:00:07	00:08:21	98.59
My Totals:	5,312	4,953	359	6.76	0	00:00:46	00:06:59	63:21:27	00:00:14	00:00:25	19:29:15	00:00:07	00:08:21	

Period: December, 2018

Queue Name	Calls Queued	Calls Handled	Calls Abandone	Abandone d Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap	Max Wrap	Total Wrap	Avg Wait	Max Wait	Service Level
Customer Service	4,009	3,772	237	5.91	0	00:00:37	00:08:10	38:55:14	00:00:14	00:00:30	14:46:44	00:00:11	01:00:16	98.31
Totals:	4,009	3,772	237	5.91	0	00:00:37	00:04:53	38:55:14	00:00:14	00:00:25	14:46:44	00:00:11	01:00:16	98.31
My Totals:	4,009	3,772	237	5.91	0	00:00:37	00:04:53	38:55:14	00:00:14	00:00:25	14:46:44	00:00:11	01:00:16	

Period: January, 2019

Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap	Max Wrap	Total Wrap	Avg Wait	Max Wait	Service Level
Customer Service	7,047	6,163	884	12.54	0	00:00:35	00:35:03	60:34:35	00:00:12	00:00:30	20:59:39	00:00:10	00:04:15	97.12
Totals:	7,047	6,163	884	12.54	0	00:00:35	00:07:39	60:34:35	00:00:12	00:00:24	20:59:39	00:00:10	00:04:15	97.12
My Totals:	7,047	6,163	884	12.54	0	00:00:35	00:07:39	60:34:35	00:00:12	00:00:24	20:59:39	00:00:10	00:04:15	
Period: February, 2019														
Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap	Max Wrap	Total Wrap	Avg Wait	Max Wait	Service Level
Customer Service	5,416	5,219	197	3.64	0	00:00:38	00:17:36	55:36:21	00:00:12	00:00:37	18:04:37	00:00:06	00:03:46	99.65
Totals:	5,416	5,219	197	3.64	0	00:00:38	00:06:33	55:36:21	00:00:12	00:00:25	18:04:37	00:00:06	00:03:46	99.65
My Totals:	5,416	5,219	197	3.64	0	00:00:38	00:06:33	55:36:21	00:00:12	00:00:25	18:04:37	00:00:06	00:03:46	
Period: March, 2019														
Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap	Max Wrap	Total Wrap	Avg Wait	Max Wait	Service Level
Customer Service	197	196	1	0.51	0	00:00:34	00:03:47	01:53:07	00:00:14	00:00:25	00:45:53	00:00:05	00:00:15	100.00
Customer Service - ENG	4,470	4,371	99	2.21	0	00:00:35	00:15:04	45:02:29	00:00:12	00:00:31	16:03:23	00:00:06	00:02:36	99.60
Customer Service - SPA	70	56	14	20.00	0	00:00:41	00:06:02	00:46:47	00:00:24	00:08:31	00:29:19	00:00:11	00:05:59	96.69
Totals:	4,737	4,623	114	2.41	0	00:00:38	00:03:45	15:54:08	00:00:17	00:00:34	05:46:12	00:00:08	00:02:57	98.30
My Totals:	4,737	4,623	114	2.41	0	00:00:35	00:05:43	47:42:23	00:00:12	00:00:46	17:18:35	00:00:06	00:05:59	
Period: April, 2019														
Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap	Max Wrap	Total Wrap	Avg Wait	Max Wait	Service Level
Customer Service - ENG	4,871	4,722	149	3.06	0	00:00:41	00:13:14	53:53:19	00:00:11	00:00:31	15:29:16	00:00:06	00:03:05	99.71
Customer Service - SPA	86	67	19	22.09	0	00:00:46	00:04:03	00:56:56	00:00:18	00:00:23	00:21:26	00:00:13	00:04:25	95.25
Totals:	4,957	4,789	168	3.39	0	00:00:43	00:03:51	18:16:45	00:00:14	00:00:22	05:16:54	00:00:09	00:03:45	97.53
My Totals:	4,957	4,789	168	3.39	0	00:00:41	00:06:13	54:50:15	00:00:11	00:00:23	15:50:42	00:00:06	00:04:25	
Period: May, 2019														
Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap	Max Wrap	Total Wrap	Avg Wait	Max Wait	Service Level
Customer Service - ENG	5,817	5,617	200	3.44	0	00:00:45	00:15:38	70:44:33	00:00:11	00:00:56	17:34:41	00:00:07	00:03:23	99.20
Customer Service - SPA	98	80	18	18.37	0	00:01:01	00:09:56	01:14:17	00:00:14	00:00:25	00:18:15	00:00:13	00:02:21	94.60
Totals:	5,915	5,697	218	3.69	0	00:00:53	00:04:34	23:59:37	00:00:12	00:00:24	05:57:39	00:00:10	00:02:52	96.90
My Totals:	5,915	5,697	218	3.69	0	00:00:45	00:07:13	71:58:50	00:00:11	00:00:29	17:52:56	00:00:07	00:03:23	
Period: June, 2019														
Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap	Max Wrap	Total Wrap	Avg Wait	Max Wait	Service Level
Customer Service - ENG	4,972	4,877	95	1.91	0	00:00:42	00:13:03	57:02:20	00:00:09	00:00:25	12:16:00	00:00:05	00:03:29	99.89
Customer Service - SPA	65	53	12	18.46	0	00:00:48	00:02:05	00:46:08	00:00:11	00:00:22	00:09:14	00:00:08	00:00:57	100.00
Totals:	5,037	4,930	107	2.12	0	00:00:44	00:04:03	19:16:09	00:00:10	00:00:20	04:08:25	00:00:06	00:02:13	99.94
My Totals:	5,037	4,930	107	2.12	0	00:00:42	00:06:32	57:48:28	00:00:09	00:00:23	12:25:14	00:00:05	00:03:29	

Monthly Queue Summary

From Jul 01, 2019 12:00 AM to Apr 30, 2020 11:59 PM

Time frame between 00:00 and 23:59.

Period: July, 2019

Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service - ENG	7,103	7,011	92	1.30	0	00:00:46	00:13:12	91:50:18	00:00:04	00:02:47	08:48:36	00:00:06	00:08:39	99.66
Customer Service - SPA	159	139	20	12.58	0	00:01:14	00:03:46	03:00:36	00:00:05	00:00:22	00:11:05	00:00:20	00:18:54	92.64
Totals:	7,262	7,150	112	1.54	0	00:01:00	00:04:19	47:25:27	00:00:05	00:00:23	04:29:51	00:00:13	00:13:47	96.15
My Totals:	7,262	7,150	112	1.54	0	00:00:47	00:06:17	94:50:54	00:00:04	00:00:30	08:59:41	00:00:06	00:18:54	

Period: August, 2019

Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service - ENG	9,872	9,694	178	1.80	0	00:00:40	00:13:48	109:47:25	00:00:04	00:00:30	11:35:49	00:00:06	00:07:12	99.72
Customer Service - SPA	170	155	15	8.82	0	00:01:03	00:10:27	02:44:58	00:00:04	00:00:22	00:11:06	00:00:07	00:01:19	98.92
Totals:	10,042	9,849	193	1.92	0	00:00:51	00:04:51	56:16:12	00:00:04	00:00:18	05:53:28	00:00:06	00:04:16	99.33
My Totals:	10,042	9,849	193	1.92	0	00:00:41	00:07:03	112:32:23	00:00:04	00:00:23	11:46:55	00:00:06	00:07:12	

Period: September, 2019

Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service - ENG	5,576	5,345	231	4.14	0	00:00:41	00:18:53	60:37:18	00:00:04	00:00:25	06:48:31	00:00:07	00:04:53	98.86
Customer Service - SPA	143	121	22	15.38	0	00:00:55	00:06:48	01:44:58	00:00:04	00:00:22	00:11:59	00:00:08	00:01:18	99.14
Totals:	5,719	5,466	253	4.42	0	00:00:48	00:04:00	31:11:08	00:00:04	00:00:17	03:30:15	00:00:07	00:03:06	99.00
My Totals:	5,719	5,466	253	4.42	0	00:00:41	00:06:10	62:22:16	00:00:04	00:00:24	07:00:30	00:00:07	00:04:53	

Period: October, 2019

Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service - ENG	5,671	5,485	186	3.28	0	00:00:47	00:15:16	71:28:20	00:00:05	00:01:08	07:49:18	00:00:06	00:08:08	99.40
Customer Service - SPA	114	105	9	7.89	0	00:00:48	00:05:03	01:21:44	00:00:06	00:00:45	00:10:06	00:00:08	00:01:12	99.08
Totals:	5,785	5,590	195	3.37	0	00:00:47	00:03:51	36:25:02	00:00:05	00:00:21	03:59:42	00:00:07	00:04:40	99.24
My Totals:	5,785	5,590	195	3.37	0	00:00:47	00:06:14	72:50:04	00:00:05	00:00:28	07:59:24	00:00:06	00:08:08	

Monthly Queue Summary

From Jul 01, 2019 12:00 AM to Apr 30, 2020 11:59 PM

Time frame between 00:00 and 23:59.

Period: November, 2019

Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service - ENG	4,062	3,842	220	5.42	0	00:00:41	00:17:47	46:57:56	00:00:05	00:01:58	05:48:59	00:00:36	03:01:07	94.59
Customer Service - SPA	87	73	14	16.09	0	00:00:35	00:03:20	00:51:21	00:00:07	00:00:33	00:08:33	00:00:13	00:02:55	96.11
Totals:	4,149	3,915	234	5.64	0	00:00:38	00:03:15	23:54:39	00:00:06	00:00:24	02:58:46	00:00:25	01:32:01	95.33
My Totals:	4,149	3,915	234	5.64	0	00:00:41	00:05:10	47:49:17	00:00:05	00:00:33	05:57:32	00:00:35	03:01:07	

Period: December, 2019

Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service - ENG	4,038	3,925	113	2.80	0	00:00:44	00:13:25	47:44:26	00:00:06	00:01:42	06:35:57	00:00:07	00:03:45	99.58
Customer Service - SPA	67	61	6	8.96	0	00:00:54	00:06:41	01:03:36	00:00:10	00:00:22	00:10:51	00:00:09	00:02:07	98.53
Totals:	4,105	3,986	119	2.90	0	00:00:48	00:03:56	24:24:01	00:00:08	00:00:23	03:23:24	00:00:08	00:02:56	99.11
My Totals:	4,105	3,986	119	2.90	0	00:00:44	00:05:29	48:48:02	00:00:06	00:00:27	06:46:48	00:00:07	00:03:45	

Period: January, 2020

Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service - ENG	4,932	4,842	90	1.82	0	00:00:42	00:13:23	57:08:42	00:00:05	00:04:47	08:02:55	00:00:06	00:07:36	99.58
Customer Service - SPA	79	71	8	10.13	0	00:00:44	00:04:55	01:05:59	00:00:06	00:00:24	00:08:27	00:00:07	00:01:05	99.58
Totals:	5,011	4,913	98	1.96	0	00:00:43	00:03:34	29:07:21	00:00:06	00:00:25	04:05:41	00:00:07	00:04:21	99.58
My Totals:	5,011	4,913	98	1.96	0	00:00:42	00:05:34	58:14:41	00:00:05	00:00:35	08:11:22	00:00:06	00:07:36	

Period: February, 2020

Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service - ENG	4,110	4,028	82	2.00	0	00:00:43	00:09:32	49:01:13	00:00:05	00:09:37	06:26:34	00:00:06	00:07:14	99.26
Customer Service - SPA	90	81	9	10.00	0	00:00:36	00:02:40	00:55:09	00:00:05	00:00:25	00:07:01	00:00:08	00:01:37	98.03
Totals:	4,200	4,109	91	2.17	0	00:00:40	00:03:38	24:58:11	00:00:05	00:00:43	03:16:48	00:00:07	00:04:26	98.65
My Totals:	4,200	4,109	91	2.17	0	00:00:43	00:06:05	49:56:22	00:00:05	00:01:14	06:33:35	00:00:06	00:07:14	

Monthly Queue Summary

From Jul 01, 2019 12:00 AM to Apr 30, 2020 11:59 PM

Time frame between 00:00 and 23:59.

Period: March, 2020														
Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service - ENG	4,310	4,005	305	7.08	0	00:00:49	00:09:44	52:43:45	00:00:06	00:06:06	07:09:52	00:00:09	00:04:59	98.08
Customer Service - SPA	218	169	49	22.48	0	00:00:57	00:03:58	02:39:58	00:00:06	00:00:25	00:18:16	00:00:12	00:03:17	97.50
Totals:	4,528	4,174	354	7.82	0	00:00:53	00:03:51	27:41:52	00:00:06	00:00:32	03:44:04	00:00:11	00:04:08	97.79
My Totals:	4,528	4,174	354	7.82	0	00:00:50	00:05:34	55:23:43	00:00:06	00:00:47	07:28:08	00:00:09	00:04:59	
Period: April, 2020														
Queue Name	Calls Queued	Calls Handled	Calls Abandoned	Abandoned Rate	Total VoiceMails	Avg Talktime	Max Talktime	Total Talktime	Avg Wrap Time	Max Wrap Time	Total Wrap Time	Avg Wait Time	Max Wait Time	Service Level
Customer Service - ENG	3,564	3,069	495	13.89	0	00:01:09	00:13:07	58:08:31	00:00:07	01:28:21	05:59:06	00:00:14	00:14:56	96.03
Customer Service - SPA	337	267	70	20.77	0	00:01:34	00:07:45	05:24:54	00:00:07	00:02:16	00:31:56	00:00:32	00:27:54	89.38
Totals:	3,901	3,336	565	14.48	0	00:01:21	00:06:30	31:46:43	00:00:07	00:02:38	03:15:31	00:00:23	00:21:25	92.79
My Totals:	3,901	3,336	565	14.48	0	00:01:11	00:08:52	63:33:25	00:00:07	00:04:48	06:31:02	00:00:15	00:27:54	

