

## PSD Calls Over 13 Periods

Period	Number of Answered Calls	Number of Abandoned Calls	Average Call Handle Time	Number of Chat Answered	Number of Abandoned Chats	Average Chat Handle Time	Combined Answered Call and Chat	Combined Abandoned Call and Chat	Combined Average handle Time
P4	12970	587	00:06:20						
P5	14348	723	00:06:48						
P6	14721	1125	00:06:54						
P7	15208	715	00:06:39						
P8	11108	672	00:06:45						
P9	18022	1408	00:07:25						
P10	11685	771	00:07:28						
P11	16249	774	00:07:15						
P12	15765	853	00:07:50						
P13	17493	631	00:07:38						
P1	15212	877	00:07:19	113	3	00:17:23	15325	880	00:07:23
P2	15248	641	00:07:13	76	2	00:16:19	15324	643	00:07:15
P3	15492	794	00:07:04	92	2	00:13:39	15584	796	00:07:06

*N:B - This statistis is for over the 13 Periods from 2013 into 2014.*