

## Telephone Hardware Replacement – Letter of Clarification Attachment #1

We would like to be able to get the following reports from the telephone management system for those extensions used for the Helpline/Call center:

For overall call history:

# of Received Calls
# of Answered Calls
# of Abandoned Calls
Abandonment Rate, minus calls dropped in first 10 seconds
# Answered within 30 seconds
Average Answer Speed

These statistics should be able to be broken down in any one or more of the following ways:

Shift
Year
Month
Day of Week
Hour
Pilot (Center for whom we have a Contract)

As a separate reporting need, for individual staff, we need the following, and be able to compare across Shifts:

Time of shift
Total shift time
Incoming calls
Idle
Work
After Call
Ready
Non-Calls
Busy-Outs