



DEPARTMENT OF  
**METRO**  
**TECHNOLOGY**  
SERVICES

MTS Service Desk Phone Metrics (574-4444)

Month	Call Received	Calls Answered	Answer Rate	Average Wait Time	Average Duration of Call Time
Jan-13	3423	2879	84.1%	38 Seconds	3 Minutes, 58 Seconds
Feb-13	2807	2444	87.1%	34 Seconds	3 Minutes, 47 Seconds
Mar-13	3092	2715	87.8%	35 Seconds	3 Minutes, 41 Seconds
Apr-13					
May-13					
Jun-13					
Jul-13					
Aug-13					
Sep-13					
Oct-13					
Nov-13					
Dec-13					