

 Weekly Report		Week Ending																				
		1/8/2022	1/1/2022	Dec	Nov	Oct	Sept	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sept	August	July	Overall Total
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	8,957	6,313	11,963	5,363	6,544	16,598	27,445	12,912	3,222	2,377	2,136	2,922	9,841	26,650	23,507	15,654	8,963	4,925	5,409	2,316	199,689
	# Indexes Complete	5,144	3,916	7,706	3,537	4,376	11,269	15,745	8,477	2,325	1,765	1,651	2,277	7,873	21,001	18,516	12,511	7,847	4,380	4,513	1,598	143,629
	% Indexes Complete	57.4%	62.0%	64.4%	66.0%	66.9%	67.9%	57.4%	65.7%	72.2%	74.3%	77.3%	77.9%	80.0%	78.8%	78.8%	79.9%	87.5%	88.9%	83.4%	69.0%	71.9%
	# Indexes unreachable (Max Attempts)	3,738	2,353	4,133	1,749	2,101	5,186	11,337	4,294	864	602	473	624	1,896	5,476	4,749	2,947	982	494	809	651	53,948
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	41.7%	37.3%	34.5%	32.6%	32.1%	31.2%	41.3%	33.3%	26.8%	25.3%	22.1%	21.4%	19.3%	20.5%	20.2%	18.8%	11.0%	10.0%	15.0%	28.1%	27.0%
	# Indexes Attempted calls (all completions + at least 1 attempt)	8,955	6,305	11,954	5,363	6,544	16,595	27,441	12,912	3,222	2,377	2,136	2,922	9,841	26,548	23,507	15,647	8,963	4,925	5,407	2,312	199,557
	Average time from Index Received to Index Reached	0:05:33:47	0:03:36:39	0:03:14:54	0:01:32:24	0:02:10:07	0:09:07:34	0:10:49:51	0:04:29:12	0:02:35:52	0:02:40:17	0:01:58:51	0:05:37:42	0:04:54:30	0:07:48:21	0:08:10:09	0:17:52:40	0:09:09:07	0:08:26:12	0:09:18:10	0:11:49:53	0:10:26:41
	Average Index Handle Time	0:00:10:47	0:00:12:58	0:00:14:13	0:00:14:59	0:00:14:19	0:00:12:33	0:00:12:38	0:00:14:52	0:00:15:46	0:00:16:16	0:00:15:02	0:00:15:29	0:00:11:03	0:00:10:05	0:00:09:50	0:00:09:05	0:00:10:21	0:00:11:23	0:00:10:48	0:00:10:52	0:00:11:39
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	54.7%	60.2%	62.7%	65.2%	65.9%	60.8%	47.3%	62.7%	70.0%	76.6%	76.0%	76.3%	76.0%	73.2%	71.2%	56.6%	81.0%	83.2%	78.4%	62.6%	68.0%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.97%	99.8%	98.9%	99.9%	99.8%	99.5%	94.6%	100.0%	100.0%	99.9%	99.5%	99.1%	100.0%	100.0%	99.9%	70.0%	98.9%	99.5%	99.6%	99.9%	97.9%
Contacts	# contacts generated	6,882	6,435	15,399	8,385	9,747	23,985	30,465	15,396	4,372	3,822	3,646	4,917	18,191	38,310	35,423	29,780	20,718	12,680	9,540	3,326	238,969
	# contacts generated per Index Complete	1.3	1.6	2.0	2.4	2.2	2.1	1.9	1.8	1.9	2.2	2.2	2.2	2.3	1.8	1.9	2.4	2.6	2.9	2.1	2.1	1.7
	# contacts complete	4,757	4,654	11,804	6,630	7,841	19,400	21,338	11,589	3,540	3,099	3,063	4,079	15,120	31,706	28,903	21,838	16,801	11,101	8,007	2,129	233,827
	% contacts complete	69.1%	72.3%	76.7%	79.1%	80.4%	80.9%	70.0%	75.3%	81.0%	81.1%	84.0%	83.0%	83.1%	82.8%	81.6%	73.3%	81.1%	87.5%	83.9%	64.0%	97.8%
	# contacts unreachable (Max Attempts + missing phone numbers)	2,066	1,648	3,456	1,738	1,868	4,550	9,012	3,716	831	723	583	838	3,071	6,363	6,057	7,250	3,740	1,383	1,369	1,118	60,105
	% contacts unreachable (Max Attempts + missing phone numbers)	30.0%	25.6%	22.4%	20.7%	19.2%	19.0%	29.6%	24.1%	19.0%	18.9%	16.0%	17.0%	16.9%	16.6%	17.1%	24.3%	18.1%	10.9%	14.4%	33.6%	25.2%
	# contacts attempted calls (all completions + at least 1 attempt)	6,866	6,321	15,291	8,385	9,747	23,971	30,404	15,396	4,372	3,822	3,646	4,917	18,191	38,310	35,421	29,718	20,718	12,666	9,538	3,326	296,204
	Average Time from Contact Generated to Contact Reached	0:06:22:19	0:04:32:24	0:02:31:54	0:01:40:07	0:01:15:25	0:06:24:27	0:11:18:20	0:05:05:52	0:02:23:19	0:02:42:59	0:01:25:46	0:01:30:31	0:05:40:18	0:05:29:52	0:07:21:39	0:15:19:57	0:14:23:17	0:08:27:03	0:05:44:36	0:16:45:28	0:09:31:46
	Average Contact Handle Time	0:00:09:42	0:00:10:50	0:00:10:27	0:00:10:47	0:00:09:51	0:00:09:44	0:00:10:32	0:00:10:45	0:00:10:09	0:00:10:58	0:00:10:49	0:00:10:25	0:00:09:23	0:00:09:41	0:00:09:41	0:00:09:07	0:00:09:29	0:00:10:14	0:00:10:11	0:00:09:44	0:00:09:56
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	66.2%	70.2%	75.6%	78.6%	80.1%	75.3%	59.7%	72.8%	79.1%	83.9%	83.4%	82.4%	81.4%	78.8%	66.4%	52.8%	74.2%	83.1%	78.6%	61.6%	74.2%
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.7%	98.2%	99.2%	99.9%	99.8%	99.8%	95.8%	100.0%	100.0%	100.0%	99.8%	99.9%	100.0%	99.9%	99.7%	75.0%	98.1%	99.1%	99.8%	99.8%	98.2%	
Average Time from receipt of initial case name to full completion of all related contacts	0:10:49:05	0:10:26:35	0:08:06:07	0:06:46:57	0:08:14:43	0:21:42:45	1:10:53:42	0:15:58:34	0:08:22:13	0:10:42:39	0:08:05:35	0:10:39:09	1:01:59:46	0:19:13:00	0:22:31:54	1:20:58:11	1:17:05:29	1:08:18:47	0:22:59:50	1:12:01:09	1:07:17:40	