

February Performance

February Call Stats by Group				
Group/ Year	Tier 1 2024	Tier 1 2023	Tier 2 2024	Tier 2 2023
Average Handle Time	14:37	13:31	14:49	27:02
Average Speed of Answer	0:39	03:35	0:50	03:49
Calls Offered	20,346	14,854	3,938	2,752
Calls Handled	19,784	12,961	3,793	2,396
180 Second Service Level %	93.64%	77.71%	89.92%	72.33%

February Calls Handled vs. Service Level

