

Call Turn-Around Analysis

Ticket ID	Received Date/Time Completed Date/Time	Completed By	Urgency	Actual Time Open
1-11	5/8/2003 12:15:00PM 5/8/2003 12:27:46PM	Brink, Samantha	Medium	0.20
1-12	5/9/2003 12:50:00PM 5/11/2003 10:55:02AM	Curbough, Joan	Low	46.08
1-13	5/11/2003 3:15:00PM 5/14/2003 10:34:12AM	Brink, Samantha	Medium	67.32
1-16	5/16/2003 2:00:00PM 5/16/2003 4:25:59PM	Curbough, Joan	Med-High	2.42
1-17	5/18/2003 9:45:00AM 5/18/2003 10:15:00AM	Brink, Samantha	Low	0.50
1-18	5/21/2003 9:30:00AM 5/21/2003 9:45:00AM	Brink, Samantha	Low	0.25
1-19	5/21/2003 1:30:00PM 5/21/2003 1:37:00PM	Cromack, Robert	Medium	0.12
1-20	5/23/2003 10:45:00AM 5/23/2003 10:50:50AM	Cromack, Robert	Medium	0.08
1-21	5/24/2003 4:15:00PM 5/25/2003 9:30:00PM	Cromack, Robert	High	29.25
1-22	5/29/2003 2:15:00PM 5/29/2003 3:49:00PM	Cromack, Robert	Medium	1.57
1-23	5/30/2003 11:45:00AM 5/30/2003 11:50:00AM	Cromack, Robert	Low	0.08
1-24	6/4/2003 3:45:00PM 6/4/2003 4:00:00PM	Curbough, Joan	Medium	0.25
1-25	6/7/2003 11:30:00AM 6/7/2003 11:54:00AM	Cromack, Robert	Low	0.40
1-26	6/14/2003 8:30:00AM 6/14/2003 8:45:00AM	Brink, Samantha	High	0.25
1-27	6/15/2003 12:30:00PM 6/22/2003 2:19:47PM	Cromack, Robert	Med-High	169.82
1-29	6/21/2003 4:30:00PM 6/28/2003 2:45:00PM	Curbough, Joan	Low	166.25
1-30	6/25/2003 11:51:00AM 6/25/2003 12:15:00PM	Brink, Samantha	Medium	0.40

Total Calls: 17

Average Turn-around Time: 31.51