

Call Center Data
11-10-2016

1. The Call Center system is a good way to see what issues citizens are reporting, but not the correct system to show accurate request resolution times. Each department handles requests in their respective systems, with work processes specific to the department or division.
2. The Closed Date is when the Call Center was notified that the case was resolved, not the date/time that the work was completed. For example, a work crew may perform work out in the field on a Monday, then enter the "complete" status on a complaint in there system on Wednesday, and the UCC system interface would show the complete status as late as Friday.
3. Prior to 2014, cancelled service requests were closed and would appear on the spreadsheet. After 2014, programming was changed so that cancelled service requests do not appear in this data. An example of a cancelled service request is a UCC operator starting the service request, but not completing due to the caller not completing the request or after determining that a service request was not appropriate.