Quarterly call metrics

Quarter one:

Average handle time:

* Jan. 2022 – 6:25
* Feb. 2022 – 6:15
* March 2022 – 6:38
* Q1 average- 6:26

Average speed to answer:

* Jan. 2022 – 1:52
* Feb. 2022 – 1:09
* March 2022 –1:28
* Q1 average- 1:29

Quarter two:

Average handle time:

* April 2022 – 6:11
* May 2022 – 5:55
* June 2022 –5:46
* Q2 average- 6:16

Average speed to answer:

* April 2022 – 0:45
* May 2022 – 0:21
* June 2022 –0:58
* Q2 average- 0:41

Quarter three:

Average handle time:

* July 2022 – 5:41
* August 2022 – 5:49
* September 2022 – 6:14
* Q3 average- 5:59

Average speed to answer:

* July 2022 – 0:33
* August 2022 – 0:21
* September 2022 – 0:24
* Q3 average – 1:18

Quarter four:

Average handle time:

* October 2022 – 6:30.
* November 2022 – 6:30.
* December 2022 – 6:30.
* Q3 average- 6:30

Average speed to answer:

* October 2022 – 0:41
* November 2022 – 0:41.
* December 2022 –0:41.
* Q3 average- 0:41