

## How ACDs Calculate Service Level

There are a number of alternative methods that ACDs may use to calculate service level. Some systems allow you to specify the calculation you prefer to use.

The most common calculations include the following four. Example data is provided to help illustrate the variations in resulting service level percentages.

**Example data:** Service level target is to answer 90% of the calls in 30 seconds

Total calls answered = 2000

Total calls abandoned = 200

Total call answered within 20 seconds = 1800

Total calls abandoned within 20 seconds = 60

Total calls abandoned after 20 seconds = 100

Total calls abandoned within 5 seconds = 40

**1. (Total calls answered + total calls abandoned in Y seconds) / (total calls answered + total calls abandoned)**

Our preferred calculation alternative. It provides a complete picture of what is happening.

$$(2000 + 60) / (2000 + 200) \times 100 = 94\%$$

**2. Total Calls answered in Y seconds/ total calls answered**

Not a good reflection of all activity because it only considers answered calls. Abandonment is totally ignored. Not a recommended calculation.

$$1800 / 2000 \times 100 = 90\%$$

**3. Total calls answered in Y seconds / (total calls answered + total calls abandoned)**

Not a popular alternative. Calls that enter the queue but then abandon drive the service level down. It may be appropriate when calls enter a queue after they hear a delay announcement, but is not recommended in situations where callers enter the queue before they hear the announcement.

$$1800 / (2000 + 200) \times 100 = 82\%$$

**4. Total calls answered before Y seconds/ (total calls answered + total calls abandoned after Y seconds)**

Abandoned calls only impact service level if they abandon after the specified threshold (Y) seconds. This alternative avoids getting “penalized” by caller who abandon quickly, without ignoring abandoned calls altogether. This is an acceptable approach.

$$1800 / (2000 + 100) \times 100 = 86\%$$