

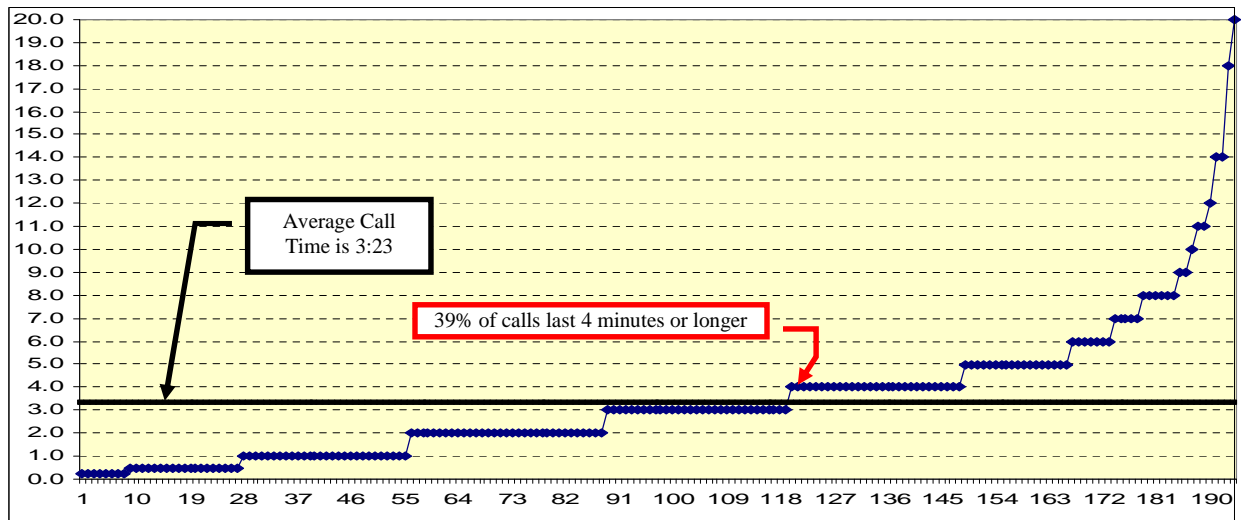
Central Scheduling

Lessons Learned Series

What does the average talk time really represent?

In a direct observation of approximately 200 scheduling calls, we recorded an average duration time of 3 minutes and 23 seconds (3:23). The telephone system reports for two months prior to the observation also indicated the average call lasted for 3:23. However, when we distributed the individual calls across a duration timeline, we discovered that 39% of the calls lasted for 4 minutes or greater. There were 24 causes extending a call! The majority of the reasons related to the system(s) used by the schedulers.

Call Duration Distribution Chart



Most telephone reports that we have seen do not provide you with individual call data, they usually are summarized via averaging or some other calculation (e.g. % attained). Unless you sample your operation, you may never know what comprises that summarized number. You can bet your schedulers know.