Total Customer Interactions
FY 17-18: 60,003
FY 18-19: 71,974

Total Inbound Calls
FY 17-18: 46,147
FY 18-19: 45,888

Total interactions include phone, email, self-service, direct entry and walk-up.

Monthly Inbound calls handled by a Service Desk agent.
**Average Speed to Answer**

The Average Speed to Answer measures the average amount of time (seconds) it took an agent to answer a call after the contact chose the option to speak to an agent.

**Average Handle Time**

Average Handle Time measures the average time a service desk agent spends in resolving a customer incident.
First level resolution (FLR) is a measure of a service desk’s ability to resolve tickets at level 1, without having to escalate the ticket to level 2 (desktop/technical support), level 3 (internal IT professionals in applications, networking, the data center, or elsewhere) or vendor support.
The Composite Customer Experience (CCE) Score measures the customer survey responses that were received.

Fiscal Year Average: 90%
OUR CUSTOMERS

**WHO DO WE HELP?**

Students, faculty, staff, affiliates, and alumni

- Former Affiliation (Affiliate): 5%
- Alumni: 6%
- Faculty: 10%
- Non-Affiliate (Member): 3%
- Student: 35%

**HOW DO WE HELP?**

Customers contact us via phone, email, self-service and walk in

- Phone: 65%
- Email: 16%
- Self-Service: 14%
- Walk-In: 5%
The UT EID was the highest service offering assisted by the Service Desk. This offering increased over the previous fiscal year due to the EID password campaign from February 2019 to April 2019 for student, staff, retirees, other affiliates and official visitors.
These are the Top 10 College, Schools, and Units that were assisted by the Service Desk for the 2018-2019 fiscal year.

<table>
<thead>
<tr>
<th>Top 10 CSU Assisted Fiscal YTD %</th>
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</thead>
<tbody>
<tr>
<td><strong>FINANCIAL AND ADMINISTRATIVE SERVICES</strong></td>
</tr>
<tr>
<td><strong>COCKRELL SCHOOL OF ENGINEERING</strong></td>
</tr>
<tr>
<td><strong>COLLEGE OF NATURAL SCIENCES</strong></td>
</tr>
<tr>
<td><strong>COLLEGE OF LIBERAL ARTS</strong></td>
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<tr>
<td><strong>DELL MEDICAL SCHOOL</strong></td>
</tr>
<tr>
<td><strong>OFFICE OF THE EXECUTIVE VP &amp; PROVOST</strong></td>
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<tr>
<td><strong>OFFICE OF THE VP FOR STUDENT AFFAIRS</strong></td>
</tr>
<tr>
<td><strong>COLLEGE OF FINE ARTS</strong></td>
</tr>
<tr>
<td><strong>RED MCCOMBS SCHOOL OF BUSINESS</strong></td>
</tr>
<tr>
<td><strong>INTERCOLLEGIATE ATHLETICS</strong></td>
</tr>
</tbody>
</table>

Legend:
- Blue: Email
- Orange: Phone
- Green: Self-Service
- Yellow: Walk-in

The University of Texas at Austin
ITS Customer Support Services