

## **GLOSSARY OF TERMS**

### ***Tab 1 - Contact Data***

Service Level: The percentage of calls that are answered within 30 seconds when calling the 777-7000 phone number between 8:00 a.m. and 4:45 p.m. Monday through Friday.

Number of calls: The number of calls queued at 777-7000 between 8:00 a.m. and 4:45 p.m. Monday through Friday.

Online Requests: The requests submitted through the “Contact Us” forms on Regina.ca. These requests may be submitted 24 hours a day but are handled between 8:00 a.m. and 4:45 p.m. Monday through Friday.

Visitors to City Hall: The number of people coming in to City Hall that are given access within the tower to conduct business by the ambassadors between 8:00 a.m. and 4:45 p.m. Monday through Friday.

Payments Handled: Number of payments handled by the main floor cashiers at City Hall between 8:00 a.m. and 4:45 p.m. Monday through Friday.

### ***Tab 2 - Top 5***

Request Type: Service requests are categorized by request type (i.e. topic) and the data below shows the top five service requests which require department follow up or response.

Call Type: The data shows the top five types of calls that were answered at the first point of contact with Service Regina.