

HR Shared Services Stats  
2007

Task	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total
ISR Completed	11,123	11,298	11,596	11,663	14,101	15,331	11,954	13,568	13,997	11,334	10,634	<b>136,599</b>
ISR Rejected	363	324	260	375	421	530	270	491	293	208	170	<b>3,705</b>
Tax Forms	1,221	1,321	947	1,102	3,375	3,922	2,385	2,498	2,625	x	x	<b>19,396</b>
I9s	568	767	592	751	3,981	4,481	2,537	341	2,132	x	x	<b>16,150</b>
Direct Deposit	689	787	598	256	552	1,311	2,584	2,507	2,526	x	x	<b>11,810</b>
*HR Misc Deductions/Payments	743	1,099	3,100	1,081	1,182	1,682	1,304	631	1,403	2,326	1,092	<b>15,643</b>
Enrlmnt Forms-Hlth & Welfare (167)	505	990	1,442	917	734	1,029	1,449	1,400	1,556	1,039	1,001	<b>12,062</b>
Enrlmnt Forms-Insurance (168)	539	1,834	975	935	748	1,298	1,805	1,767	2,786	2,870	1,686	<b>17,243</b>
Enrlmnt Forms-Savings (169)	794	1,302	892	534	411	629	798	639	863	885	701	<b>8,448</b>
*Benefit Misc Deductions/Payments	372	748	957	1,374	755	804	975	595	1,282	1,681	874	<b>10,417</b>
E-mails Received	935	1,046	876	1,062	1,572	1,593	1,747	1,488	1,691	1,587	1,021	<b>14,618</b>
<b>Total</b>	<b>17,852</b>	<b>21,516</b>	<b>22,235</b>	<b>20,050</b>	<b>27,832</b>	<b>32,610</b>	<b>27,808</b>	<b>25,925</b>	<b>31,154</b>	<b>21,930</b>	<b>17,179</b>	<b>266,091</b>

\*received via spreadsheets ISRs

<b>Phone Tree Info</b>												
Total Calls Received	2,003	1,937	1,513	1,631	1,923	2,119	1,840	1,562	1,508	1,073	783	<b>17,892</b>
Avg Time to Answer Call h:mm:ss	0:00:22	0:00:19	0:00:20	0:00:16	0:00:25	0:00:24	0:00:18	0:00:24	0:00:16	0:00:22	0:00:21	<b>0:00:21</b>
Avg Length of Call h:mm:ss	0:03:17	0:02:51	0:02:41	0:02:51	0:02:41	0:02:33	0:02:30	0:02:34	0:02:27	0:02:29	0:02:51	<b>0:02:42</b>
Abandoned Calls	140	190	134	123	206	225	195	164	178	173	135	<b>1,863</b>
Total Calls Out	7,929	7,349	7,140	7,512	8,035	8,131	8,550	7,174	8,310	6,666	5,836	<b>82,632</b>

**Notes:**

January counts not available.

April:

ISR Completed include 900 CTY position creates received via spreadsheet.

HR misc volume due to 2000 nurse bonuses

June/July: During the period of 6/23 thru 7/8 there were 10,766 ISRs processed.