

Skill	Year of Timestamp	Month of Timestamp	Calls	Answered	Abandoned	Speed of Answer Average Seconds	Average Queue Time	Average Talk Time	Average Handle Time
IT HelpDesk Eng	2021	April	3,729	3,296	433	148	204	537	634
		May	5,225	4,640	585	140	153	531	651
		June	6,510	5,562	948	155	218	514	721
		July	4,724	4,375	349	56	109	545	724
		August	4,621	4,393	228	36	39	537	710
		September	4,080	3,813	267	38	43	516	635