Topic: Telephone Calls

Question by: Patricia A. Hegedus

Jurisdiction: Pennsylvania

Date: December 13, 2012

Jurisdiction	Question(s)
	What we are wondering is how our abandoned rate stands in relation to the other states. If possible can you provide the number of calls received monthly/yearly, the number or percentage of calls abandoned and if possible can you break the results into corporate and UCC calls? Any additional information you are able to provide would be most appreciated.
Manitoba	
Corporations Canada	
Alabama	
Alaska	
Arizona	The Arizona Corporation Commission Corporations Division numbers for FY2012 are: Calls offered = 141, 102 Calls answered = 109,328 Calls abandoned = 27,333 (19.3%) Average wait time = 1:48 min Average wait time on calls abandoned = 1:18 min and (Max) 45:33 min We have 5 employees and 1 supervisor in the Call Center. Here at the A.C.C., we handle only corporations and LLCs. UCC, partnership, and trade name calls would be handled by the AZ. Sec. of State.
Arkansas	
California	

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Colorado	In Colorado, our call center handles incoming Business, UCC, Notary and Charitable calls. Our abandoned calls are the same as you've mentioned. We do notice more abandoned calls whenever we have a higher volume coming in, i.e. our Compliance friends, system issues or our email notices, or if we have a short staffing issue. Here are some stats: Received Answered Abandoned CY 2012 (Jan-Nov) 117,430 109,880 7,549 Monthly average 10,675 9,989 686 CY 2011 124,626 117,769 6,857 Monthly average 10,386 9,814 571
Connecticut	
Delaware	Delaware's incoming calls average 11,000 corporate calls and 450 UCC calls a month with an average abandonment rate of 6%.
District of Columbia	In the District of Columbia we average about 150-200 calls per day. Annually we may get about 25-30k phone calls out of which about 5% is abandoned. We do not handle UCCs as Recorder of Deed for the District handles those filings. So, this is strictly Corporations.
Florida	Unfortunately, Florida does not have detailed statistics from our phone system. We know that we range between 500 phone calls a day most of the year and up to 1000 calls a day during Annual Report season. We do not have a 'call center', instead most of our 105 employees share phone answering.
Georgia	
Hawaii	
Idaho	
Illinois	
Indiana	
Iowa	
Kansas	
Kentucky	

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Louisiana	In 2012 (Jan. 1 through Dec. 12), there were 178,608 calls offered. Of those, 162,749 were answered and 15,833 were abandoned. The average answered wait time was 19 seconds, the average abandoned wait time was 37 seconds. The longest abandoned wait time was 6 minutes, 56 seconds. In 2011 (Jan. 1 through Dec. 31), there were 192,232 calls offered. Of those 168,490 were answered and 23,715 were abandoned. The average answered wait time was 35 seconds, the average abandoned wait time was 52 seconds. The longest abandoned wait time was 10 minutes, 9 seconds. These statistics are for corporate calls only. UCC calls are not included.
Maine	
Maryland	
Massachusetts	
Michigan	
Minnesota	
Mississippi	
Missouri	
Montana	Below are the total number of calls from January 2 – December 7 (we have two UCC compliance officers who answer 99% of the calls) with no 'abandoned' calls since the customer will stay in a queue until it is answered. Our average wait time in the queue is less than one minute because our office does not get that many calls: 2,532 calls with 2 being returned to the queue. Apparently the report I am reading lists a total of 22 calls that left the queue (hung up). We average about 211 calls per month. Total of 38,024 called in, and 6,552 were considered abandoned.
Nebraska	
Nevada	

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New Hampshire	
New Jersey	
New Mexico	
New York	In NY we average 35,000 calls each month for corporations and UCC. Approximately 6,000 are abandoned.
North Carolina	For fiscal year 2011-2012 (July-June) Calls offered: 150,976 Calls answered: 113,071 Calls abandoned: 21, 685 (14%) Average wait time: 3:53 minutes/sec Max Abandon Average: 30:10 minutes/sec Average Length of Call: 3:07 minutes/sec There are seven staff in the call center.
North Dakota	
Ohio	I cannot distinguish between corporate and UCC calls, but we receive on average 14,211 calls per month. The calls abandoned are an average of 2,132 per month or 14.6%.
Oklahoma	
Oregon	In Oregon, from Dec. 1, 2011 - Nov. 30, 2012, 117,796 calls for all programs (Business registry, UCC and Notary). Avg. Calls per month: 9,816 8,735 (7%) were abandoned (hung up to try the web, got tired of waiting, etc., or was lost in some other way). We average a little more than 3 minutes per call.
Pennsylvania	
Rhode Island	
South Carolina	
South Dakota	

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Tennessee	
Texas	
Utah	In Utah, since 1 July 2011 to 1 November 2012, we have received 76,009 and 900 were "abandoned....we cannot distinguish corporate calls from UCC since they all come in to the same bank. Also, we cannot tell how many got their information from recordings prior to hanging up or being answered. We have an average of answering calls within 42 seconds.
Vermont	
Virginia	I have listed the information I believe you are looking for as it relates to the Clerk's Office Call Center. Please do not hesitate to let me know if you need anything else. Calls Received from 1/1/12-12/11/12 - 259,678 Calls Abandoned from 1/1/12-12/11/12 - 9,561 I am not able to breakdown the results into corporate and UCC calls.
Washington	In Washington State from 1/1/12 to 12/2/12 we have received 146,324 inbound calls with 10,698 abandoned. These are corporation and charities calls only since we do not file UCC in our office. The abandoned calls include things like hang ups, direct transfers, received needed info from message, etc (similar to what you referenced for abandoned)
West Virginia	
Wisconsin	
Wyoming	

Additional comments:

Full text of email:

Good Afternoon colleagues. Pennsylvania has been reviewing statistics regarding our phone calls and the number of calls that are abandoned. According to our phone system an abandoned calls is defined as a call in which the customer hangs up prior to being connected to a customer service representative. (Even though the caller may have received the information they wanted from a recorded message.)

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Thanks all and I hope you all have a wonderful holiday and a prosperous New Year.

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