This is information for the IVR system used by SSPS for provider validation of invoices. The invoices are sent out monthly to providers. The validation of the invoice creates the claim for payment.

Application Summary Report

Activity Summary

Application	**DSHS - Main (Main)**	**Report Date**	05/20/04	
Activity Date	Year of 2003			
Activity Summary	Calls 535544 Minutes 1794782.42		**Shortest Call** **Average Call** **Longest Call**	0 Min, 1 Sec 3 Min, 56 Sec 159 Min, 27 Sec

Termination Method Summary

Termination Type	Occurrences	Percentages
IVR Handled Calls	522733	97.61 %
IVR Handled - Chained to Other Apps	4359	0.81 %
Transferred Calls	8452	1.58 %
Total	**535544**	**100 %**

Menu Utilization Summary

Statistic	Occurrences
Total Menu Hits	6734325
Average Menu Hits Per Call	12.57
Total Menu Timeout	12077

Call Duration Summary

Durations	Occurrences	Percentages
1 to 30 Seconds	23779	4.44%
31 to 60 Seconds	21257	3.97%
61 to 90 Seconds	19201	3.59%
91 to 120 Seconds	36657	6.84%
121 to 180 Seconds	180801	33.76%
181 to 240 Seconds	153935	28.74%
241 to 300 Seconds	42550	7.95%
301 to 420 Seconds	30014	5.60%
421 to 600 Seconds	14995	2.80%
Over 600 Seconds	12355	2.31%
Total	**535544**	**100%**

Time of Day Summary

Time Period	Calls Received	Average Duration (Minutes)	Percentage of Total Calls
12:00 AM	4956	3.37	0.93 %
1:00 AM	2330	3.30	0.44 %
2:00 AM	1182	3.24	0.22 %
3:00 AM	811	3.26	0.15 %
4:00 AM	872	3.46	0.16 %
5:00 AM	2035	3.54	0.38 %
6:00 AM	5988	3.83	1.12 %
7:00 AM	14145	3.51	2.64 %
8:00 AM	27166	3.36	5.07 %
9:00 AM	36292	3.45	6.78 %
10:00 AM	38928	3.42	7.27 %
11:00 AM	40907	3.32	7.64 %
12:00 PM	41869	3.29	7.82 %
1:00 PM	44738	3.34	8.35 %
2:00 PM	46631	3.35	8.71 %
3:00 PM	47724	3.32	8.91 %
4:00 PM	45084	3.29	8.42 %
5:00 PM	33306	3.21	6.22 %
6:00 PM	25233	3.23	4.71 %
7:00 PM	19754	3.29	3.69 %
8:00 PM	18004	3.38	3.36 %
9:00 PM	16171	3.45	3.02 %
10:00 PM	13051	3.54	2.44 %
11:00 PM	8367	3.52	1.56 %
Total	**535544**	**3.35**	**100 %**