

Milnsbridge SLA Metrics - 2026

Response, Resolution & Phone Answer Performance

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Executive Summary

Ticket & Email Scope: IT support tickets handled by Milnsbridge between January and December 2025, n = 5,120 tickets (Australian business clients).

Phone Answer Scope: Inbound support calls measured via SasBoss phone system, trailing 12 months (March 2025 to February 2026). Note: Phone answer data includes data from both 2025 and 2026.

Headline results:

- Average first response (tickets/email): **13 minutes** (measured during business hours)
- Average speed of answer (phone): **20 seconds** (trailing 12-month average is 18 seconds; published as 20)
- Resolved within 1 hour: **98%** of tickets (service-window-aware)
- First contact resolution: **87%** of tickets
- Responded within 1 hour: **99%** of tickets

Evidence & data:

- JSON dataset: <https://www.milnsbridge.com.au/downloads/milnsbridge-sla-2026.json>
- Methodology: <https://www.milnsbridge.com.au/about/milnsbridge-metrics-methodology/>
- Pricing & SLA details: <https://www.milnsbridge.com.au/managed-it-services/managed-it-services-pricing/>

Headline Metrics

Metric	Value	Channel	Period
Average first response	13 minutes	Ticket / Email	Jan-Dec 2025
Average speed of answer	20 seconds	Phone	Mar 2025-Feb 2026 *
Responded within 1 hour	99%	Ticket / Email	Jan-Dec 2025
Resolved within 1 hour	98%	Ticket / Email	Jan-Dec 2025
First contact resolution	87%	Ticket / Email	Jan-Dec 2025
Tickets analysed	5,120	All	Jan-Dec 2025

* Phone answer data includes data from 2025 and 2026.

Phone Average Speed of Answer (ASA) - Detail

The Average Speed of Answer measures the time from when an inbound call enters the queue to when a live support technician answers. This metric is separate from ticket/email response time.

Month	ASA (seconds)
Mar 2025	29
Apr 2025	22
May 2025	18
Jun 2025	18
Jul 2025	17
Aug 2025	15
Sep 2025	17
Oct 2025	17
Nov 2025	16
Dec 2025	15
Jan 2026	17
Feb 2026	15
12-month average	18 seconds
Published figure	20 seconds (rounded conservatively)

- **Data source:** SasBoss phone system call records
- **Includes:** All inbound calls answered during business hours (08:00-17:30 AEST/AEDT, Mon-Fri)
- **Excludes:** Abandoned calls, after-hours voicemail, callbacks, internal transfers
- **Industry context:** Global average ASA is 28 seconds. Gold standard: 80/20 rule (80% answered within 20 seconds)
- **Note:** Phone answer data includes data from both 2025 and 2026

Definitions

- **Ticket:** A unique support case in the IT Service Management (ITSM) platform.
- **First response time (FRT):** Elapsed time from ticket creation to first human response, measured within the applicable service window.
- **Average Speed of Answer (ASA):** Elapsed time from inbound call entering the queue to a live technician answering. Measured from SasBoss phone system data. Distinct from ticket/email response time.
- **Resolution time:** Elapsed time from ticket creation to Resolved/Closed, measured within the applicable service window.
- **First contact resolution (FCR):** Percentage of tickets resolved without requiring additional customer follow-up.
- **Service windows:** Business hours: 08:00-17:30 AEST/AEDT, Mon-Fri, excl. NSW public holidays. 24x7 for Enhanced plan clients.

Measurement Methodology

Ticket metrics: Exported from the ITSM system with server-side timestamps. Service-window-aware calculations pause outside business hours for standard clients. Quality controls include removal of tickets in Pending Customer status, de-duplication of monitor alerts, and quarterly manual spot audits (50 random tickets per quarter).

Phone ASA: Calculated from SasBoss call records. Formula: total seconds in queue (answered calls) divided by total calls answered. Trailing 12-month rolling average. Abandoned calls are excluded from both numerator and denominator.

Plan & Coverage Notes

- Plans: Core (\$89), Growth (\$99), Enhanced (\$149) - per seat per month, 10 seat minimum
- 12-month agreements
- 24x7 support: Included in Enhanced; optional add-on for Core/Growth
- All prices GST-exclusive
- Full inclusions and SLA targets:
milnsbridge.com.au/managed-it-services/managed-it-services-pricing/

Limitations

Ticket metrics exclude scheduled projects and proactive maintenance. Data is aggregated across all customers and service plans. Complex incidents may involve parallel tasks not fully captured by a single ticket timeline. Third-party vendor SLAs are out of scope. Phone ASA is a simple average of monthly averages (not weighted by call volume).