

Contact Centre 2011/12

TOTAL	Calls Offered	% Calls Answered	Avg Answer Speed
April	133455	74.01%	0:05:23
May	148558	69.56%	0:06:31
June	142517	75.39%	0:05:44
July	138761	71.66%	0:06:41
August	137679	78.14%	0:05:08
September	133154	81.71%	0:04:11
October	113156	87.53%	0:02:44
November	121379	88.94%	0:02:24
December	103102	95.05%	0:01:20
January	131024	92.68%	0:01:46
February	123648	93.90%	0:01:24
March	139520	90.75%	0:02:08
QTR 1	424530	72.92%	0:05:53
QTR 2	409594	77.11%	0:05:18
QTR 3	337637	90.34%	0:02:10
QTR 4	394192	92.38%	0:01:47
2011-12	1565953	82.67%	0:03:42

Contact Centre 2012/13 to date

TOTAL	Calls Offered	% Calls Answered	Avg Answer Speed
April	127024	89.46%	0:02:49
May	129159	91.48%	0:02:11
June	118333	90.60%	0:02:26
July	134930	89.97%	0:02:46
August	123488	93.26%	0:01:49
September	115581	92.00%	0:02:04
October	125741	93.65%	0:01:38
November	119607	95.22%	0:01:17
December	82474	94.14%	0:01:21
January	121209	92.73%	0:01:46
QTR 1	374516	90.52%	0:02:29
QTR 2	373999	91.69%	0:02:14
QTR 3	327822	94.35%	0:01:26
QTR 4	195200	92.64%	0:01:41
2012-13	1197546	92.15%	0:02:02