

Appendix A Contact Centre Performance

| 2016                                     | JAN      | FEB      | MARCH    | APRIL    | MAY      | JUNE     | JULY     | AUG      | SEPT     | OCT      | NOV      | DEC      |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Total Calls                              | 13042    | 12168    | 14627    | 15803    | 15026    | 16900    | 13601    | 16134    | 14216    | 12387    | 12299    | 9016     |
| Handled number                           | 10559    | 9869     | 11270    | 12612    | 11039    | 11496    | 8860     | 9415     | 10763    | 10830    | 10921    | 8191     |
| Handled percentage TARGET 85%            | 81%      | 81%      | 77%      | 80%      | 73%      | 68%      | 65%      | 58%      | 76%      | 87%      | 89%      | 91%      |
| Abandoned number                         | 2483     | 2299     | 3357     | 3191     | 3987     | 5404     | 4741     | 6719     | 3462     | 1557     | 1378     | 824      |
| Abandoned percentage                     | 19%      | 19%      | 23%      | 20%      | 27%      | 32%      | 35%      | 42%      | 24%      | 13%      | 11%      | 9%       |
| Average call answer time TARGET 00:02:00 | 00:02:48 | 00:03:14 | 00:03:25 | 00:03:38 | 00:04:45 | 00:06:08 | 00:06:46 | 00:08:45 | 00:04:05 | 00:01:58 | 00:01:46 | 00:01:15 |

  

| 2017                                     | JAN      | FEB      | MARCH    | APRIL    | MAY      | JUNE     | JULY     | AUG | SEPT | OCT | NOV | DEC |
|--|----------|----------|----------|----------|----------|----------|----------|-----|------|-----|-----|-----|
| Total Calls                              | 13614    | 12660    | 16951    | 13759    | 16317    | 12332    | 13172    |     |      |     |     |     |
| Additional Calls Confereo                |          |          | 1329     |          |          |          |          |     |      |     |     |     |
| Handled number                           | 11329    | 11459    | 14378    | 11909    | 14052    | 11366    | 11572    |     |      |     |     |     |
| Handled percentage TARGET 85%            | 83%      | 91%      | 85%      | 87%      | 86%      | 92%      | 88%      |     |      |     |     |     |
| Abandoned number                         | 2285     | 1201     | 2573     | 1850     | 2265     | 966      | 1600     |     |      |     |     |     |
| Abandoned percentage                     | 17%      | 9%       | 15%      | 13%      | 14%      | 8%       | 12%      |     |      |     |     |     |
| Average call answer time TARGET 00:02:00 | 00:02:38 | 00:02:27 | 00:01:34 | 00:02:00 | 00:01:59 | 00:01:12 | 00:02:03 |     |      |     |     |     |

