Appendix A Contact Centre Performance Yearly Telephone Calls

2015	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	ANNUAL
Total Calls	13575	11574	17227	16839	12691	12344	13302	11347	14462	13623	12739	9840	159563
Handled number	12089	10024	12930	11114	10123	11049	12194	10295	12426	11926	10947	8994	134111
Handled percentage TARGET 85%	89%	87%	75%	66%	80%	90%	92%	91%	86%	88%	86%	91%	84%
Abandoned number	1477	1547	4295	5725	2568	1295	1108	1052	2036	1697	1792	846	25438
Abandoned percentage	11%	13%	25%	34%	20%	10%	8%	9%	14%	12%	14%	9%	16%
Average call answer time TARGET 00:02:00	00:02:56	00:02:32	00:03:33	00:04:45	00:02:44	00:01:31	00:01:10	00:01:17	00:02:05	00:01:51	00:02:09	00:01:09	00:02:18

2016	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	ANNUAL
Total Calls	13042	12168	14627	15803	15026	16900	13601	16134	14216	12387	12299	9016	165219
Handled number	10559	9869	11270	12612	11039	11496	8860	9415	10763	10830	10921	8191	125825
Handled percentage TARGET 85%	81%	81%	77%	80%	73%	68%	65%	58%	76%	87%	89%	91%	76%
Abandoned number	2483	2299	3357	3191	3987	5404	4741	6719	3462	1557	1378	824	39402
Abandoned percentage	19%	19%	23%	20%	27%	32%	35%	42%	24%	13%	11%	9%	24%
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	00:04:03

2017	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	ANNUAL
Total Calls	13614	12660	16951	13759	16317	12332	13172	12448	13194	13004	12705	9110	159266
Additional calls taken by 3rd Party CC			1329										1329
Handled number	11329	11459	14378	11909	14052	11366	11572	11304	11560	11421	11834	8423	141936
Handled percentage TARGET 85%	83%	91%	85%	87%	86%	92%	88%	91%	88%	88%	93%	92%	88%
Abandoned number	2285	1201	2573	1850	2265	966	1600	1144	1634	1583	871	687	15518
Abandoned percentage	17%	9%	15%	13%	14%	8%	12%	9%	12%	12%	7%	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	00:01:26	00:02:05	00:02:04	00:01:03	00:01:10	00:01:48

2018

TARGET	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	ANNUAL
Total Calls	13805												13805
Handled number	12346												12346
Handled percentage TARGET 85%	89%												89%
Abandoned number	1459												145900%
Abandoned percentage	11%												11%
Average call answer time TARGET 00:02:00	00:01:46												00:01:46