

## Appendix A

Contact Centre Call Statistic 28/01/2013-22/11/2013

### Overview

Total Number of calls	<b>153,544</b>
Total % Handled	<b>77%</b>
Total % First Time Resolution	<b>82%</b>
Average Call Answer Time	<b>3:00</b>
Average Call Duration	<b>5:04</b>
Average Wrap Time	<b>2:53</b>
Average Handling Time (Duration and Wrap)	<b>7:57</b>

CONTACT CENTRE CALL STATS FOR FIRST YEAR (FROM 28 JANUARY - 29 NOVEMBER 2013)												
	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11	Total
	28/01– 22/02/13	25/02- 22/03/13	25/03- 19/04/13	22/04- 17/05/13	20/05- 14/06/13	17/06- 12/07/13	15/07- 09/08/13	12/08/13- 06/09/13	09/09- 04/10/13	07/10- 01/11/13	04- 22/11/13	
<b>Total No. Calls</b>	13386	14963	15481	13504	13523	14189	13789	12860	13324	14044	14481	<b>153,544</b>
<b>Total % Handled</b>	78%	78%	82%	87%	79%	73%	78%	76%	80%	69%	62%	<b>77%</b>
<b>Total % First Time Resolution</b>	81%	82%	82%	84%	83%	83%	82%	83%	81%	82%	84%	<b>82%</b>
<b>Average Call Answer Time</b>	02:32	02:18	01:59	01:42	02:30	03:32	02:47	03:19	02:51	04:08	05:32	03:00
<b>Average Call Duration</b>	05:09	04:51	05:04	05:00	04:58	04:59	04:57	05:00	05:11	05:10	05:29	05:04
<b>Average Wrap Time</b>	02:40	02:38	02:45	02:56	02:54	02:54	02:45	02:40	02:48	03:19	03:29	02:53
<b>Average Handling Time (Duration + Wrap)</b>	07:49	07:29	07:50	07:56	07:52	07:53	07:42	07:40	07:59	08:29	08:58	07:57

TOTAL NUMBER OF CALLS PER LINE INTO SCDC	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11	Total
	28/01–22/02/13	25/02–22/03/13	25/03–19/04/13	22/04–17/05/13	20/05–14/06/13	17/06–12/07/13	15/07–09/08/13	12/08–06/09/13	09/09–04/10/13	07/10–01/11/13	04–22/11/13	
Benefits	1151	1466	1387	950	1068	1126	1035	1033	1059	1128	1237	<b>12640</b>
Building Control	243	256	204	256	321	316	291	298	303	309	266	<b>3063</b>
Dev. Services	263	247	213	208	295	315	292	298	303	252	287	<b>2973</b>
Dev. Services	26	29	24	28	25	34	35	34	36	54	38	<b>363</b>
Elections	36	71	501	213	34	47	35	49	56	276	363	<b>1681</b>
Health & Env. Services	1103	1235	985	1151	1388	1407	1294	1149	1163	1309	1326	<b>13510</b>
Fraud	15	84	50	11	34	13	22	21	22	14	17	<b>303</b>
General/Switchboard	5743	5926	5253	5172	5438	5915	5960	5520	5636	6124	6121	<b>62808</b>
Housing Services	1167	1148	953	874	824	855	953	902	853	757	854	<b>10140</b>
Revenues	2517	2772	3263	2898	2490	2941	2735	2623	2846	2784	2886	<b>30755</b>
Wefare Reform	0	500	1057	325	285	0	0	0	0	0	0	<b>2167</b>
												<b>140403</b>



