Contact Centre Call Statistics 28/01/2013 -11/07/2014

Appendix A

Overview	**Estimated**	**2013**	**2014**
Total calls		162889	83247
Handled		76.83%	75.29%
Average monthly number of calls handled		10411	10334
Average call answer time		00:02:57	00:03:08
Average call duration	00:02:30	00:05:02	00:05:07
first time resolution	80%	82.42%	81.43%
Average Wrap Time		00:02:53	00:02:51
Average Handling Time	00:05:00	00:07:55	00:07:59

Appendix A

Report Period		1	2	3	4	5	6	7	8	9	10	11	12	TOTAL
Period Start		28/01/2013	23/02/2013	25/03/2013	22/04/2013	20/05/2013	17/06/2013	15/07/2013	12/08/2013	09/09/2013	07/10/2013	04/11/2013	02/12/2013	**2013**
Period End		22/02/2013	22/03/2013	19/04/2013	17/05/2013	14/06/2013	12/07/2013	09/08/2013	06/09/2013	04/10/2013	01/11/2013	29/11/2013	27/12/2013	
Total calls		13386	14963	15481	13504	13523	14189	13789	12860	13324	14044	14481	9345	162889
Handled		78.00%	78.00%	82.00%	87.00%	79.00%	73.00%	78.00%	76.00%	80.00%	69.00%	62.00%	80.00%	76.83%
Number of calls handled		10441	11671	12694	11748	10683	10358	10755	9774	10659	9690	8978	7476	10411
Average call answer time		00:02:32	00:02:18	00:01:59	00:01:42	00:02:30	00:03:32	00:02:47	00:03:19	00:02:51	00:04:08	00:05:32	00:02:11	00:02:57
Average call duration		00:05:09	00:04:51	00:05:04	00:05:00	00:04:58	00:04:59	00:04:57	00:05:00	00:05:11	00:05:10	00:05:29	00:04:30	00:05:02
first time resolution		81.00%	82.00%	82.00%	84.00%	83.00%	83.00%	82.00%	83.00%	81.00%	82.00%	84.00%	82.00%	82.42%
Average Wrap Time		00:02:40	00:02:38	00:02:45	00:02:56	00:02:54	00:02:54	00:02:45	00:02:40	00:02:48	00:03:19	00:03:29	00:02:51	00:02:53
Average Handling Time		00:07:49	00:07:29	00:07:49	00:07:56	00:07:52	00:07:53	00:07:42	00:07:40	00:07:59	00:08:29	00:08:58	00:07:21	00:07:55

Report Period	13	14	15	16	17	18	19	20	21	22	23	24		TOTAL
Period Start	30/12/2013	27/01/2014	24/02/2014	24/03/2014	21/04/2014	19/05/2014	16/06/2014	14/07/2014	11/08/2014	08/09/2014	06/10/2014	03/11/2014	01/12/2014	**2014**
Period End	24/01/2014	21/02/2014	21/03/2014	18/04/2014	16/05/2014	13/06/2014	11/07/2014	08/08/2014	05/09/2014	03/10/2014	31/10/2014	28/11/2014	26/12/2014	
Total calls	13372	12598	15287	15405	14030	13498	12429							83247
Handled	74.00%	81.00%	71.00%	67.00%	73.00%	76.00%	85%							75.29%
Number of calls handled	9895	10204	10854	10321	10242	10258	10565							10334
Average call answer time	00:03:03	00:02:25	00:03:39	00:04:25	00:03:16	00:03:20	00:01:51							00:03:08
Average call duration	00:05:08	00:05:17	00:05:18	00:05:02	00:04:46	00:05:17	00:05:04							00:05:07
first time resolution	79.00%	83.00%	82.00%	82.00%	82.00%	81.00%	81.00%							81.43%
Average Wrap Time	00:02:57	00:03:08	00:03:01	00:02:54	00:02:32	00:02:48	00:02:38							00:02:51
Average Handling Time	00:08:05	00:08:25	00:08:19	00:07:56	00:07:18	00:08:05	00:07:42							00:07:59