

Appendix C

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

Overview

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

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	
Total No. Calls	13386	14963	15481	13504	13523	14189	13789	12860	13324	14044	14481	153,544
Total % Handled	78%	78%	82%	87%	79%	73%	78%	76%	80%	69%	62%	77%
Total % First Time Resolution	81%	82%	82%	84%	83%	83%	82%	83%	81%	82%	84%	82%
Average Call Answer Time	02:32	02:18	01:59	01:42	02:30	03:32	02:47	03:19	02:51	04:08	05:32	03:00
Average Call Duration	05:09	04:51	05:04	05:00	04:58	04:59	04:57	05:00	05:11	05:10	05:29	05:04
Average Wrap Time	02:40	02:38	02:45	02:56	02:54	02:54	02:45	02:40	02:48	03:19	03:29	02:53
Average Handling Time (Duration + Wrap)	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	12640
Building Control	243	256	204	256	321	316	291	298	303	309	266	3063
Dev. Services	263	247	213	208	295	315	292	298	303	252	287	2973
Dev. Services	26	29	24	28	25	34	35	34	36	54	38	363
Elections	36	71	501	213	34	47	35	49	56	276	363	1681
Health & Env. Services	1103	1235	985	1151	1388	1407	1294	1149	1163	1309	1326	13510
Fraud	15	84	50	11	34	13	22	21	22	14	17	303
General/Switchboard	5743	5926	5253	5172	5438	5915	5960	5520	5636	6124	6121	62808
Housing Services	1167	1148	953	874	824	855	953	902	853	757	854	10140
Revenues	2517	2772	3263	2898	2490	2941	2735	2623	2846	2784	2886	30755
Wefare Reform	0	500	1057	325	285	0	0	0	0	0	0	2167
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