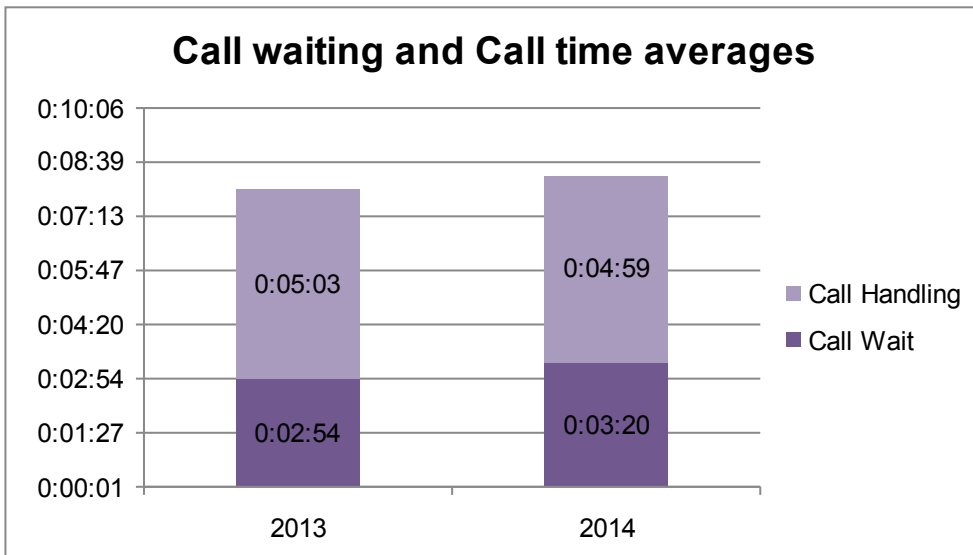
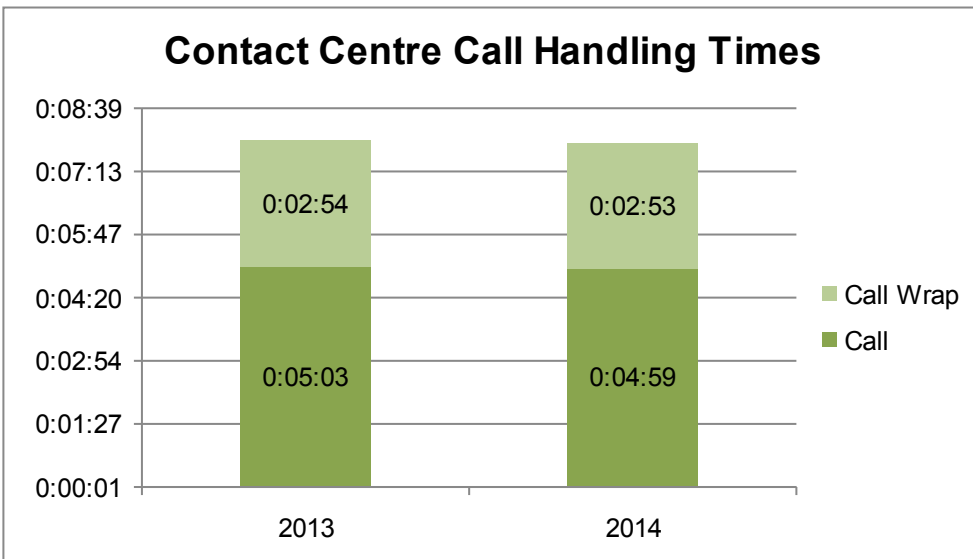
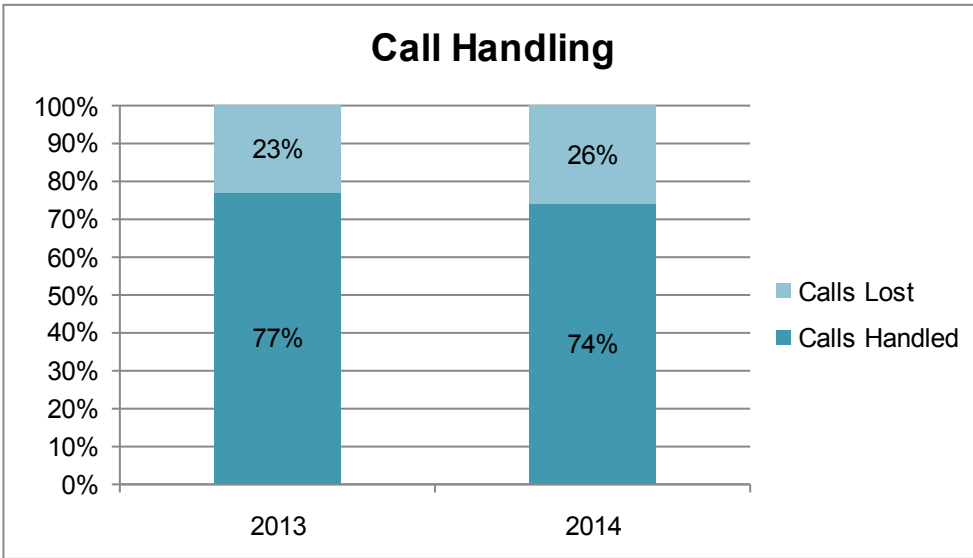


APPENDIX A - Contact Centre Performance Comparison Data



Contact Centre Call Statistics 28/01/2013 - 03/10/2014

Overview

| | 2013 | 2014 |
|-------------------------------------|---------|---------|
| Total calls | 162889 | 139057 |
| Calls abandoned each period | 3163 | 3552 |
| Handled | 77% | 74% |
| Calls abandoned | 23% | 26% |
| Number of calls handled each period | 10411 | 10354 |
| Average call answer time | 0:02:53 | 0:03:19 |
| Average call duration | 0:05:02 | 0:04:58 |
| Average Wrap Time | 0:02:53 | 0:02:52 |
| Average Handling Time | 0:07:54 | 0:07:50 |
| first time resolution | 82% | 82% |

Appendix A

| Report Period | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 2013 | |
|--------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---------|--|
| 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 | 162889 Total Calls |
| Calls abandoned | 2945 | 3292 | 2787 | 1756 | 2840 | 3831 | 3034 | 3086 | 2665 | 4354 | 5503 | 1869 | 37960 | 3163 Average lost calls each period |
| 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% | 77% | 77% Average calls handled % |
| Calls abandoned | 22% | 22% | 18% | 13% | 21% | 27% | 22% | 24% | 20% | 31% | 38% | 20% | 23% | |
| Number of calls handled | 10441 | 11671 | 12694 | 11748 | 10683 | 10358 | 10755 | 9774 | 10659 | 9690 | 8978 | 7476 | 124929 | 10411 Average calls handled no each period |
| 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 | 0:02:53 | 00:02:53 Average call answer time |
| 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 | 0:05:02 | 00:05:02 Average call duration |
| 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 | 0:02:53 | 00:02:53 Average call wrap time |
| 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 | 0:07:54 | 00:07:54 Average call handling time |
| 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% | 82% Average first time resolution |

| Report Period | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | TOTAL | 2014 | |
|--------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--|-------------------------------------|
| 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 | 12758 | 14339 | 15341 | | | 139057 | 139057 Total Calls | |
| Calls abandoned | 3477 | 2394 | 4433 | 5084 | 3788 | 3240 | 1864 | 2169 | 4445 | 4627 | 0 | 0 | 0 | 3552 | 3552 Average lost calls each period |
| Handled | 74.00% | 81.00% | 71.00% | 67.00% | 73.00% | 76.00% | 85% | 83% | 69.00% | 70.00% | 0.00% | 0.00% | 0.00% | 74% | 74% Average calls handled % |
| Calls abandoned | 26.00% | 19.00% | 29.00% | 33.00% | 27.00% | 24.00% | 15.00% | 17.00% | 31.00% | 30.00% | 0.00% | 0.00% | 0.00% | 26% | |
| Number of calls handled | 9895 | 10204 | 10854 | 10321 | 10242 | 10258 | 10565 | 10589 | 9894 | 10714 | | | 103537 | 10354 Average calls handled no each period | |
| 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 | 00:02:31 | 00:04:02 | 00:04:34 | | | 00:03:19 | 00:03:19 Average call answer time | |
| Average call duration | 00:05:08 | 00:05:17 | 00:05:18 | 00:05:02 | 00:04:46 | 00:05:17 | 00:05:04 | 00:04:55 | 00:04:02 | 00:04:53 | | | 00:04:58 | 00:04:58 Average call duration | |
| Average Wrap Time | 00:02:57 | 00:03:08 | 00:03:01 | 00:02:54 | 00:02:32 | 00:02:48 | 00:02:38 | 00:02:45 | 00:02:55 | 00:03:00 | | | 00:02:52 | 00:02:52 Average call wrap time | |
| Average Handling Time | 00:08:05 | 00:08:25 | 00:08:19 | 00:07:56 | 00:07:18 | 00:08:05 | 00:07:42 | 00:07:41 | 00:07:39 | 00:07:52 | | | 00:07:50 | 00:07:50 Average call handling time | |
| first time resolution | 79.00% | 83.00% | 82.00% | 82.00% | 82.00% | 81.00% | 81.00% | 83% | 85.00% | 86% | | | 82.41% | 82% Average first time resolution | |