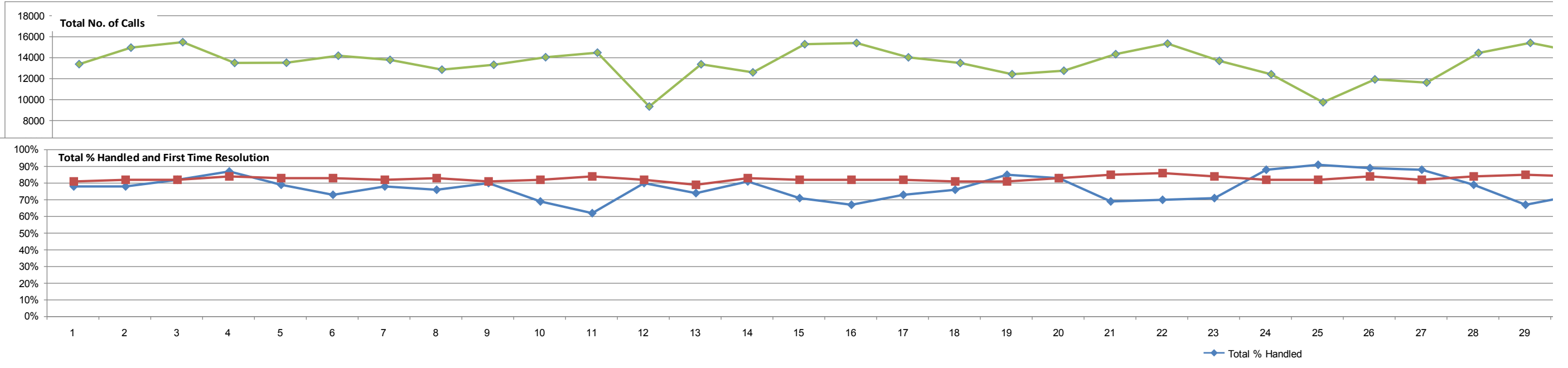
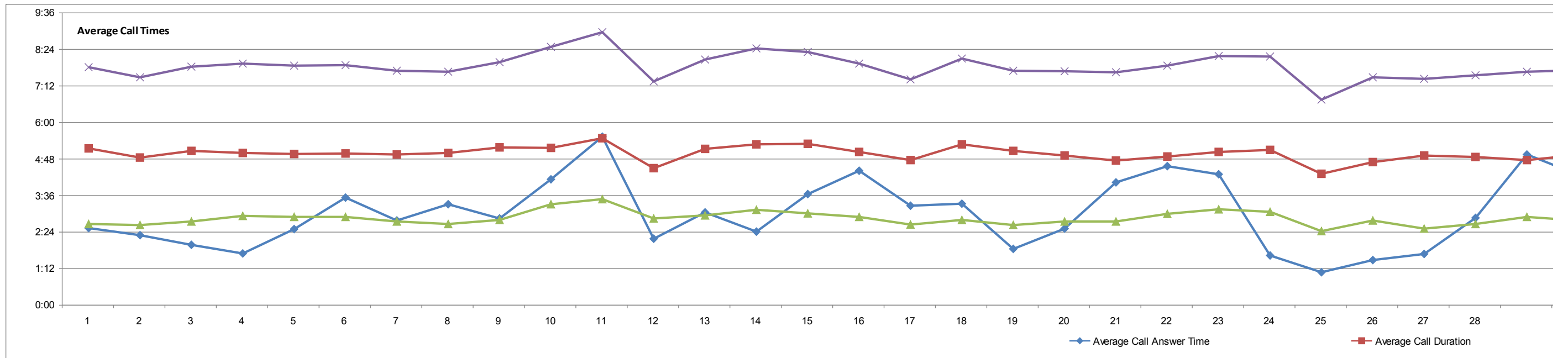


Contact Centre stats	28/1 - 22/2 1	25/2 - 22/3 2	25/3 - 19/4 3	22/4 - 17/5 4	20/5 - 14/6 5	17/6 - 12/7 6	15/7 - 09/8 7	12/8 - 06/9 8	09/9 - 04/10 9	07/10 - 01/11 10	04/11 - 22/11 11	25/11 - 20/12 12	30/12 - 24/1 13	27/1 - 21/2 14	24/2 - 21/3 15	24/3 - 18/4 16	21/4 - 16/5 17	19/5 - 13/6 18	16/6 - 11/7 19	14/7 - 8/8 20	11/8 - 5/9 21	8/9 - 3/10 22	6/10 - 31/10 23	3/11 - 28/11 24	1/12 - 26/12 25	29/12 - 23/1 26	26/1 - 20/2 27	23/2 - 20/3 28	23/3 - 17/4 29
Total No. Calls	13386	14963	15481	13504	13523	14189	13789	12860	13324	14044	14481	9345	13372	12598	15287	15405	14030	13498	12429	12758	14339	15341	13696	12419	9747	11930	11630	14453	15417
Total % Handled	78%	78%	82%	87%	79%	73%	78%	76%	80%	69%	62%	80%	74%	81%	71%	67%	73%	76%	85%	83%	69%	70%	71%	88%	91%	89%	88%	79%	67%
Total % First Time Resolution	81%	82%	82%	84%	83%	83%	82%	83%	81%	82%	84%	82%	79%	83%	82%	82%	82%	81%	81%	83%	85%	86%	84%	82%	82%	84%	82%	84%	85%

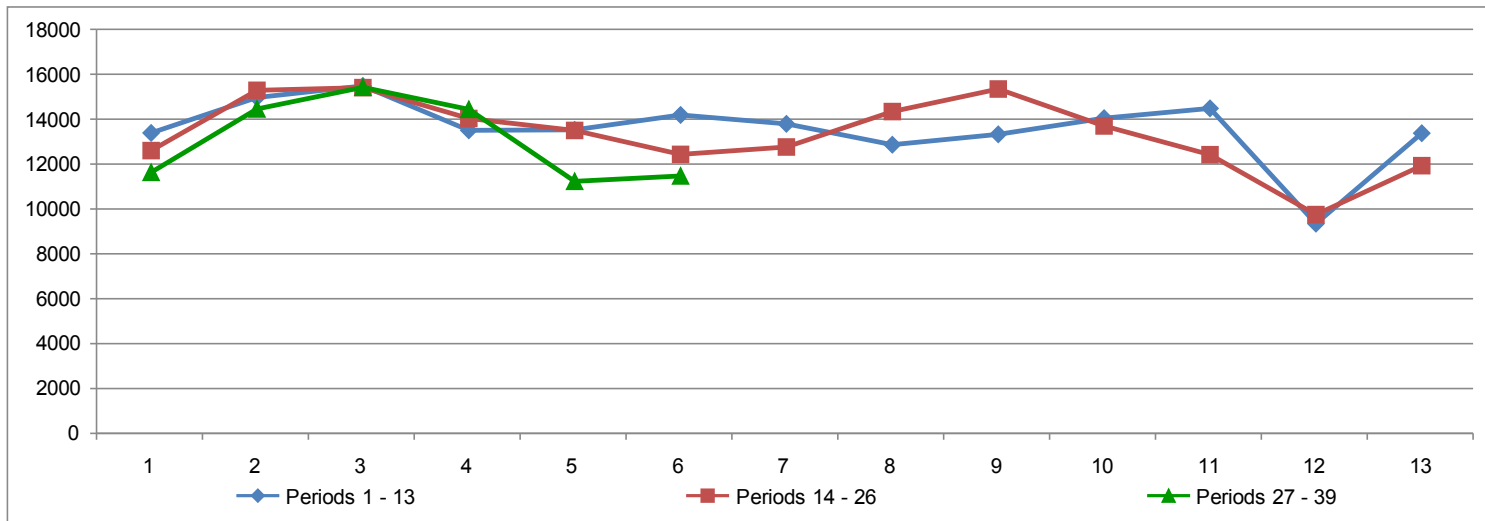


Average Call Answer Time	2:32	2:18	1:59	1:42	2:30	3:32	2:47	3:19	2:51	4:08	5:32	2:11	3:03	2:25	3:39	4:25	3:16	3:20	1:51	2:31	4:02	4:34	4:18	1:38	1:05	1:29	1:41	2:52	4:57
Average Call Duration	5:09	4:51	5:04	5:00	4:58	4:59	4:57	5:00	5:11	5:10	5:29	4:30	5:08	5:17	5:18	5:02	4:46	5:17	5:04	4:55	4:45	4:53	5:02	5:06	4:19	4:42	4:55	4:52	4:46
Average Wrap Time	2:40	2:38	2:45	2:56	2:54	2:54	2:45	2:40	2:48	3:19	3:29	2:51	2:57	3:08	3:01	2:54	2:39	2:48	2:38	2:45	2:45	3:00	3:09	3:04	2:26	2:47	2:31	2:40	2:54
Average Handling Time	7:49	7:29	7:50	7:56	7:52	7:53	7:42	7:40	7:59	8:29	8:58	7:21	8:04	8:26	8:19	7:56	7:25	8:06	7:42	7:41	7:39	7:52	8:11	8:10	6:45	7:29	7:26	7:33	7:40



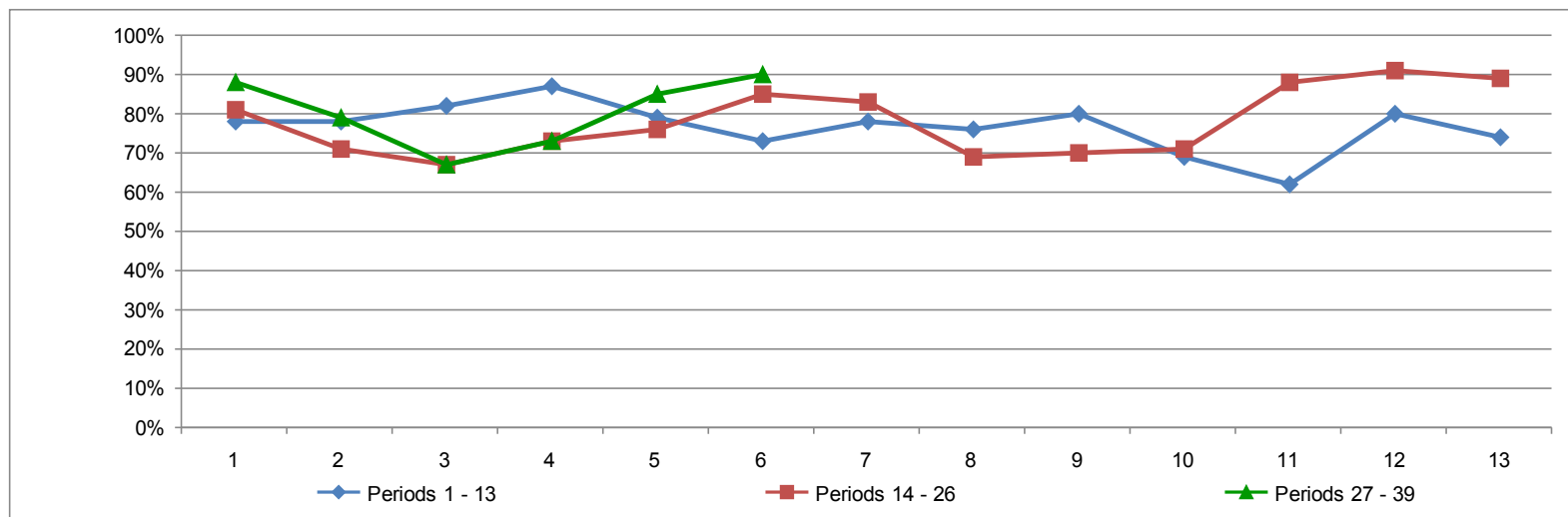
Movement	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
Total No. Calls		11.8%	3.5%	(12.77%)	0.1%	4.9%	(2.82%)	(6.74%)	3.6%	5.4%	3.1%	(35.47%)	43.1%	(5.79%)	21.3%	0.8%	(8.93%)	(3.79%)	(7.92%)	2.6%	12.4%	7.0%	(10.72%)	(9.32%)	(21.52%)	22.4%	(2.51%)	24.3%	6.7%
Total % Handled (positive is good)		0.0%	5.1%	6.1%	(9.20%)	(7.59%)	6.8%	(2.56%)	5.3%	(13.75%)	(10.14%)	29.0%	(7.50%)	9.5%	(12.35%)	(5.63%)	9.0%	4.1%	11.8%	(2.35%)	(16.87%)	1.4%	1.4%	23.9%	3.4%	(2.20%)	(1.12%)	(10.23%)	(15.19%)
Average Call Answer Time (negative is good)		(9.21%)	(13.77%)	(14.29%)	47.1%	41.3%	(21.23%)	19.2%	(14.07%)	45.0%	33.9%	(60.54%)	39.7%	(20.77%)	51.0%	21.0%	(26.04%)	2.0%	(44.50%)	36.0%	60.3%	13.2%	(5.84%)	(62.02%)	(33.67%)	36.9%	13.5%	70.3%	72.7%

Contact Centre stats	Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Total No. Calls														
Periods 1 - 13		13386	14963	15481	13504	13523	14189	13789	12860	13324	14044	14481	9345	13372
Periods 14 - 26		12598	15287	15405	14030	13498	12429	12758	14339	15341	13696	12419	9747	11930
Periods 27 - 39		11630	14453	15417	14436	11231	11471							
Movement														
Periods 1 - 13			11.8%	3.5%	(12.77%)	0.1%	4.9%	(2.82%)	(6.74%)	3.6%	5.4%	3.1%	(35.47%)	43.1%
Periods 14 - 26		(5.79%)	21.3%	0.8%	(8.93%)	(3.79%)	(7.92%)	2.6%	12.4%	7.0%	(10.72%)	(9.32%)	(21.52%)	22.4%
Periods 27 - 39		(2.51%)	24.3%	6.7%	(6.36%)	(22.20%)	2.1%							



Total % Handled														
Periods 1 - 13		78%	78%	82%	87%	79%	73%	78%	76%	80%	69%	62%	80%	74%
Periods 14 - 26		81%	71%	67%	73%	76%	85%	83%	69%	70%	71%	88%	91%	89%
Periods 27 - 39		88%	79%	67%	73%	85%	90%							

Movement (positive is good)														
Periods 1 - 13			0.0%	5.1%	6.1%	(9.20%)	(7.59%)	6.8%	(2.56%)	5.3%	(13.75%)	(10.14%)	29.0%	(7.50%)
Periods 14 - 26		9.5%	(12.35%)	(5.63%)	9.0%	4.1%	11.8%	(2.35%)	(16.87%)	1.4%	1.4%	23.9%	3.4%	(2.20%)
Periods 27 - 39		(1.12%)	(10.23%)	(15.19%)	9.0%	16.4%	5.9%							



Average Call Answer Time														
Periods 1 - 13		2:32	2:18	1:59	1:42	2:30	3:32	2:47	3:19	2:51	4:08	5:32	2:11	3:03
Periods 14 - 26		2:25	3:39	4:25	3:16	3:20	1:51	2:31	4:02	4:34	4:18	1:38	1:05	1:29
Periods 27 - 39		1:41	2:52	4:57	4:17	2:13	1:32							

Movement (negative is good)														
Periods 1 - 13			(9.21%)	(13.77%)	(14.29%)	47.1%	41.3%	(21.23%)	19.2%	(14.07%)	45.0%	33.9%	(60.54%)	39.7%
Periods 14 - 26		(20.77%)	51.0%	21.0%	(26.04%)	2.0%	(44.50%)	36.0%	60.3%	13.2%	(5.84%)	(62.02%)	(33.67%)	36.9%
Periods 27 - 39		13.5%	70.3%	72.7%	(13.47%)	(48.25%)	(30.83%)							

