

Contact Centre Call Statistics 28/01/2013-25/12/2013

Appendix A

Overview

	2013*	2014	2015
Total calls	162889	161547	148265
Handled	77%	76%	84%
Average monthly number of calls handled	10411	10226	10367
Average call answer time	00:02:57	00:03:04	00:02:14
Average call duration	00:05:02	00:04:59	00:04:47
first time resolution	82%	82%	82%
Average Wrap Time	00:02:53	00:02:24	00:01:49
Average Handling Time	00:07:55	00:07:51	00:07:23

* 2013 reporting period started 28/01/2013 and therefore only includes 12 rather 13 lunar months

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	Average
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	13574	TOTAL
Calls Lost		2945	3292	2787	1756	2840	3831	3034	3086	2665	4354	5503	1869	3163	Average Monthly
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%	76.70%	Average Monthly
Number of calls handled		10441	11671	12694	11748	10683	10358	10755	9774	10659	9690	8978	7476	10411	Average Monthly
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 Monthly
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	Average Monthly
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%	Average Monthly
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 Monthly
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	Average Monthly
Number of calls resolved at first point of contact		8457	9570	10409	9869	8867	8597	8819	8112	8634	7946	7542	6130		
Number of Calls Transferred		1984	2101	2285	1880	1816	1761	1936	1662	2025	1744	1437	1346		

Report Period		13	14	15	16	17	18	19	20	21	22	23	24	25	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	12758	14339	15341	13696	12419	9747	13455	TOTAL
Calls abandoned		3477	2394	4433	5084	3788	3240	1864	2169	4445	4624	3981	1546	920	3228	Average Monthly
Handled		74%	81%	71%	67%	73%	76%	85%	83%	69%	70%	71%	88%	91%	76.01%	Average Monthly
Number of calls handled		9895	10204	10854	10321	10242	10258	10565	10589	9894	10714	9701	10870	8825	10226	Average Monthly
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	00:02:13	00:04:02	00:04:34	00:04:18	00:01:38	00:01:05	00:03:04	Average Monthly
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	00:04:45	00:04:53	00:05:02	00:05:06	00:04:19	00:04:59	Average Monthly
First time call resolution		79.00%	83.00%	82.00%	82.00%	82.00%	81.00%	81.00%	83%	85.00%	86.00%	84.00%	82.00%	82.00%	82%	Average Monthly
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	00:03:09	00:03:04	00:02:26	00:02:24	Average Monthly
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	00:08:11	00:08:10	00:06:45	00:07:51	Average Monthly
Longest call wait										00:23:13	00:23:13	00:21:42	00:18:23	00:17:25		
Number of calls resolved at first point of contact		7817	8470	8900	8464	8398	8309	8557	8789	8410	9214	8149	8913	7237		
Number of calls transferred		2078	1735	1954	1858	1844	1949	2007	1800	1484	1500	1513	1957	1589		

Report Period		26	27	28	29	30	31	32	33	34	35	36	37	38	TOTAL	
Period Start		29/12/2014	26/01/2015	23/02/2015	23/03/2015	20/04/2015	18/05/2015	15/06/2015	13/07/2015	10/08/2015	07/09/2015	05/10/2015	02/11/2015	30/11/2015	2015	
Period End		23/01/2015	20/02/2015	20/03/2015	17/04/2015	16/05/2014	13/06/2014	11/07/2014	07/08/2015	04/09/2015	02/10/2015	30/10/2015	27/11/2015	25/12/2015		TOTAL
Total calls		11930	11630	14453	15417	14436	11231	11471	11534	11050	12939	12428	12010	9666	12323	Average Monthly
Calls abandoned		1355	1336	3019	5055	3932	1654	1157	965	1006	1857	1593	1715	767	1955	Average Monthly
Handled		89%	88%	79%	67%	73%	85%	90%	92%	91%	86%	87%	86%	92%	84%	Average Monthly
Number of calls handled		10575	10286	11434	10362	10504	9577	10314	10569	10044	11082	10835	10292	8896	10367	Average Monthly
Average call answer time		00:01:29	00:01:41	00:02:52	00:04:57	00:04:17	00:02:13	00:01:32	00:01:06	00:01:25	00:02:15	00:01:54	00:02:11	00:01:05	00:02:14	Average Monthly
Average call duration		00:04:42	00:04:55	00:04:52	00:04:46	00:04:56	00:04:42	00:04:49	00:04:35	00:04:43	00:05:01	00:04:52	00:04:38	00:04:39	00:04:47	Average Monthly
First time call resolution		84.00%	82.00%	84.00%	85.00%	84.00%	81.00%	81.00%	83%	81.00%	79.00%	78.00%	80.00%	82.00%	82%	Average Monthly
Average wrap time		00:02:47	00:02:31	00:02:40	00:02:54	00:02:47	00:02:31	00:02:30	00:02:16	00:02:30	00:02:36	00:02:26	00:02:35	00:02:39	00:01:49	Average Monthly
Average handling time		00:07:29	00:07:26	00:07:40	00:07:40	00:07:43	00:07:14	00:07:19	00:06:51	00:07:13	00:07:37	00:07:18	00:07:13	00:07:18	00:07:23	
Number of calls resolved at first point of contact		8900	8435	9605	8808	8823	7757	8354	8772	8136	8755	8451	8234	7295		
Number of calls transferred		1675	1851	1829	1554	1681	1820	1960	1797	1908	2327	2384	2058	1601		