Appendix A Contact Centre Performance

2015/16	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH
Total Calls	16839	12691	12344	13302	11347	14462	13623	12739	9840	13042	12168	14627
Handled number	11114	10123	11049	12194	10295	12426	11926	10947	8994	10559	9869	11270
Handled percentage	66%	80%	90%	92%	91%	86%	88%	86%	91%	81%	81%	77%
Abandoned number	5725	2568	1295	1108	1052	2036	1697	1792	846	2483	2299	3357
Abandoned percentage	34%	20%	10%	8%	9%	14%	12%	14%	9%	19%	19%	23%
Number dealt with at first point of contact	9380	8321	8981	9696	8259	9919	9338	8769	7437	8719	8286	9082
Percentage delat with at first point of contact	84%	82%	81%	80%	80%	80%	78%	80%	83%	83%	84%	81%
Average call answer time	00:04:45	00:02:44	00:01:31	00:01:10	00:01:17	00:02:05	00:01:51	00:02:09	00:01:09	00:02:48	00:03:14	00:03:25
Aveage Call duration	00:04:26	00:04:21	00:04:41	00:04:40	00:04:21	00:04:59	00:04:53	00:04:38	00:04:16	00:04:43	00:04:44	00:04:33
Average Wrap (admin time)	00:02:40	00:02:19	00:02:32	00:02:19	00:02:17	00:02:36	00:02:26	00:02:35	00:02:28	00:02:43	00:02:41	00:02:35
Average handling time	00:07:06	00:06:41	00:07:14	00:06:59	00:06:38	00:07:36	00:07:18	00:07:13	00:06:44	00:07:27	00:07:25	00:07:08
							up to 14/10					
2016/17	APRIL	MAY			AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH
2016/17 Total Calls	APRIL 15803	MAY 15026	JUNE 16900	JULY 13601	16134	12859	OCT 6040		DEC	JAN	FEB	MARCH
<i>,</i>							OCT		DEC	JAN	FEB	MARCH
Total Calls	15803	15026 11046	16900	13601	16134	12859	OCT 6040 5334		DEC	JAN	FEB	MARCH
Total Calls Handled number	15803 12632 80% 3171	15026 11046 74% 3980	16900 11500 68% 5400	13601 8861 65% 4740	16134 9416	12859 9731	OCT 6040 5334 88% 706		DEC	JAN	FEB	MARCH
Total Calls Handled number Handled percentage	15803 12632 80%	15026 11046 74% 3980	16900 11500 68%	13601 8861 65%	16134 9416 58%	12859 9731 76% 3128	OCT 6040 5334 88% 706		DEC	JAN	FEB	MARCH
Total Calls Handled number Handled percentage Abandoned number	15803 12632 80% 3171	15026 11046 74% 3980	16900 11500 68% 5400	13601 8861 65% 4740	16134 9416 58% 6718	12859 9731 76% 3128	OCT 6040 5334 88% 706 12%		DEC	JAN	FEB	MARCH
Total Calls Handled number Handled percentage Abandoned number Abandoned percentage	15803 12632 80% 3171 20%	15026 11046 74% 3980 26% 8685	16900 11500 68% 5400 32%	13601 8861 65% 4740 35%	16134 9416 58% 6718 42%	12859 9731 76% 3128 24% 7966	OCT 6040 5334 88% 706 12% 4306		DEC	JAN	FEB	MARCH
Total Calls Handled number Handled percentage Abandoned number Abandoned percentage Number dealt with at first point of contact	15803 12632 80% 3171 20% 10031	15026 11046 74% 3980 26% 8685 79%	16900 11500 68% 5400 32% 9496	13601 8861 65% 4740 35% 7353	16134 9416 58% 6718 42% 7614	12859 9731 76% 3128 24% 7966 82%	OCT 6040 5334 88% 706 12% 4306 81%		DEC	JAN	FEB	MARCH
Total Calls Handled number Handled percentage Abandoned number Abandoned percentage Number dealt with at first point of contact Percentage delat with at first point of contact	15803 12632 80% 3171 20% 10031 79%	15026 11046 74% 3980 26% 8685 79% 00:04:19	16900 11500 68% 5400 32% 9496 83%	13601 8861 65% 4740 35% 7353 83%	16134 9416 58% 6718 42% 7614 81%	12859 9731 76% 3128 24% 7966 82% 00:04:06	OCT 6040 5334 88% 706 12% 4306 81%		DEC	JAN	FEB	MARCH
Total Calls Handled number Handled percentage Abandoned number Abandoned percentage Number dealt with at first point of contact Percentage delat with at first point of contact Average call answer time	15803 12632 80% 3171 20% 10031 79% 00:03:38	15026 11046 74% 3980 26% 8685 79% 00:04:19 00:04:49	16900 11500 68% 5400 32% 9496 83% 00:06:08	13601 8861 65% 4740 35% 7353 83% 00:06:46	16134 9416 58% 6718 42% 7614 81% 00:08:22	12859 9731 76% 3128 24% 7966 82% 00:04:06 00:05:25	OCT 6040 5334 88% 706 12% 4306 81% 00:02:17		DEC	JAN	FEB	MARCH