

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 dealt 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
Average 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

2016/17	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH
Total Calls	15803	15026	16900	13601	16134	12859	6040					
Handled number	12632	11046	11500	8861	9416	9731	5334					
Handled percentage	80%	74%	68%	65%	58%	76%	88%					
Abandoned number	3171	3980	5400	4740	6718	3128	706					
Abandoned percentage	20%	26%	32%	35%	42%	24%	12%					
Number dealt with at first point of contact	10031	8685	9496	7353	7614	7966	4306					
Percentage dealt with at first point of contact	79%	79%	83%	83%	81%	82%	81%					
Average call answer time	00:03:38	00:04:19	00:06:08	00:06:46	00:08:22	00:04:06	00:02:17					
Average Call duration	00:05:12	00:04:49	00:05:11	00:05:00	00:05:08	00:05:25	00:05:24					
Average Wrap (admin time)	00:02:39	00:02:31	00:03:09	00:03:10	00:02:58	00:03:05	00:03:02					
Average handling time	00:07:51	00:07:20	00:08:19	00:08:10	00:08:06	00:08:30	00:08:26					

up to 14/10