Appendix A Contact Centre Performance

2015/16	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Total Calls	13575	11574	17227	16839	12691	12344	13302	11347	14462	13623	12739	9840
Handled number	12089	10024	12930	11114	10123	11049	12194	10295	12426	11926	10947	8994
Handled percentage	89%	87%	75%	66%	80%	90%	92%	91%	86%	88%	86%	91%
Abandoned number	1477	1547	4295	5725	2568	1295	1108	1052	2036	1697	1792	846
Abandoned percentage	11%	13%	25%	34%	20%	10%	8%	9%	14%	12%	14%	9%
Number dealt with at first point of contact	10107	8250	10981	9380	8321	8981	9696	8259	9919	9338	8769	7437
Percentage dealt with at first point of contact	84%	82%	85%	84%	82%	81%	80%	80%	80%	78%	80%	83%
Average call answer time	00:02:56	00:02:32	00:03:33	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
Aveage Call duration	00:03:45	00:04:21	00:04:49	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
Average Wrap (admin time)	00:04:55	00:03:48	00:02:43	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
Average handling time	00:08:40	00:08:09	00:07:32	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
2016/17	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2016/17 Total Calls	JAN 13042	FEB 12168	MARCH 14627	APRIL 15803	MAY 15026	JUNE 16900	JULY 13601	AUG 16134	SEPT 14216	OCT 12387	NOV 12299	DEC 9016
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Total Calls	13042	12168	14627	15803	15026	16900	13601	16134	14216	12387	12299	9016
Total Calls Handled number	13042 10559	12168 9869	14627 11270	15803 12612	15026 11039	16900 11496	13601 8860	16134 9415	14216 10763	12387 10830	12299 10921	9016 8191
Total Calls Handled number Handled percentage	13042 10559 81%	12168 9869 81%	14627 11270 77%	15803 12612 80%	15026 11039 73%	16900 11496 68%	13601 8860 65%	16134 9415 58%	14216 10763 76%	12387 10830 87%	12299 10921 89%	9016 8191 91%
Total Calls Handled number Handled percentage Abandoned number	13042 10559 81% 2483	12168 9869 81% 2299	14627 11270 77% 3357	15803 12612 80% 3191	15026 11039 73% 3987	16900 11496 68% 5404	13601 8860 65% 4741	16134 9415 58% 6719	14216 10763 76% 3462	12387 10830 87% 1557	12299 10921 89% 1378	9016 8191 91% 824
Total Calls Handled number Handled percentage Abandoned number Abandoned percentage	13042 10559 81% 2483 19%	12168 9869 81% 2299 19%	14627 11270 77% 3357 23%	15803 12612 80% 3191 20%	15026 11039 73% 3987 27%	16900 11496 68% 5404 32%	13601 8860 65% 4741 35%	16134 9415 58% 6719 42%	14216 10763 76% 3462 24%	12387 10830 87% 1557 13%	12299 10921 89% 1378 11%	9016 8191 91% 824 9%
Total Calls Handled number Handled percentage Abandoned number Abandoned percentage Number dealt with at first point of contact	13042 10559 81% 2483 19% 8719	12168 9869 81% 2299 19% 8286	14627 11270 77% 3357 23% 9082	15803 12612 80% 3191 20% 10031	15026 11039 73% 3987 27% 8685	16900 11496 68% 5404 32% 9496	13601 8860 65% 4741 35% 7353	16134 9415 58% 6719 42% 7614	14216 10763 76% 3462 24% 8715	12387 10830 87% 1557 13% 8854	12299 10921 89% 1378 11% 9026	9016 8191 91% 824 9% 6793
Total Calls Handled number Handled percentage Abandoned number Abandoned percentage Number dealt with at first point of contact Percentage dealt with at first point of contact	13042 10559 81% 2483 19% 8719	12168 9869 81% 2299 19% 8286 84%	14627 11270 77% 3357 23% 9082 81%	15803 12612 80% 3191 20% 10031 80%	15026 11039 73% 3987 27% 8685 79%	16900 11496 68% 5404 32% 9496 83%	13601 8860 65% 4741 35% 7353 83%	16134 9415 58% 6719 42% 7614 81%	14216 10763 76% 3462 24% 8715 81%	12387 10830 87% 1557 13% 8854 82%	12299 10921 89% 1378 11% 9026 83%	9016 8191 91% 824 9% 6793 83%
Total Calls Handled number Handled percentage Abandoned number Abandoned percentage Number dealt with at first point of contact Percentage dealt with at first point of contact Average call answer time	13042 10559 81% 2483 19% 8719 83% 00:02:48	12168 9869 81% 2299 19% 8286 84% 00:03:14	14627 11270 77% 3357 23% 9082 81% 00:03:25	15803 12612 80% 3191 20% 10031 80% 00:03:38	15026 11039 73% 3987 27% 8685 79% 00:04:45	16900 11496 68% 5404 32% 9496 83% 00:06:08	13601 8860 65% 4741 35% 7353 83% 00:06:46	16134 9415 58% 6719 42% 7614 81% 00:08:45	14216 10763 76% 3462 24% 8715 81% 00:04:05	12387 10830 87% 1557 13% 8854 82% 00:01:58	12299 10921 89% 1378 11% 9026 83% 00:01:46	9016 8191 91% 824 9% 6793 83% 00:01:15
Total Calls Handled number Handled percentage Abandoned number Abandoned percentage Number dealt with at first point of contact Percentage dealt with at first point of contact Average call answer time Average Call duration	13042 10559 81% 2483 19% 8719 83% 00:02:48 00:04:43	12168 9869 81% 2299 19% 8286 84% 00:03:14 00:04:44	14627 11270 77% 3357 23% 9082 81% 00:03:25 00:04:33	15803 12612 80% 3191 20% 10031 80% 00:03:38 00:05:12	15026 11039 73% 3987 27% 8685 79% 00:04:45 00:04:49	16900 11496 68% 5404 32% 9496 83% 00:06:08 00:05:11	13601 8860 65% 4741 35% 7353 83% 00:06:46 00:05:00	16134 9415 58% 6719 42% 7614 81% 00:08:45 00:05:08	14216 10763 76% 3462 24% 8715 81% 00:04:05 00:05:25	12387 10830 87% 1557 13% 8854 82% 00:01:58 00:05:05	12299 10921 89% 1378 11% 9026 83% 00:01:46 00:04:57	9016 8191 91% 824 9% 6793 83% 00:01:15 00:04:17

call target