

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
Average 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
Total Calls	13042	12168	14627	15803	15026	16900	13601	16134	14216	12387	12299	9016
Handled number	10559	9869	11270	12612	11039	11496	8860	9415	10763	10830	10921	8191
Handled percentage	81%	81%	77%	80%	73%	68%	65%	58%	76%	87%	89%	91%
Abandoned number	2483	2299	3357	3191	3987	5404	4741	6719	3462	1557	1378	824
Abandoned percentage	19%	19%	23%	20%	27%	32%	35%	42%	24%	13%	11%	9%
Number dealt with at first point of contact	8719	8286	9082	10031	8685	9496	7353	7614	8715	8854	9026	6793
Percentage dealt with at first point of contact	83%	84%	81%	80%	79%	83%	83%	81%	81%	82%	83%	83%
Average call answer time	00:02:48	00:03:14	00:03:25	00:03:38	00:04:45	00:06:08	00:06:46	00:08:45	00:04:05	00:01:58	00:01:46	00:01:15
Average Call duration	00:04:43	00:04:44	00:04:33	00:05:12	00:04:49	00:05:11	00:05:00	00:05:08	00:05:25	00:05:05	00:04:57	00:04:17
Average Wrap (admin time)	00:02:43	00:02:41	00:02:35	00:02:39	00:02:31	00:03:09	00:03:10	00:02:58	00:03:05	00:02:55	00:02:55	00:02:40
Average handling time	00:07:27	00:07:25	00:07:08	00:07:51	00:07:20	00:08:19	00:08:10	00:08:06	00:08:30	00:08:00	00:07:52	00:06:57

call target