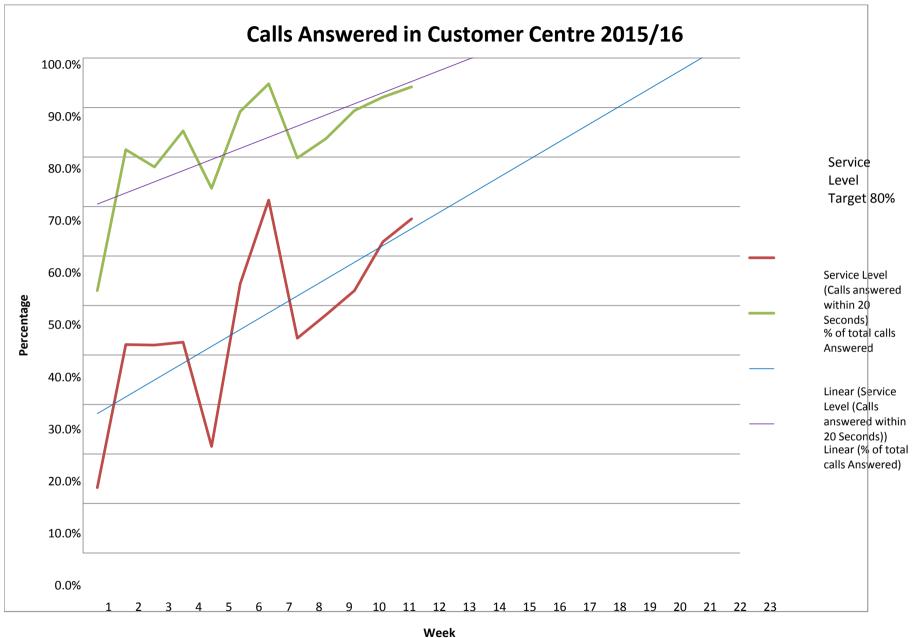
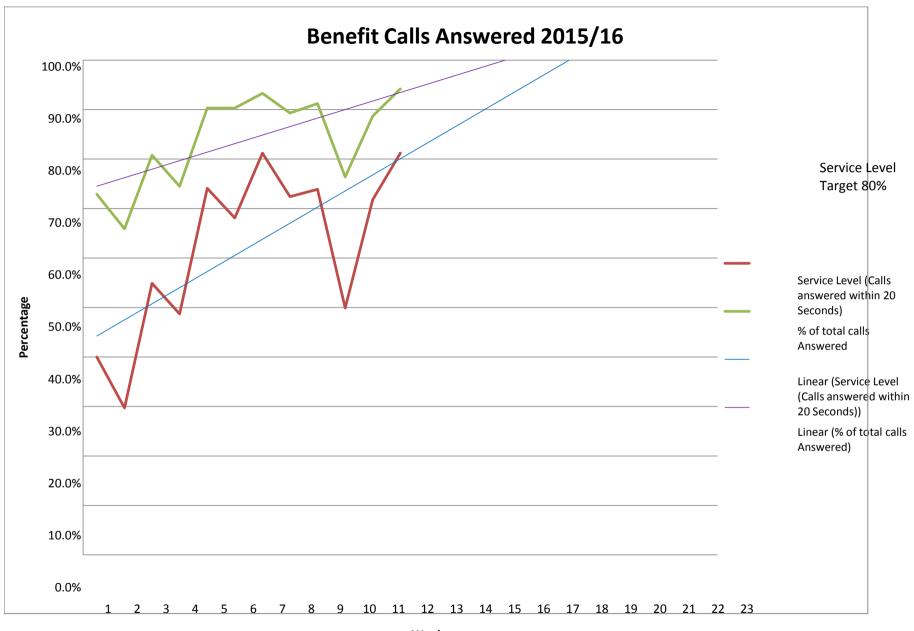
Weekly Phone Monitor 15/16

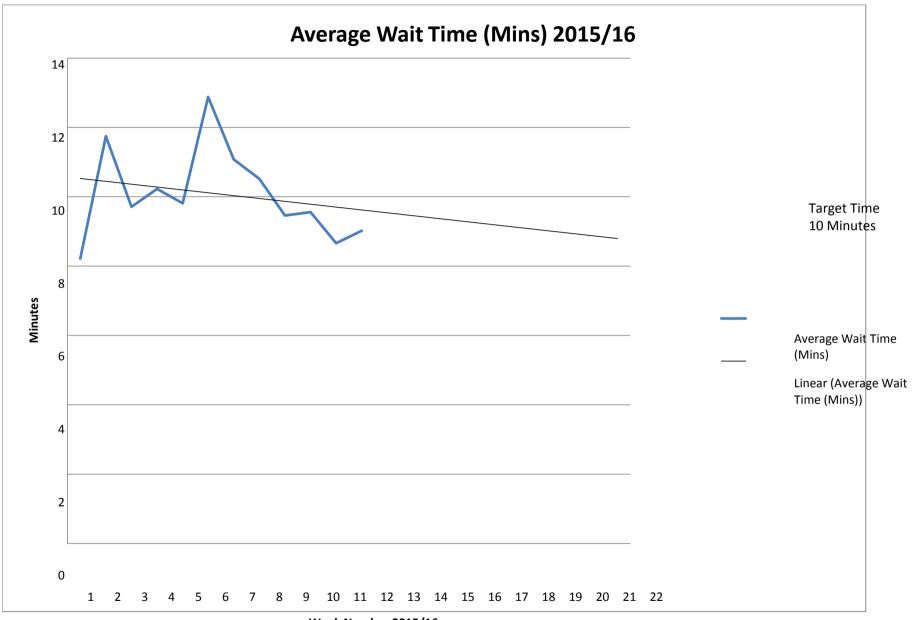
Customer Centre (Phones)												
Week	1	2	3	4	5	6	7	8	9	10	11	12
Service Level (Calls												
answered within 20	13.2%	42.1%	42.0%	42.6%	21.5%	54.4%	71.3%	43.4%	48.1%	53.0%	62.9%	67.5%
Seconds)												
% of total calls Answered	53.0%	81.5%	78.0%	85.3%	73.7%	89.2%	94.8%	79.8%	83.7%	89.4%	92.1%	94.2%
Benefits												
Week	1	2	3	4	5	6	7	8	9	10	11	12
Service Level (Calls												
answered within 20	40.0%	29.7%	54.9%	48.7%	74.1%	68.1%	81.2%	72.4%	73.9%	49.9%	71.8%	81.2%
Seconds)												
% of total calls Answered	72.9%	65.9%	80.8%	74.5%	90.3%	90.3%	93.3%	89.3%	91.2%	76.4%	88.7%	94.2%
Customer Centre (Footfall)												
Week	1	2	3	4	5	6	7	8	9	10	11	12
Average Wait Time (Mins)	8.22	11.75	9.71	10.23	9.81	12.88	11.08	10.52	9.46	9.56	8.66	9.02

Customer Centre (Phones)											
Week	13	14	15	16	17	18	19	20	21	22	23
Service Level (Calls											
answered within 20	68.2%	43.3%	66.0%	45.8%	46.0%	67.6%	82.1%	76.3%	75.1%	73.9%	84.4%
Seconds)											
% of total calls Answered	92.9%	83.2%	92.3%	87.0%	88.5%	91.2%	95.6%	95.5%	94.5%	94.4%	97.3%
<u>Benefits</u>											
Week	13	14	15	16	17	18	19	20	21	22	23
Service Level (Calls											
answered within 20	70.3%	63.2%	72.5%	84.1%	83.1%	80.9%	81.3%	77.5%	87.4%	79.3%	78.7%
Seconds)											
% of total calls Answered	87.6%	84.5%	93.4%	97.3%	97.6%	96.9%	95.8%	93.8%	97.2%	96.4%	94.8%
Customer Centre (Footfall)											
Week	13	14	15	16	17	18	19	20	21	22	23
Average Wait Time (Mins)	9.44	10.92	11.36	9.64	6.74	7.81	7.84	6.89	7.18	10.11	





Week



Week Number 2015/16