

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 Seconds)	13.2%	42.1%	42.0%	42.6%	21.5%	54.4%	71.3%	43.4%	48.1%	53.0%	62.9%	67.5%
% 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 Seconds)	40.0%	29.7%	54.9%	48.7%	74.1%	68.1%	81.2%	72.4%	73.9%	49.9%	71.8%	81.2%
% 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

<u>Customer Centre (Phones)</u>											
Week	13	14	15	16	17	18	19	20	21	22	23
Service Level (Calls answered within 20 Seconds)	68.2%	43.3%	66.0%	45.8%	46.0%	67.6%	82.1%	76.3%	75.1%	73.9%	84.4%
% 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 Seconds)	70.3%	63.2%	72.5%	84.1%	83.1%	80.9%	81.3%	77.5%	87.4%	79.3%	78.7%
% 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%

<u>Customer Centre (Footfall)</u>											
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	





