

Appendix A - Customer Service Centre Performance

	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Answered	14033	11753	10502	13107	11566	13764	12989	12050	10226	13900	12263	14498	12877	12331
Abandoned	4622	2556	3602	3332	1327	1531	2305	1780	1282	2088	1207	3478	3214	4479
Call Volumes	18655	14309	14104	16439	12893	15295	15294	13830	11508	15988	13470	17976	16091	16810
% Abandoned	25%	18%	26%	20%	10%	10%	15%	13%	11%	13%	9%	19%	20%	27%

	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Grade of Service %	16.3	26.3	20.3	24.6	47.1	27.8	40.4	48.3	52.3	45.5	58.4	29.7	20	26.6
Target %	70	70	70	70	70	70	70	70	70	70	70	70	70	70

Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
12204	14658	11613	11732	11879	9749	8690	11441	10188	13224	13954	11615	11079	12894
4018	4263	4572	5665	3092	2535	2337	3622	989	2696	1569	1754	1457	1258
16222	18921	16185	17397	14971	13017	11827	15463	11424	15920	15523	13369	12536	14152
25%	23%	28%	33%	21%	19%	20%	23%	9%	17%	10%	13%	12%	9%

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Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
24.8	22.5	14.3	8.7	23.6	26.3	26.9	21.7	54.3	36.6	54	49	52	50
70	70	70	70	70	70	70	70	70	70	70	70	70	70