

CONTACT CENTRE

APPENDIX 1

2016													
Month	April	May	June	July	August	September	October	November	December	January	February	March	TOTAL
Total number of calls	15899	14173	15782	11831	12325	11507	11284	11131	8194	11491	12566	18195	154,368
Total number of answered calls	11557	10440	10533	9002	9969	9389	8732	8946	7048	9897	11096	15130	121,739
Total number of lost calls	4325	3715	5249	2828	2356	2115	2532	2185	1705	1592	1452	2870	32,924
% of lost calls	27.20%	26.21%	33.25%	23.90%	19.11%	18.37%	22.43%	19.62%	13.90%	13.85%	11.56%	15.77%	21.33%
Average time of call including wrap up in seconds	303	307	301	330	301	297	293	289	299	286	293	293	299
Total time of calls and wrap up in hours	927	890	880	825	833	774	710	718	585	786	903	1,231	10,062

2015													
Month	April	May	June	July	August	September	October	November	December	January	February	March	TOTAL
Total number of calls	13243	11188	12200	12316	10966	11091	10483	10647	8830	10718	10440	34162	156,284
Total number of answered calls	11533	9760	11088	11276	9427	10073	9827	9629	8231	9552	9289	15307	124,992
Total number of lost calls	1705	1421	1103	1040	1537	1018	656	1015	598	1166	1150	18825	31,234
% of lost calls	12.87%	12.70%	9.04%	8.44%	14.01%	9.18%	6.25%	9.53%	6.77%	10.89%	11.01%	55.10%	19.99%
Average time of call including wrap up in seconds	259	278	265	266	293	266	255	254	255	260	268	337	271
Total time of calls and wrap up in hours	829	754	816	833	767	744	696	679	583	690	691	1,433	9,515

2014													
Month	April	May	June	July	August	September	October	November	December	January	February	March	TOTAL
Total number of calls	13195	11916	13786	12605	12041	12366	12417	10029	8929	10448	9801	15460	142,993
Total number of answered calls	10119	9640	10697	10446	10135	10742	9944	8702	7846	9261	9019	12454	119,005
Total number of lost calls	3064	2247	3074	2157	1891	1610	2453	1313	1081	1185	780	2982	23837
% of lost calls	23.22%	18.86%	22.30%	17.12%	15.70%	13.01%	19.75%	13.09%	12.10%	11.35%	7.96%	19.28%	16.67%
Average time of call including wrap up in seconds	342	341	318	315	311	308	302	289	295	263	254	273	301
Total time of calls and wrap up in hours	961	913	944	914	875	919	834	698	642	676	636	944	9,956