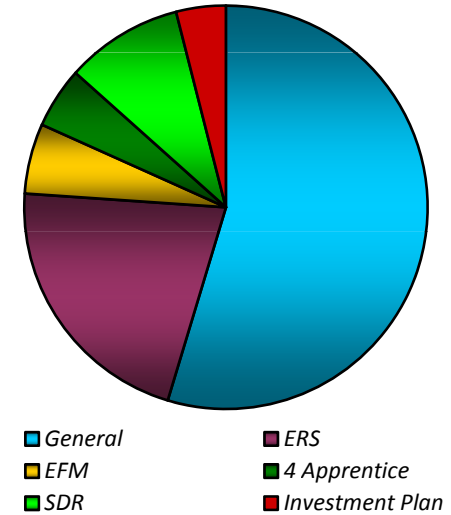


SERVICE CENTRE HELPDESK - MONTHLY PERFORMANCE REPORT - APRIL

KEY PERFORMANCE INDICATORS	Target	Apr		Mar
Calls Handled		1077		1535
Email Queries and Issues		1940		2676
Service Level (calls answered in 20 seconds)	> 80%	90.6%	😊	92.3%
Abandoned Calls	< 5%	3.5%	😊	1.8%
Average time to answer	< 20 seconds	0:00:12	😊	0:00:10
% Emails Completed by COB Next Day	> 85%	91%	😊	86%

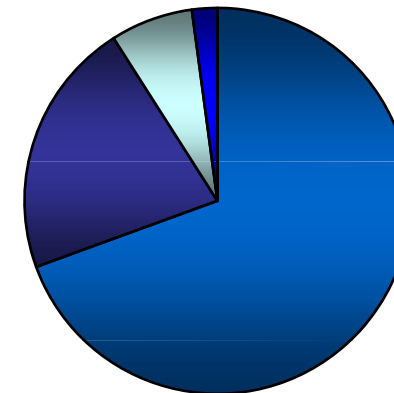
Calls Received by Type



CALLS BY QUEUE	Apr
General Queries	592
ERS - Electronic Receipting System	232
EFM - English for Migrants	61
0800 4 Apprentice	53
SDR - Single Data Return	102
Investment Plan Queries	43

Emails by Completion Turnaround

EMAIL PERFORMANCE	Apr
Total Email Queries and Issues	1940
Completed Same Day	1345
Completed Next Day	417
Completed 3+ days	134
Not Yet Completed	41
Total % Completed by COB Next Day	91%



■ Completed Same Day ■ Completed Next Day
■ Completed 3+ days ■ Not Yet Completed