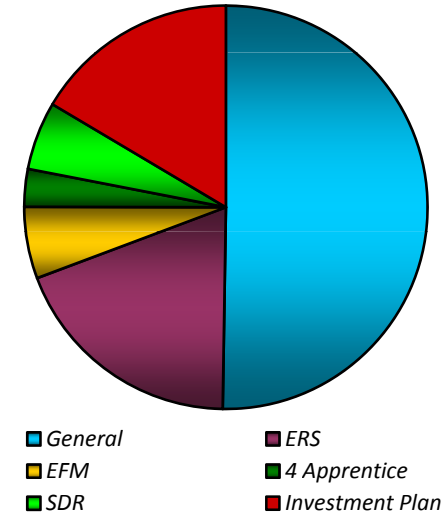


SERVICE CENTRE HELPDESK - MONTHLY PERFORMANCE REPORT - AUGUST

KEY PERFORMANCE INDICATORS	Target	Aug		Jul
Calls Handled		1788		1603
Email Queries and Issues		2740		2700
Service Level (calls answered in 20 seconds)	> 80%	89.2%	😊	88.5%
Abandoned Calls	< 5%	1.6%	😊	3.1%
Average time to answer	< 20 seconds	0:00:11	😊	0:00:14
% Emails Completed by COB Next Day	> 85%	86%	😊	84%

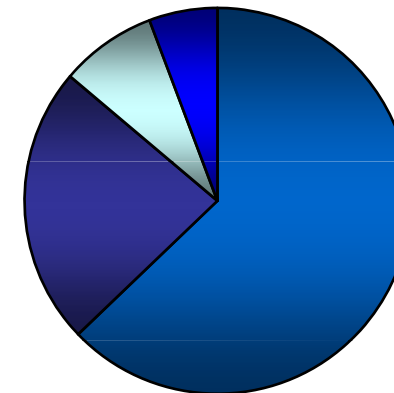
Calls Received by Type



CALLS BY QUEUE	Aug
General Queries	900
ERS - Electronic Receipting System	341
EFM - English for Migrants	103
0800 4 Apprentice	54
SDR - Single Data Return	98
Investment Plan Queries	295

Emails by Completion Turnaround

EMAIL PERFORMANCE	Aug
Total Email Queries and Issues	2740
Completed Same Day	1722
Completed Next Day	639
Completed 3+ days	222
Not Yet Completed	157
Total % Completed by COB Next Day	86%



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