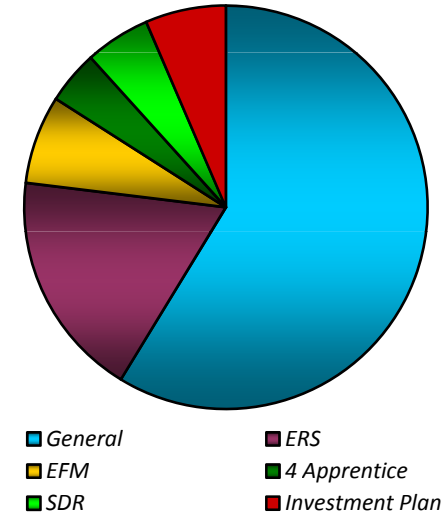


SERVICE CENTRE HELPDESK - MONTHLY PERFORMANCE REPORT - JULY

| KEY PERFORMANCE INDICATORS | Target | Jul | | Jun |
|--|--------------|---------|---|---------|
| Calls Handled | | 1544 | | 1873 |
| Email Queries and Issues | | 2700 | | 2791 |
| Service Level (calls answered in 20 seconds) | > 80% | 88.5% | 😊 | 87.1% |
| Abandoned Calls | < 5% | 3.1% | 😊 | 3.4% |
| Average time to answer | < 20 seconds | 0:00:14 | 😊 | 0:00:15 |
| % Emails Completed by COB Next Day | > 85% | 84% | 😞 | 89% |

Calls Received by Type



| CALLS BY QUEUE | Jul |
|------------------------------------|-----|
| General Queries | 909 |
| ERS - Electronic Receipting System | 282 |
| EFM - English for Migrants | 110 |
| 0800 4 Apprentice | 66 |
| SDR - Single Data Return | 81 |
| Investment Plan Queries | 100 |

| EMAIL PERFORMANCE | Jul |
|--|------------|
| Total Email Queries and Issues | 2700 |
| Completed Same Day | 1629 |
| Completed Next Day | 627 |
| Completed 3+ days | 425 |
| Not Yet Completed | 19 |
| Total % Completed by COB Next Day | 84% |

Emails by Completion Turnaround

