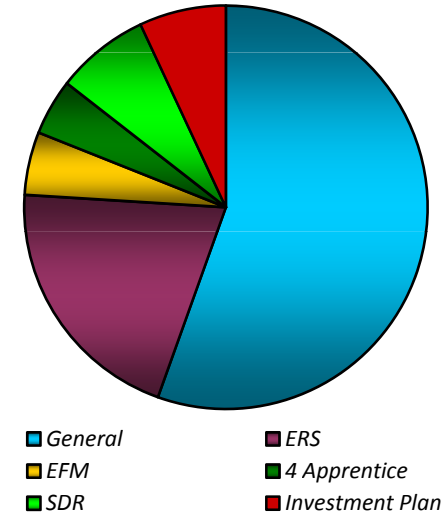


SERVICE CENTRE HELPDESK - MONTHLY PERFORMANCE REPORT - JUNE

KEY PERFORMANCE INDICATORS	Target	Jun		May
Calls Handled		1799		1634
Email Queries and Issues		2791		2285
Service Level (calls answered in 20 seconds)	> 80%	87.1%	😊	90.6%
Abandoned Calls	< 5%	3.4%	😊	2.3%
Average time to answer	< 20 seconds	0:00:15	😊	0:00:11
% Emails Completed by COB Next Day	> 85%	89%	😊	88%

Calls Received by Type



CALLS BY QUEUE	Jun
General Queries	998
ERS - Electronic Receipting System	369
EFM - English for Migrants	91
0800 4 Apprentice	81
SDR - Single Data Return	135
Investment Plan Queries	125

EMAIL PERFORMANCE	Jun
Total Email Queries and Issues	2791
Completed Same Day	1875
Completed Next Day	606
Completed 3+ days	227
Not Yet Completed	83
Total % Completed by COB Next Day	89%

Emails by Completion Turnaround

