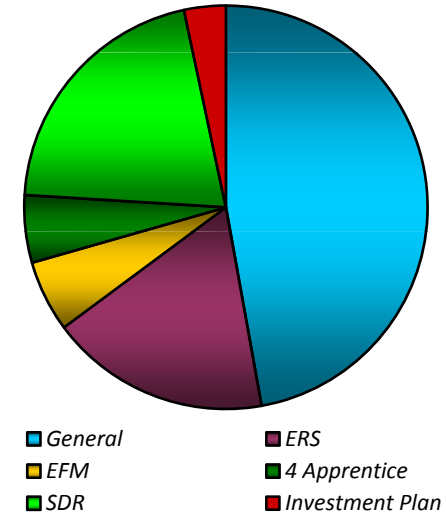


SERVICE CENTRE HELPDESK - MONTHLY PERFORMANCE REPORT - MAY

KEY PERFORMANCE INDICATORS	Target	May		Apr
Calls Handled		1590		1123
Email Queries and Issues		2285		1940
Service Level (calls answered in 20 seconds)	> 80%	90.6%	😊	90.6%
Abandoned Calls	< 5%	2.3%	😊	3.5%
Average time to answer	< 20 seconds	0:00:11	😊	0:00:12
% Emails Completed by COB Next Day	> 85%	88%	😊	91%

Calls Received by Type



CALLS BY QUEUE	May
General Queries	750
ERS - Electronic Receipting System	281
EFM - English for Migrants	91
0800 4 Apprentice	86
SDR - Single Data Return	329
Investment Plan Queries	53

EMAIL PERFORMANCE	May
Total Email Queries and Issues	2285
Completed Same Day	1473
Completed Next Day	534
Completed 3+ days	223
Not Yet Completed	52
Total % Completed by COB Next Day	88%

Emails by Completion Turnaround

