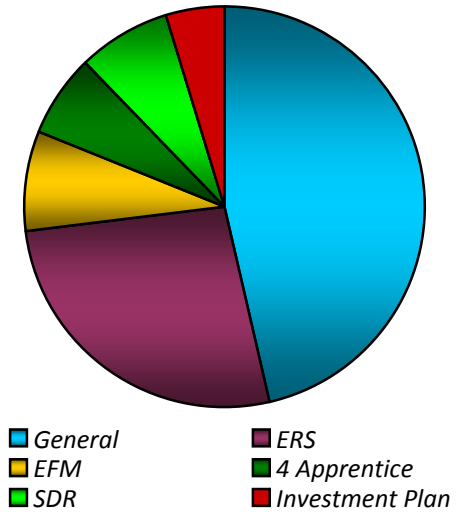


SERVICE CENTRE HELPDESK - MONTHLY PERFORMANCE REPORT - JANUARY

KEY PERFORMANCE INDICATORS	Target	Jan		Dec
Calls Handled		1357		1080
Email Queries and Issues		1871		1191
Service Level (calls answered in 20 seconds)	> 80%	83.7%	😊	81.8%
Abandoned Calls	< 5%	2.8%	😊	2.9%
Average time to answer	< 20 seconds	0:00:14	😊	0:00:16
% Emails Completed by COB Next Day	> 85%	83%	😞	73%

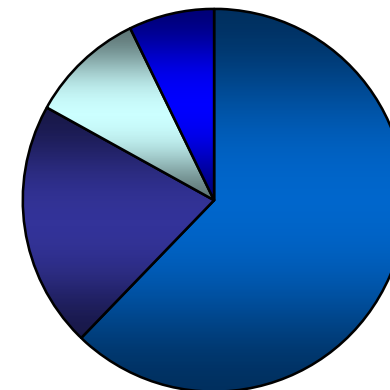
Calls Received by Type



CALLS BY QUEUE	Jan
General Queries	636
ERS - Electronic Receipting System	363
EFM - English for Migrants	110
0800 4 Apprentice	92
SDR - Single Data Return	104
Investment Plan Queries	63

Emails by Completion Turnaround

EMAIL PERFORMANCE	Jan
Total Email Queries and Issues	1871
<i>Completed Same Day</i>	1164
<i>Completed Next Day</i>	391
<i>Completed 3+ days</i>	183
Not Yet Completed	133
Total % Completed by COB Next Day	>85% 83%



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