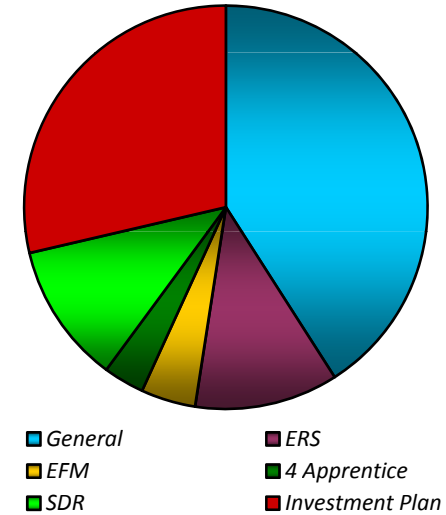


SERVICE CENTRE HELPDESK - MONTHLY PERFORMANCE REPORT - SEPTEMBER

KEY PERFORMANCE INDICATORS	Target	Sep		Aug
Calls Handled		1912		1823
Email Queries and Issues		2357		2740
Service Level (calls answered in 20 seconds)	> 80%	90.4%	😊	89.2%
Abandoned Calls	< 5%	1.4%	😊	1.6%
Average time to answer	< 20 seconds	0:00:11	😊	0:00:11
% Emails Completed by COB Next Day	> 85%	86%	😊	86%

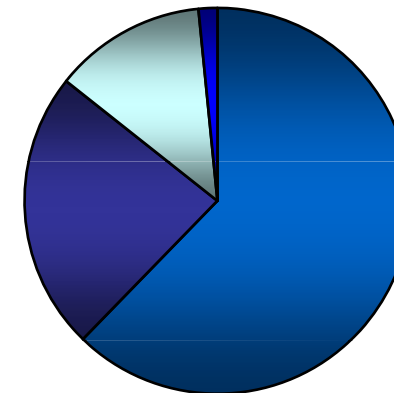
Calls Received by Type



CALLS BY QUEUE	Sep
General Queries	786
ERS - Electronic Receipting System	221
EFM - English for Migrants	84
0800 4 Apprentice	63
SDR - Single Data Return	216
Investment Plan Queries	550

Emails by Completion Turnaround

EMAIL PERFORMANCE	Sep
Total Email Queries and Issues	2357
Completed Same Day	1468
Completed Next Day	551
Completed 3+ days	301
Not Yet Completed	37
Total % Completed by COB Next Day	86%



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