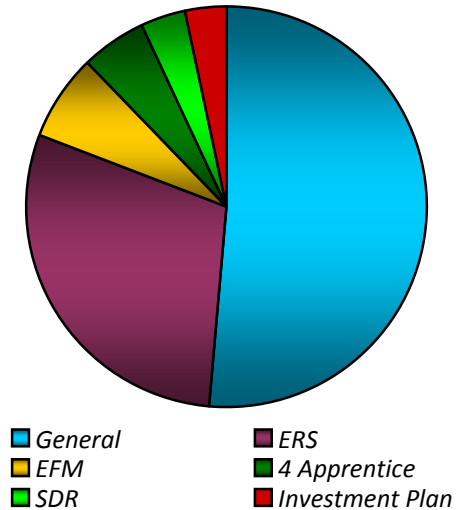


SERVICE CENTRE HELPDESK - MONTHLY PERFORMANCE REPORT - FEBRUARY

KEY PERFORMANCE INDICATORS	Target	Feb	Jan
Calls Handled		1768	1409
Email Queries and Issues		2717	1871
Service Level (calls answered in 20 seconds)	> 80%	82.7% 😊	83.7%
Abandoned Calls	< 5%	3.7% 😊	2.8%
Average time to answer	< 20 seconds	0:00:18 😊	0:00:14
% Emails Completed by COB Next Day	> 85%	88% 😊	83%

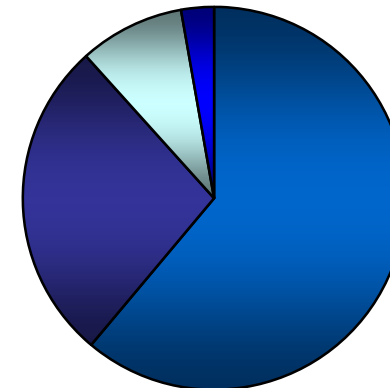
Calls Received by Type



CALLS BY QUEUE	Feb
General Queries	913
ERS - Electronic Receipting System	520
EFM - English for Migrants	121
0800 4 Apprentice	94
SDR - Single Data Return	65
Investment Plan Queries	60

Emails by Completion Turnaround

EMAIL PERFORMANCE	Feb
Total Email Queries and Issues	2717
Completed Same Day	1663
Completed Next Day	738
Completed 3+ days	241
Not Yet Completed	75
Total % Completed by COB Next Day	>85% 88%



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