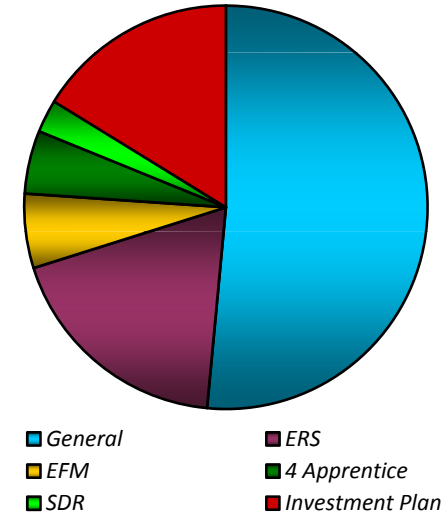


SERVICE CENTRE HELPDESK - MONTHLY PERFORMANCE REPORT - OCTOBER

KEY PERFORMANCE INDICATORS	Target	Oct	Sep
Calls Handled		1438	1947
Email Queries and Issues		1793	2357
Service Level (calls answered in 20 seconds)	> 80%	91.2%	90.4% 😊
Abandoned Calls	< 5%	2.0%	1.4% 😊
Average time to answer	< 20 seconds	0:00:12 😊	0:00:11 😊
% Emails Completed by COB Next Day	> 85%	89% 😊	86%

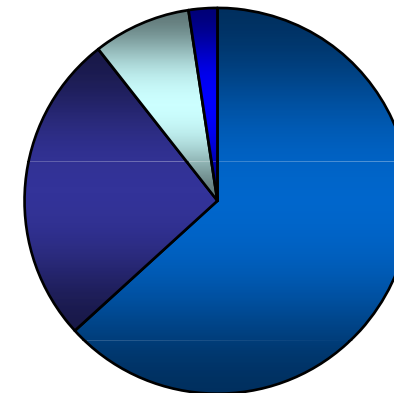
Calls Received by Type



CALLS BY QUEUE	Oct
General Queries	743
ERS - Electronic Receipting System	269
EFM - English for Migrants	86
0800 4 Apprentice	73
SDR - Single Data Return	38
Investment Plan Queries	234

Emails by Completion Turnaround

EMAIL PERFORMANCE	Oct
Total Email Queries and Issues	1793
Completed Same Day	1134
Completed Next Day	469
Completed 3+ days	147
Not Yet Completed	43
Total % Completed by COB Next Day	89%



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