

## Appendix 2 - Telephony Figures 1/4/18 – 30/9/18

Corporate target 93%	Q1			Q2		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
<b>People Directorate</b>						
Partnerships & Transformation	195	195	100%	178	178	100%
Customer Services	67	65	97%	49	44	90%
ICT	1656	1645	99%	1126	1122	100%
Leisure	68	65	96%	99	98	99%
Legal, Governance, Scrutiny & Elections	570	567	97%	567	561	99%
HR, Payroll & Health & Safety	604	598	99%	563	561	100%
Performance & Communications	165	165	100%	177	177	100%
Finance	215	214	100%	229	228	100%
Revenues & Benefits	74	73	99%	66	65	98%
Streetscene Services	529	510	96%	560	533	95%
	4143	4097	99%	3614	3567	99%
<b>Place Directorate</b>						
Housing & Community Safety	177	156	88%	193	177	92%
Property & Commercial Services	240	227	95%	202	191	95%
Planning	132	127	96%	126	119	94%
Economic Development	48	48	100%	51	51	100%
	597	558	94%	572	538	94%
<b>Total</b>	<b>4740</b>	<b>4655</b>	<b>98%</b>	<b>4186</b>	<b>4105</b>	<b>98%</b>
<b>Contact Centres Target 80%</b>						
<b>Total Contact Centres</b>	<b>20713</b>	<b>14596</b>	<b>71%</b>	<b>20895</b>	<b>15687</b>	<b>75%</b>
<b>Revenues &amp; Benefits Target 60%</b>						
Benefits	4502	4128	92%	3815	3558	93%
Billing	5327	3373	63%	5005	3389	68%
Business Rates	381	276	72%	211	166	79%
Recovery	4004	2905	73%	3992	3115	78%
<b>Total</b>	<b>14214</b>	<b>10682</b>	<b>75%</b>	<b>13023</b>	<b>10228</b>	<b>79%</b>
<b>Abandonage</b>	<b>Total</b>	<b>Answered</b>	<b>Abandon %age</b>	<b>Total</b>	<b>Answered</b>	<b>Abandon %age</b>
<b>Contact Centres Abandoned</b>	<b>21582</b>	<b>20713</b>	<b>4%</b>	<b>21601</b>	<b>20895</b>	<b>3%</b>
<b>Revenues &amp; Benefits Abandoned</b>						
Benefits	4522	4502	0%	3823	3815	0%
Billing	5573	5327	4%	5269	5005	5%
Business Rates	398	381	4%	218	211	3%
Recovery	4535	4004	12%	4341	3992	8%
	15028	14214	5%	13651	13023	5%
<b>Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:</b> <b>Answered on the original extension within 20 seconds</b> <b>Transferred to another extension on divert within 20 seconds</b> <b>Picked up by a group pick up within 20 seconds</b> <b>Which ring off within 20 seconds</b>						
Does not meet target						

