

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)						
People Directorate						
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%
Place Directorate						
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%
Total	4740	4655	98%	4186	4105	98%
Contact Centres Target 80%						
Total Contact Centres	20713	14596	71%	20895	15687	75%
Revenues & Benefits Target 60%						
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%
Total	14214	10682	75%	13023	10228	79%
Abandonage	Total	Answered	Abandon %age	Total	Answered	Abandon %age
Contact Centres Abandoned	21582	20713	4%	21601	20895	3%
Revenues & Benefits Abandoned						
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%
Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.: Answered on the original extension within 20 seconds Transferred to another extension on divert within 20 seconds Picked up by a group pick up within 20 seconds Which ring off within 20 seconds						
						Does not meet target

