

Call Centre Performance Update

The Resource and Performance Scrutiny Panel, at its meeting on 6th November 2014, requested that the following information be made available to the Scrutiny Commission:

Date	Total calls received	Calls answered by an advisor or transferred to payment line	% Calls answered	Calls Abandoned	% Calls Abandoned	Calls forced closed	% Calls forced closed
Apr-13	11750	6892	58.66%	1420	12.09%	3438	29.26%
May-13	11038	6570	59.52%	1091	9.88%	3377	30.59%
Jun-13	12007	6179	51.46%	1436	11.96%	4392	36.58%
Jul-13	10617	6654	62.67%	1525	14.36%	2438	22.96%
Aug-13	10685	5645	52.83%	1877	17.57%	3163	29.60%
Sep-13	8311	6093	73.31%	987	11.88%	1231	14.81%
Oct-13	8381	7134	85.12%	787	9.39%	460	5.49%
Nov-13	7617	6218	81.63%	802	10.53%	597	7.84%
Dec-13	6572	4708	71.64%	1021	15.54%	843	12.83%
Jan-14	9511	6342	66.68%	1383	14.54%	1786	18.78%
Feb-14	8432	5961	70.69%	1187	14.08%	1284	15.23%
Mar-14	13784	7417	53.81%	1533	11.12%	4834	35.07%
Apr-14	10571	6059	57.32%	1166	11.03%	3346	31.65%
May-14	10645	5995	56.32%	953	8.95%	3697	34.73%
Jun-14	8011	6517	81.35%	1490	18.60%	4	0.05%
Jul-14	8268	6654	80.48%	1614	19.52%	0	0
Aug-14	6900	5614	81.36%	1285	18.62%	1	0.01
Sep-14	7453	6443	86.45%	1009	13.54%	1	0.01
Oct-14	7455	6585	88.32%	869	11.67%	1	0.01
Overall Totals	178008	119680	67.23%	23435	13.17%	34893	19.60%

