**Appendix 1**

**Contact Information & Performance – Telephony**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Month** | **Offered** | **Answered** | **Answered %** | **Abandoned** | **Abandoned %** | **% Calls Ans in 20 Secs** | **Average Queue****Time** |
| **Nov 15** | 20389 | 19004 | 93.21 | 1385 | 6.79 | 61% | 55 secs |
| **Oct 15** | 21798 | 20087 | 92.15 | 1711 | 7.85 | 59% | 55 secs |
| **Sep 15** | 21509 | 19918 | 92.40 | 1591 | 7.60 | 57% | 55 secs |
| **Aug 15** | 18969 | 17822 | 93.96 | 1147 | 6.04 | 68% | 42 secs |
| **July 15** | 22006 | 20819 | 94.61 | 1187 | 5.39 | 69% | 37 secs |
| **Jun 15** | 21531 | 20626 | 95.80 | 905 | 4.20 | 74% | 31 secs |
| **May 15** | 19407 | 18262 | 94.10 | 1145 | 5.90 | 66% | 40 secs |
| **Apr 15** | 22240 | 20919 | 94.06 | 1321 | 5.94 | 61% | 40 secs |
| **Mar 15** | 23324 | 22222 | 95.27 | 1102 | 4.73 | 67% | 28 secs |
| **Feb 15** | 18983 | 18201 | 95.88 | 782 | 4.12 | 73% | 28 secs |
| **Jan 15** | 21650 | 20798 | 96.06 | 852 | 3.94 | 74% | 27 secs |
| **Dec 14** | 18337 | 17460 | 95.21 | 877 | 4.79 | 70% | 32 secs |
| **Totals** | **250143** | **236138** | **94.40** | **14005** | **5.60** | **66%** | **39 secs** |

**Contact Information & Performance – Face to Face**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Month** | **Total Visits** | **Fast Track** | **Appointments** | **Self Service** | **% Cust Seen in 5 mins** |
| **Nov 15** | 3343 | 2685 | 589 | 69 | 98.0% |
| **Oct 15** | 3274 | 2601 | 568 | 105 | 97.3% |
| **Sep 15** | 3259 | 2429 | 743 | 87 | 98.4% |
| **Aug 15** | 4074 | 3259 | 653 | 162 | 97.9% |
| **July 15** | 4996 | 4274 | 520 | 202 | 99.3% |
| **Jun 15** | 5280 | 4345 | 735 | 200 | 98.4% |
| **May 15** | 3958 | 3331 | 465 | 162 | 98.2% |
| **Apr 15** | 4128 | 3513 | 517 | 98 | 98.2% |
| **Mar 15** | 5144 | 4454 | 598 | 92 | 98.0% |
| **Feb 15** | 4171 | 3602 | 477 | 92 | 98.0% |
| **Jan 15** | 4136 | 3468 | 560 | 108 | 97.2% |
| **Dec 14** | 5330 | 4409 | 734 | 187 | 97.7% |
| **Totals** | **51093** | **42370** | **7159** | **1564** | **98.1%** |

**Note:** Fast Track relates to customers being seen without a pre booked appointment

**Quality Results**

|  |  |  |  |
| --- | --- | --- | --- |
| **Month** | **Customer Satisfaction****(Telephone)** | **Customer Satisfaction****(Face to Face)** | **First Contact Resolution** |
| **Nov 15** | 98.07% | 79.00% | 91.75% |
| **Oct 15** | 97.87% | 71.05% | 90.11% |
| **Sep 15** | 99.27% | 77.19% | 91.68% |
| **Aug 15** | 96.72% | 80.31% | 91.54% |
| **Jul 15** | 97.24% | 82.02% | 92.34% |
| **Jun 15** | 99.07% | 82.93% | 92.86% |
| **May 15** | 98.23% | 86.84% | 91.86% |
| **Apr 15** | 99.12% | 86.73% | 92.08% |
| **Mar 15** | 92.97% | 65.63% | 91.60% |
| **Feb 15** | 93.25% | 62.04% | 90.05% |
| **Jan 15** | 94.50% | 65.57% | 89.58% |
| **Dec 14** | 92.89% | 61.22% | 91.32% |

**Note:** First Contact Resolution is a measure that we pull from Lagan our customer record database that indicates that we have resolved the issue for the customer the first time they have contacted us about it.