

## Appendix 1

### Contact Information & Performance – Telephony

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

### Contact Information & Performance – Face to Face

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

**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.