

Single Point of Access Performance 2010/11

Measure	2010/11 Target	Oct-10	Nov-10	Dec-10	Q3 10/11	Jan-11	Feb-11	Mar-11	Q4 10/11	Apr-11	May-11	Jun-11	Q1 11/12	Jul-11	Aug-11	Sep-11
% of calls answered within 20 seconds	80%	97%	98%	98%	98%	98%	96%	97%	97%	94%	97%	94%	95%	93%	94%	94%
% of abandoned calls	5%	8%	7%	6%	7%	7%	4%	5%	5%	9%	8%	8%	8%	7%	8%	6%
Average handling time of calls answered (seconds)	300	283	273	268	275	176	198	189	181	183	170	164	167	153	191	182
Average hold time of calls answered (seconds)	30	66	28	28	31	31	33	28	30	31	31	31	31	29	32	29
Coaching assessment (scoring out of 5)	4.2	3.2	3.8	4.0	3.5	4.0	4.3	4.2	4.2	4.3	4.3	4.3	4.3	3.6	4.1	4.2

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