

Customer Service Centre Monthly Performance Report Q3 2006/7

	October		November		December		CSC Target	Q3		YTD	
	CSC	Env	CSC	Env	CSC	Env		Oct - Dec		Apr - Dec	
								CSC	Env	CSC	Env
Volume of calls offered	27682	5825	28002	5745	17115	3734		72799	15304	257048	56394
Number of calls answered	25979	5680	26149	5606	16249	3588		68377	14874	235840	53904
% answered in 20 seconds	84	92	82	91	85	91	80	83	91	80	89
Average time to answer (secs)	6	5	7	5	7	5	20	7	5	10	6
% Calls abandoned	6.1	2.5	6.6	2.4	5.0	3.9	3.9	6.0	2.8	8.3	4.4
% Calls dissuaded	0.06	0	0.02	0	0.06	0	0.1	0.04	0	0.05	0
Number of e-mails	-	-	-	-	-	-		-	-	-	-
Number of faxes	-	-	-	-	-	-		-	-	-	-
Number of complaints	-	-	-	-	-	-		-	-	-	-
Number of compliments	-	-	-	-	-	-		-	-	-	-
% First Call Resolution	-	-	-	-	-	-	80	-	-	-	-
Customer Satisfaction (% Satisfied/Good/Excellent)	97	-	97	-	90	-	80	95	-	89	-