

Call and Email Statistics Mar 2011-Mar 2012

	03.2011	04.2011	05.2011	06.2011	07.2011	08.2011	09.2011	10.2011	11.2011	12.2011	01.2012	02.2012	03.2012
Volume of Emails	4359	3628	3694	3444	3536	3730	3564	5538	4439	3823	4339	2494 (incomplete)	2549 (incomplete)
Volume of Webforms	908	738	998	1153	1273	1246	1377	1759	1329	698	1456	1427 (incomplete)	1938 (incomplete)
Volume of iWebform	803	663	290	37	5	38	88	667	382	156	36	20 (incomplete)	108 (incomplete)
% of contact through Electronic Channels	5.1%	5.7%	5.0%	4.6%	5.1%	5.1%	4.6%	7.1%	5.8%	5.2%	5.8%	4.6%	5.7%
Volume of Calls offered (All services)	137,494	103,023	118,037	120,422	111,480	117,901	128,911	129,339	120,017	99,674	113,584	119,791	125,387
Calls answered (All services)	132,220	98,342	112,056	114,132	104,849	111,787	121,321	116,375	112,934	93,573	104,167	106,929	115,460
SLA (Calls answered in 1 minute)	87%	86%	84%	86%	84%	84%	84%	80%	82%	82%	81.8%	76.6%	81.1%
Abandon (SLA is 5%)	2%	2%	3%	3%	3%	3%	3%	7%	3%	1%	1.1%	0.6%	5.9%