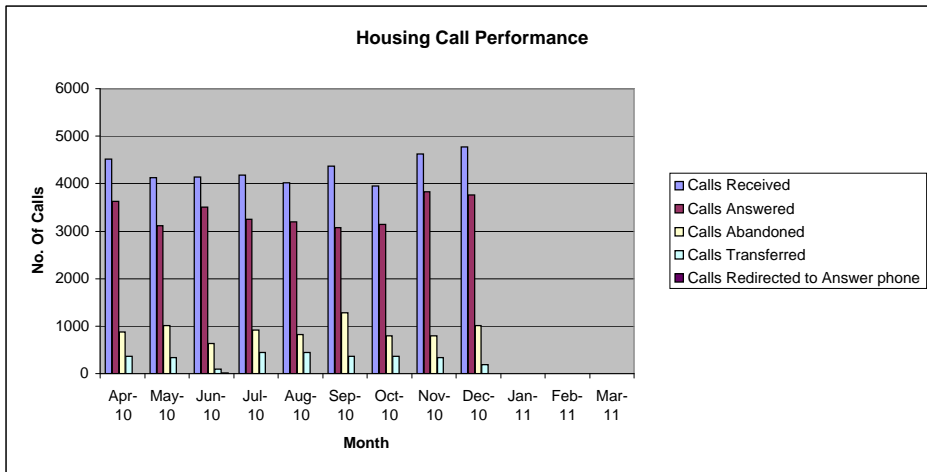
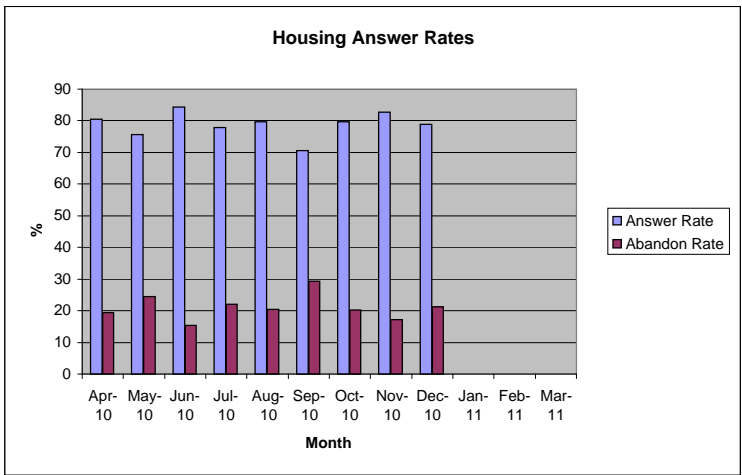
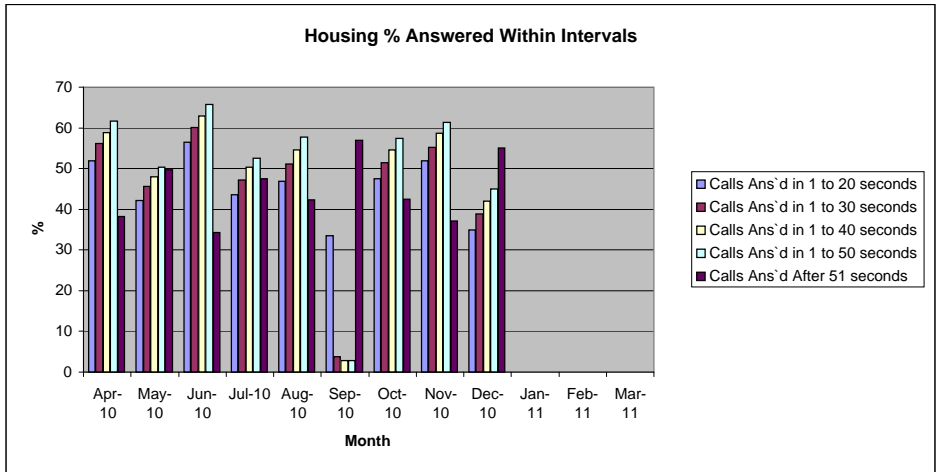


	70% Performance target	Calls Received	Calls Answered	Calls Abandoned	Calls Redirected to Answer phone	Calls Transferred	Average Customer Wait Time	Maximum Customer Wait Time	Answer Rate	Abandon Rate	Calls Ans'd in 1 to 20 seconds	Calls Ans'd in 1 to 30 seconds	Calls Ans'd in 1 to 40 seconds	Calls Ans'd in 1 to 50 seconds	Calls Ans'd After 51 seconds	Average Agent Involvement Time	Average Customer Contact Time
Apr-10	70	4514	3631	878	0	367	00:01:17	00:13:39	80.5	19.5	51.9	56.1	58.8	61.7	38.2	00:02:37	00:03:42
May-10	70	4123	3114	1007	0	334	00:01:53	00:16:54	75.6	24.4	42.2	45.6	48	50.3	49.7	00:02:44	00:04:11
Jun-10	70	4145	3502	637	11	88	00:01:06	00:14:49	84.4	15.4	56.5	60.1	63	65.7	34.3	00:02:29	00:03:29
Jul-10	70	4178	3255	921	0	443	00:01:37	00:18:03	77.9	22.1	43.6	47.2	50.3	52.5	47.5	00:02:30	00:03:50
Aug-10	70	4012	3194	817	0	439	00:01:20	00:13:23	79.6	20.4	46.9	51.2	54.6	57.7	42.3	00:02:30	00:03:37
Sep-10	70	4364	3077	1282	0	369	00:02:13	00:15:48	70.6	29.4	33.5	3.8	2.9	2.8	57	00:02:36	00:04:15
Oct-10	70	3945	3144	799	0	362	00:01:28	00:18:41	79.7	20.3	47.5	51.4	54.6	57.4	42.5	00:02:45	00:04:00
Nov-10	70	4630	3831	794	4	343	00:01:15	00:22:07	82.8	17.2	51.9	55.2	58.6	61.3	37.1	00:03:01	00:04:04
Dec-10	70	4776	3761	1012	0	192	00:01:58	00:14:24	78.8	21.2	34.9	38.9	42	45	55	00:02:44	00:04:28
Jan-11	70	0	0	0	0	0	00:00:00	00:00:00	0	0	0	0	0	0	0	00:00:00	00:00:00
Feb-11	70	0	0	0	0	0	00:00:00	00:00:00	0	0	0	0	0	0	0	00:00:00	00:00:00
Mar-11	70	0	0	0	0	0	00:00:00	00:00:00	0	0	0	0	0	0	0	00:00:00	00:00:00
Totals		38687	30509	8147	15	2937	00:01:11	00:12:19	78.9	21.1	45.6	46.0	48.7	51.1	44.6	00:02:00	00:02:58





Housing Performance Against Target

