

Customer Services Centre (CSC) Performance 2018-19

Customer Contacts Handled by CSC

Period		Calls offered	Calls answered	% ans	% ans within 20 secs	Emails received
Quarter 1	Apr - Jun 2018	33001	32706	99%	85%	2654
Quarter 2	Jul - Sep 2018	29593	29414	99%	90%	2619
Quarter 3	Oct - Dec 2018	25353	25246	100%	83%	2485
Quarter 4	Jan - Mar 2019	29696	29371	99%	84%	2895
Year	Year total	117643	116737	99%	88%	10653

Results of CSC Satisfaction Survey - Nov 2017 (n.b.next survey due Nov 2019)

Telephone contact	No. of customers surveyed	Very satisfied with service provided	Fairly satisfied with service provided	Total satisfied with service provided
Customers	136	117	86%	17
				13%
				134
				99%