Leicestershire County Council



Measure and Improve

In God we trust, all others must bring data. - W. Edwards Deming

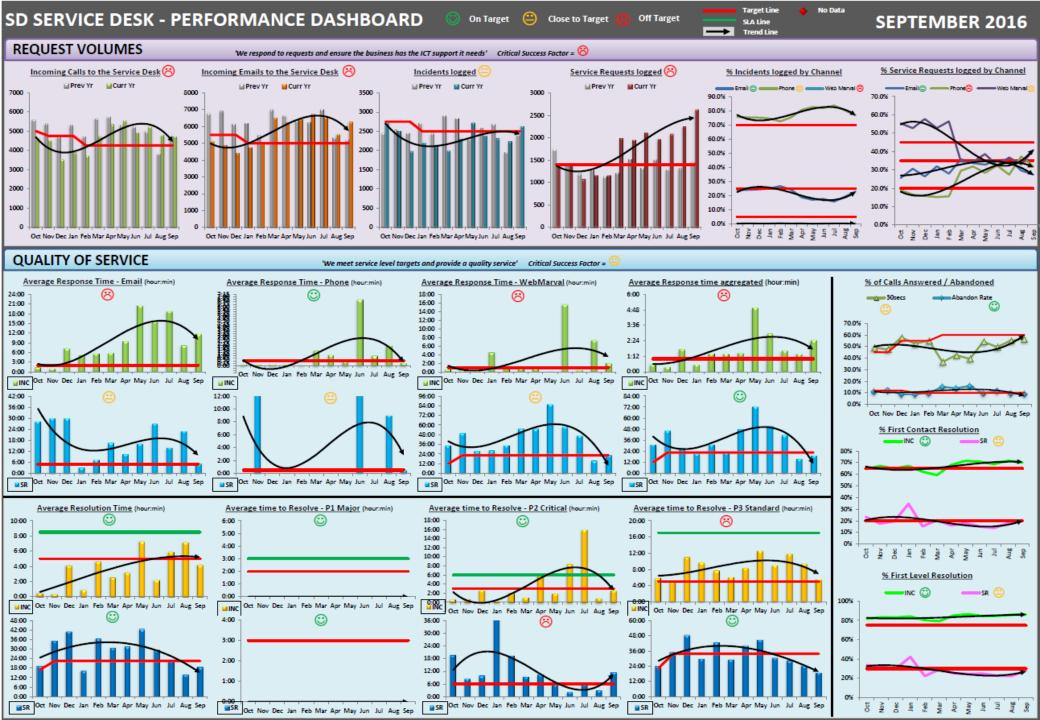
If you can't measure it, you can't improve it. - Peter Drucker



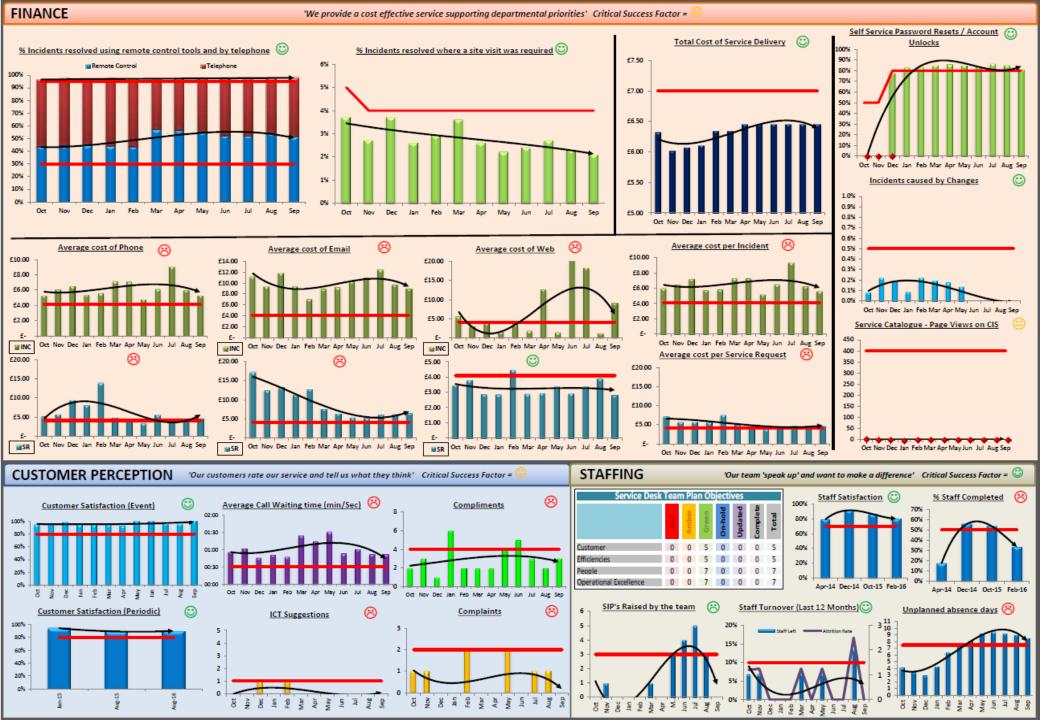
Our Journey

One of only two County Councils to achieve 4 stars





QUALITY OF SERVICE Cont.... % incidents solved within SLA - Aggregate % SR's solved within SLA - Aggregate Average resolution time by Incident Category Average resolution time by Service Request Type Email (hours:mins) Add Network Printer (hours:mins) Backup (hours:mins) Amend Nework Rights (hours:mins) 3:00 2:30 0:07 2:00 1:30 6:00 1:00 0:30 3:00 Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan FebMar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep % incidents solved within SLA - P1 % Service Requests solved within SLA - P1 Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep EMSS (hours:mins) Hardware (hours:mins) Generic Mailbox (hours:mins) Application Access (hours:mins) 24:00 100% 18:00 18:00 72:00 12:00 12:00 48:00 3:00 Nov Nov Nav May May Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Internet / Intranet (hours:mins) Network (hours:mins) Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep 6:00 % Incidents solved within SLA - P2 (**) % Service Requests solved within SLA - P2 🙂 Installation SW/HW (hours:mins) Loan Equipment/SW (hours:mins) 12:00 4:00 3:00 36:00 2:00 6:00 3:00 Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Password (hours:mins) Printing (hours:mins) 12:00 Print Cards (hours:mins) Equipment Move (hours:mins) % Incidents solved within SLA - P3 😊 % Service Requests solved within SLA - P3 10:00 8:00 6:00 0:30 1000 4:00 1500 60% 0:15 24:00 60% 1000 40% Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Software (hours:mins) User Facilities (hours:mins) Voice / Telecoms (hours:mins) Telephone Facilities (hours:mins) (120:00 8:00 Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep 16:00 Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep 7:00 14:00 14:00 6:00 Functional Escalations (INC) Functional Escalations (SR) 12:00 5:00 10:00 10:00 100% 4:00 8:00 3:00 6:00 6:00 4:00 Backlog Management (INC)by Team (Top 10 Teams) Backlog Management (INC) Backlog Management (SR) 📛 % of Hierarchic Escalations (Incident) 1000 600 BSS HCM 900 TDG CLIENT&DESKTOP - VDI 500 800 3% LEAMIS SOFTWARE 700 BSS FINANCIALS 600 LEAMIS SERVICE DESK 500 Re-opened Rate (INC) Re-opened Rate (SR) SERVICE DESK 1ST LINE Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep





Result

- Consistent request results
- Improvement to quality service
- Improvement to agent skills
- Clear evidence of what is good and what is bad



What Next?

- Reduce contacts to the Service Desk by 50%
 - 12000 a month to 6000 a month
- Reduce head count on the Service Desk by 20% full time equivalents
 - Get rid of two posts
- Improve overall service quality







Results:

- Contacts at 7000
- SD headcount from 12 to 9 (plus apprentice)
- Customer Satisfaction from 80% to 95%



Rethink Needed:

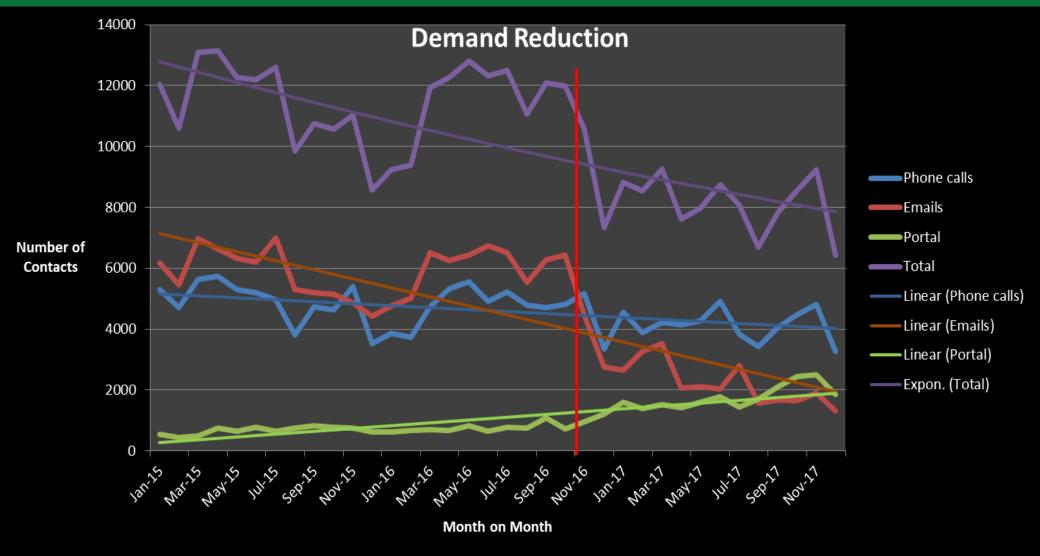
- SDI considerations (never get 5 stars)
- Austerity SDI cost, reporting cost, etc
- Why Measure
 - Keep my job
 - Identify improvements
- What to Measure A Balanced scorecard easily understood
 - Cost per Contact
 - Customer Satisfaction
 - Agent Utilisation
 - First Contact resolution
 - Abandon (Call) Rate



Rethink Needed:

	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Cost per Contact	£5.34	£5.26	£6.00	£5.75	£5.22	£5.54	
Customer Satisfaction	92%	92%	95%	95%	95%	95%	
Agent Utilisation	93%	83%	70%	62%	71%	64%	
First Contact Resolution	67%	67%	76%	74%	73%	76%	
Abandon Rate	14%	11%	6%	5%	6%	7%	







29/06/2018									
Received	Abandoned	Agents	%						
12	0	4.25	0.0%						
16	0	4.98	0.0%						
20	0	5.58	0.0%						
15	0	4.28	0.0%						
14	1	2.78	7.1%						
14	0	2.55	0.0%						
9	2	2.03	22.2%						
9	2	2.10	22.2%						
5	0	1.45	0.0%						
114	5	3.33	4.4%						

Phone calls to the Desk

TOTAL								
Received	Abandoned	Agents	%					
64	0	4.91	0.0%					
140	6	6.30	4.3%					
101	3	5.73	3.0%					
95	0	5.22	0.0%					
75	2	4.70	2.7%					
85	5	3.49	5.9%					
92	11	2.91	12.0%					
63	9	2.95	14.3%					
45	1	3.48	2.2%					
760	37	4.41	4.9%					



4																						=		
JUNE 2018																								
<u>/</u>																								\Box
Week 1	04/06/2018				05/06/2018				06/06/2018				07/06/2018				08/06/2018					TOTA	AL	
A weeki 7	Received	Abandoned	Agents	%	Received /	Abandone	Agents	%	Received	Abandoned	Agents	%	Received /	Abandone	Agents	%	Received a	Abandoned	Agents	%	Received	Abandoned	Agents	%
08:00-09:00	18	0	4.58	0.0%	15	0	3.63	0.0%	16	3	3.70	18.8%	14	2	2.78	14.3%	20	2	2.75	10.0%	83	7	3.49	8.4%
09:00-10:00	41	1	5.08	2.4%	50	0	5.78	0.0%	38	4	5.45	10.5%	23	0	4.88	0.0%	35	1	5.83	2.9%	187	6	5.40	3.2%
10:00-11:00	32	2	3.83	6.3%	38	5	4.53	13.2%	36	4	4.93	11.1%	9	0	4.08	0.0%	18	0	4.98	0.0%	133	11	4.47	8.3%
11:00-12:00	32	2	3.73	6.3%	31	3	3.38	9.7%	31	2	3.90	6.5%	20	0	3.40	0.0%	12	0	4.18	0.0%	126	7	3.72	5.6%
12:00-13:00	10	0	3.45	0.0%	19	2	2.55	10.5%	14	0	3.48	0.0%	8	0	3.10	0.0%	8	0	3.93	0.0%	59	2	3.30	3.4%
13:00-14:00	20		2.18	5.0%	21	2	3.03	9.5%	12	1	2.53	8.3%	13	0	3.00	0.0%	9	0	1.95	0.0%	75	4	2.54	5.3%
14:00-15:00	37	12	3.83	32.4%	35	1 1	3.10	2.9%	27	0	3.85	0.0%	20	5	1.98	25.0%	9	2	2.88	22.2%	128	20	3.13	15.6%
15:00-16:00	18	2	3.58	11.1%	14	2	2.33	14.3%	21	0	3.43	0.0%	15	1	2.65	6.7%	18	4	2.43	22.2%	86	9	2.88	10.5%
16:00-17:00	8	1	2.23	12.5%	10	0	2.68	0.0%	13	0	2.18	0.0%	7	0	1.70	0.0%	4	0	1.48	0.0%	42	1	2.05	2.4%
TOTAL	216	21	3.61	9.7%	233	15	3.44	6.4%	208	14	3.71	6.7%	129	8	3.06	6.2%	133	9	3.38	6.8%	919	67	3.44	7.3%
A	<u> </u>										- T						 	 _						
A	$\overline{}$	11/06/	J2018		$\overline{}$	12/06	6/2018	$\overline{}$	$\overline{}$	13/06/	2018	$\overline{}$		14/06	J2018		$\overline{}$	15/06/	J2018		$\overline{}$	TOTA	AI .	$\neg \neg$
Week 2	Passived	Abandoned	Agents	%	Received /		Agents	- %	Received .		Agents	- %				- %					Passing	Abandoned	Agents	%
08:00-09:00	Mederved (Abandoney	Agents 3.65	0.0%	Mederved p	Abandones		0.0%	Heceivea i	Abandones	Agents 5.43		Medelveu _I r	Abandoney	Agents 3.15	0.0%	Mederved p	Abandoney	Agents 4.30	0.0%		Abandone	Agents 4.05	1.6%
08:00-09:00	26	2	6.08		36	2	3.73 7.60	5.6%	41		5.53	5.9% 9.8%	25	1	3.15 5.08	4.0%	28	, i	4.30 5.18	3.6%	62 166	10	4.05 5.89	6.0%
10:00-10:00	36 29	1	4.00	5.6%	36 24	3	7.60 4.45	12.5%	19	0	5.53 4.68	9.8% 0.0%	25 27	0	5.08 4.83	4.0% 0.0%		0	5.18 4.18	0.0%	119	10	5.89 4.43	3.4%
10:00-11:00	29 27	4	4.00 3.55	3.4% 14.8%	24 18	0	4.45 3.05	0.0%	19 20	1	4.68 3.75	5.0%	18	0	4.83 4.30	0.0%	20 11	0	4.18 3.88	0.0%	94	5	4.43 3.71	5.3%
12:00-12:00	27	0	3.55 4.68	14.8% 0.0%	18 24	3	3.05 4.63	12.5%	20 19	0	3.75	0.0%	18 21	2	4.30 5.38	9.5%	11	0	3.88	0.0%	95	5	3.71 4.32	5.3%
12:00-13:00	16	5	1.95	31.3%	14	0	4.63 3.53	0.0%	19	4	2.48	25.0%	16	1	2.13	9.5% 6.3%	11 5	0	2.00	0.0%	67	10	2.42	14.9%
14:00-14:00	18	1	2.15	5.6%	24	6	3.53 4.20	25.0%	28	3	2.48	10.7%	16	0	3.05	0.0%	10	0	2.00	0.0%	96	10	2.42	
14:00-15:00 15:00-16:00	18 19	1 2	2.15		24 16	4	2.93		28 8	2	2.98			1	2.28		10 12	0	2.48			10 9	2.97	10.4%
				10.5%		7		25.0%	-	- 4		25.0%	11			9.1%		, i		0.0%	66 E0	3		
16:00-17:00	5	<u>U</u>	2.63	0.0%	18	3	2.68	16.7%	8 470	U	3.28	0.0%	13	<u>U</u>	2.93	0.0%	6	حير	1.28	16.7%	50	4	2.56	8.0%
TOTAL	185	15	3.42	8.1%	186	21	4.09	11.3%	176	15	3.75	8.5%	156	5	3.68	3.2%	112	2	3.24	1.8%	815	58	3.63	7.1%
4					لللل				لــــــــــــــــــــــــــــــــــــــ								لــــــــــــــــــــــــــــــــــــــ				للللل			Щ
	Mark 2 18/06/2018			19/06/2018				20/06/2018			21/06/2018			22/06/2018					TOTA	TOTAL				
Week 3	Щ,			\rightarrow	Ч—			\longrightarrow	`——			\longrightarrow				\longrightarrow	`——			\rightarrow				$\overline{}$
	Received	Abandoned	Agents	%	Received /		Agents	%	Received		Agents	%	Received /		Agents	%	Received .		Agents	%	Received	Abandoned	Agents	%
08:00-09:00	13		Agents 3.85	7.7%	23	Abandoned 3	Agents 3,58	13.0%	15		Agents 3.38	0.0%	- 11		Agents 3.80	9.1%	16	Abandoned 0	Agents 2.95	0.0%	78	Abandoned 5	Agents 3.51	6.4%
08:00-09:00 09:00-10:00	13 35		Agents 3,85 4,03	7.7% 8.6%	23 26	Abandoned 3 0	Agents 3.58 5.18	13.0% 0.0%	15 24		Agents 3.38 4.98	0.0% 0.0%	11 27	Abandoned 1 1	Agents 3,80 5,15	9.1% 3.7%	16 24	Abandoned 0 1	Agents 2.95 5.55	0.0% 4.2%	78 136	Abandoned 5 5	Agents 3,51 4,98	6.4% 3.7%
08:00-09:00 09:00-10:00 10:00-11:00	13 35 33		Agents 3.85 4.03 3.60	7.7% 8.6% 9.1%	23 26 24	Abandoned 3 0 4	Agents 3,58 5,18 2,90	13.0% 0.0% 16.7%	15 24 15		Agents 3.38 4.98 4.70	0.0% 0.0% 0.0%	11 27 18		Agents 3,80 5,15 5,48	9.1% 3.7% 0.0%	16 24 20	Abandoned 0	Agents 2,95 5,55 4,98	0.0% 4.2% 0.0%	78 136 110	Abandoned 5 5 7	Agents 3.51 4.98 4.33	6.4% 3.7% 6.4%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00	13 35 33 30		Agents 3.85 4.03 3.60 3.58	7.7% 8.6% 9.1% 3.3%	23 26 24 30	Abandoned 3 0 4 5	3,58 5,18 2,90 3,85	13.0% 0.0% 16.7% 16.7%	15 24 15 20	Abandoned 0 0 0 3	Agents 3.38 4.98 4.70 4.73	0.0% 0.0% 0.0% 15.0%	11 27 18 16	Abandoned 1 1	Agents 3,80 5,15 5,48 4,53	9.1% 3.7% 0.0% 6.3%	16 24 20 24	Abandoned 0 1 0 7	Agents 2,95 5,55 4,98 4,10	0.0% 4.2% 0.0% 29.2%	78 136 110 120	Abandoned 5 5 7 7	Agents 3.51 4.98 4.33 4.16	6.4% 3.7% 6.4% 14.2%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00	13 35 33 30 13		Agents 3.85 4.03 3.60 3.58 2.98	7.7% 8.6% 9.1% 3.3% 7.7%	23 26 24 30 15	Abandoned 3 0 4	Agents 3.58 5.18 2.90 3.85 3.18	13.0% 0.0% 16.7% 16.7% 0.0%	15 24 15 20 23		Agents 3.38 4.98 4.70 4.73 3.90	0.0% 0.0% 0.0% 15.0% 8.7%	11 27 18 16 16	Abandoned 1 1 0 1 1	Agents 3.80 5.15 5.48 4.53 3.05	9.1% 3.7% 0.0% 6.3% 6.3%	16 24 20 24 14	Abandone (0 1 0 7 0	Agents 2,95 5,55 4,98 4,10 2,93	0.0% 4.2% 0.0% 29.2% 0.0%	78 136 110 120 81	Abandoned 5 5 7	Agents 3.51 4.98 4.33 4.16 3.21	6.4% 3.7% 6.4% 14.2% 4.9%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00	13 35 33 30 13 11	Abandoned 1 3 3 1 1 0	Agents 3.85 4.03 3.60 3.58 2.98 2.75	7.7% 8.6% 9.1% 3.3% 7.7% 0.0%	23 26 24 30 15	Abandoned 3 0 4 5	Agents 3.58 5.18 2.90 3.85 3.18 2.73	13.0% 0.0% 16.7% 16.7% 0.0% 5.6%	15 24 15 20 23 20	Abandoned 0 0 0 3	Agents 3.38 4.98 4.70 4.73 3.90 2.80	0.0% 0.0% 0.0% 15.0% 8.7% 5.0%	11 27 18 16 16 16	Abandoned 1 1 0 1 1 0 0 0 0 0 0	Agents 3.80 5.15 5.48 4.53 3.05 2.43	9.1% 3.7% 0.0% 6.3% 6.3% 0.0%	16 24 20 24 14 12	Abandone of 0 1 0 0 7 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98	0.0% 4.2% 0.0% 29.2% 0.0% 0.0%	78 136 110 120 81 75	Abandoned	Agents 3.51 4.98 4.33 4.16 3.21 2.74	6.4% 3.7% 6.4% 14.2% 4.9% 2.7%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00	13 35 33 30 13 11	Abandoned	Agents 3.85 4.03 3.60 3.58 2.98 2.75 2.90	7.7% 8.6% 9.1% 3.3% 7.7% 0.0%	23 26 24 30 15 18 20	Abandoned 3 0 4 5 0 1	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0%	15 24 15 20 23 20 13	Abandoned 0 0 0 3	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7%	11 27 18 16 16 14 18	Abandoned 1 1 0 1 1 0 8	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4%	16 24 20 24 14 12 16	Abandone of 0 1 0 0 7 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90	0.0% 4.2% 0.0% 29.2% 0.0% 0.0%	78 136 110 120 81 75 83	Abandoned 5 5 7 7	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00	13 35 33 30 13 11	Abandoned 1 3 3 1 1 0	Agents 3,85 4,03 3,60 3,58 2,98 2,75 2,90 2,83	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0%	23 26 24 30 15	Abandoned 3 0 4 5	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 3.45	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0%	15 24 15 20 23 20 13	Abandoned 0 0 0 3	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1%	11 27 18 16 16 16	Abandoned 1 1 0 1 1 0 0 0 0 0 0	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1%	16 24 20 24 14 12	Abandone of 0 1 0 0 7 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75	0.0% 4.2% 0.0% 29.2% 0.0% 0.0%	78 136 110 120 81 75	Abandoned	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00	13 35 33 30 13 11 16 18	Abandoned	Agents 3.85 4.03 3.60 3.58 2.98 2.75 2.90 2.83 1.05	7.7% 8.6% 9.1% 3.3% 7.7% 0.0%	23 26 24 30 15 18 20 15	Abandoned 3 0 4 5 0 1 1 0 0	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 3.45 2.53	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0%	15 24 15 20 23 20 13 14	Abandoned 0 0 0 3	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7%	11 27 18 16 16 14 18 22 16	Abandoned 1 1 0 1 1 0 8	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4%	16 24 20 24 14 12 16 8	Abandone of 0 1 0 0 7 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48	0.0% 4.2% 0.0% 29.2% 0.0% 0.0%	78 136 110 120 81 75 83 77 42	Abandoned	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00	13 35 33 30 13 11	Abandoned	Agents 3,85 4,03 3,60 3,58 2,98 2,75 2,90 2,83	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0%	23 26 24 30 15 18 20	Abandoned 3 0 4 5 0 1 0	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 3.45	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0%	15 24 15 20 23 20 13	Abandoned 0 0 0 3	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1%	11 27 18 16 16 14 18 22	Abandoned 1 1 0 1 1 0 8 2	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1%	16 24 20 24 14 12 16	Abandone(0 1 0 7 0 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 0.0% 12.5%	78 136 110 120 81 75 83 77	Abandoned	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00	13 35 33 30 13 11 16 18	Abandoned 1 3 3 1 1 0 0 0 1	Agents 3.85 4.03 3.60 3.58 2.98 2.75 2.90 2.83 1.05	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 0.0% 25.0%	23 26 24 30 15 18 20 15	Abandoned 3 0 4 5 0 1 1 0 0	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 3.45 2.53	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0% 0.0%	15 24 15 20 23 20 13 14	Abandoned 0 0 0 0 3 2 1 1 0 0	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1%	11 27 18 16 16 14 18 22 16	Abandoned 1 1 0 1 1 0 8 2 3	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8%	16 24 20 24 14 12 16 8	Abandone(0 1 0 7 0 0 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 0.0% 12.5% 0.0%	78 136 110 120 81 75 83 77 42	Abandoned	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 TOTAL	13 35 33 30 13 11 16 18	Abandoned 1 3 3 1 1 0 0 0 1	Agents 3.85 4.03 3.60 3.58 2.98 2.75 2.90 2.83 1.05 3.06	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 0.0% 25.0%	23 26 24 30 15 18 20 15	Abandoned 3 0 4 5 0 1 1 0 0 1 1 1 0 1 1 1	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 3.45 2.53	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0% 0.0%	15 24 15 20 23 20 13 14	Abandoned 0 0 0 0 3 2 1 1 0 0	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1%	11 27 18 16 16 14 18 22 16	Abandoned 1 1 0 1 1 0 8 2 3 17	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8%	16 24 20 24 14 12 16 8	Abandone(0 1 0 7 0 0 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 0.0% 12.5% 0.0%	78 136 110 120 81 75 83 77 42	Abandoned	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00	13 35 33 30 13 11 16 18 4	Abandoned 1 3 3 1 1 0 0 1 1 10	Agents 3.85 4.03 3.60 3.58 2.98 2.75 2.90 2.83 1.05 3.06	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 0.0% 25.0%	23 26 24 30 15 18 20 15	Abandoned 3 0 4 5 0 1 1 0 0 14 26/06	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 3.45 2.53 3.34	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0% 0.0% 7.9%	15 24 15 20 23 20 13 14	Abandoned 0 0 0 3 2 1 1 1 0 8	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1%	11 27 18 16 16 14 18 22 16	Abandoned 1 1 0 1 1 0 8 2 3 17	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8%	16 24 20 24 14 12 16 8	Abandoned 0 1 0 7 0 0 0 1 0 0 1 0 0 1 0 9	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 0.0% 12.5% 0.0%	78 136 110 120 81 75 83 77 42 802	Abandoned 5 5 7 17 4 2 10 4 4 58	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5% 7.2%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 TOTAL	13 35 33 30 13 11 16 18 4	Abandoned 1 3 3 1 1 0 0 1 10 25/06	Agents 3.85 4.03 3.60 3.58 2.98 2.75 2.90 2.83 1.05 3.06	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 0.0% 25.0% 5.8%	23 26 24 30 15 18 20 15 7	Abandoned 3 0 4 5 0 1 1 0 0 14 26/06	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 2.73 3.45 2.53 3.34	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0% 0.0%	15 24 15 20 23 20 13 14 12	Abandoned 0 0 0 3 2 1 1 1 0 8	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1% 0.0% 5.1%	11 27 18 16 16 14 18 22 16	Abandoned 1 1 0 1 1 0 8 2 3 17	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8%	16 24 20 24 14 12 16 8 3	Abandoned 0 1 0 7 0 0 0 1 0 0 1 0 0 1 0 9	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 0.0% 12.5% 0.0% 6.6%	78 136 110 120 81 75 83 77 42 802	Abandoned	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 TOTAL	13 35 33 30 13 11 16 18 4	Abandoned 1 3 3 1 1 0 0 1 10 25/06	Agents 3.85 4.03 3.60 3.58 2.98 2.75 2.90 2.83 1.05 3.06 8/2018 Agents	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 0.0% 25.0% 5.8%	23 26 24 30 15 18 20 15 7 178	Abandoned 3 0 4 5 0 1 1 0 0 14 26/06	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 2.73 3.45 2.53 3.34 6/2018 Agents	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0% 0.0% 7.9%	15 24 15 20 23 20 13 14 12 156	Abandoned 0 0 0 3 2 1 1 1 0 8	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48 Agents Agents	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1% 0.0% 5.1%	11 27 18 16 16 14 18 22 16	Abandoned 1 1 0 1 1 0 8 2 3 17	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67 8/2018 Agents	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8%	16 24 20 24 14 12 16 8 3 137	Abandoned 0 1 0 7 0 0 0 1 0 0 1 0 0 1 0 9	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40 Agents Agents	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 0.0% 12.5% 0.0% 6.6%	78 136 110 120 81 75 83 77 42 802	Abandoned	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39 AL Agents	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5% 7.2%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 TOTAL	13 35 33 30 13 11 16 18 4 173	Abandoned 1 3 3 1 1 0 0 1 10 25/06	Agents 3.85 4.03 3.60 3.58 2.98 2.75 2.90 2.83 1.05 3.06 Agents 3.60	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 0.0% 25.0% 5.8%	23 26 24 30 15 18 20 15 7 178	Abandoned 3 0 4 5 0 1 1 0 0 14 26/06 Abandoned 0	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 3.45 2.53 3.34 6/2018 Agents 3.78	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0% 0.0% 7.9%	15 24 15 20 23 20 13 14 12	Abandoned 0 0 0 3 2 1 1 1 0 8 27/06 Abandoned 0	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.85 1.65 2.50 3.48 Agents 4.18	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1% 0.0% 5.1%	11 27 18 16 16 14 18 22 16 158	Abandoned 1 1 0 1 1 0 8 2 3 17	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67 6/2018 Agents 3.85	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8% 10.8%	16 24 20 24 14 12 16 8 3 137	Abandoned 0 1 0 7 0 0 0 1 0 9 29/06 Abandoned	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40 Agents 4.25	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 0.0% 12.5% 0.0% 6.6%	78 136 110 120 81 75 83 77 42 802	Abandoned 5 5 7 17 4 2 10 4 4 58 TOTA Abandoned	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39 AL Agents 4.91	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5% 7.2%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 16:00-17:00 TOTAL Week 4 08:00-09:00 09:00-10:00	13 35 33 30 13 11 16 18 4 173 Received	Abandoned 1 3 3 1 1 0 0 1 1 10 25/06 Abandoned 0 4	Agents 3.85 4.03 3.60 3.58 2.98 2.75 2.90 2.83 1.05 3.06 Agents 3.60 4.40	7.7% 8.8% 9.1% 3.3% 7.7% 0.0% 0.0% 25.0% 5.8%	23 26 24 30 15 18 20 15 7 178 Peceived /	Abandoned 3 0 4 5 0 1 1 0 0 14 26/06 Abandoned 0 0	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 2.73 3.45 2.53 3.34 6/2018 Agents 3.78 5.45	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 0.0% 0.0% 7.9% %	15 24 15 20 23 20 13 14 12 156 Received	Abandoned 0 0 0 3 2 1 1 1 0 8 27/06 Abandoned 0 0	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48 Agents 4.18 6.15	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1% 0.0% 5.1%	11 27 18 16 16 14 18 22 16 158	Abandoned 1 1 0 1 1 0 8 2 3 17 28/06 Abandoned 0 2	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67 S/2018 Agents 3.85 4.23	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8% 10.8%	16 24 20 24 14 12 16 8 3 137	Abandoned 0 1 0 7 0 0 1 0 0 1 0 9 29/06 Abandoned 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40 Agents 4.25 4.98	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 12.5% 0.0% 6.6%	78 136 110 120 81 75 83 77 42 802 Received	Abandoned 5 7 17 4 2 10 4 4 58 TOTA Abandoned 0 6	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39 AL Agents 4.91 6.30	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5% 7.2%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-17:00 TOTAL Week 4 08:00-09:00 09:00-10:00	13 35 33 30 13 11 16 18 4 173 Received 8 39 20	Abandoned 1 3 3 1 1 0 0 1 1 10 25/06 Abandoned 0 4	Agents 3.85 4.03 3.60 3.58 2.98 2.75 2.90 2.83 1.05 3.06 Agents 3.60 4.40 4.45	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 25.0% 5.8%	23 26 24 30 15 18 20 15 7 178 Received /	Abandoned 3 0 4 5 0 1 1 0 0 14 26/06 Abandoned 0 0 1	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 2.73 3.45 2.53 3.34 6/2018 Agents 3.78 5.45 4.13	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0% 7.9% 200% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	15 24 15 20 23 20 13 14 12 156 Received 1 13 22 14	Abandoned 0 0 0 3 2 1 1 1 0 8 27/06 Abandoned 0 0	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48 Agents 4.18 6.15 5.45	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1% 0.0% 5.1%	11 27 18 16 16 14 18 22 16 158 Received / 9 34 20 25	Abandoned 1 1 0 1 1 0 8 2 3 17 28/06 Abandoned 0 2	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67 6/2018 Agents 3.85 4.23 3.30	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8% 10.8% 0.0% 5.9% 0.0%	16 24 20 24 14 12 16 8 3 137 Received	Abandoned 0 1 0 7 0 0 0 1 0 0 1 0 9 29/06 Abandoned 0 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40 6/2018 Agents 4.25 4.98 5.58	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 0.0% 12.5% 0.0% 6.6%	78 136 110 120 81 75 83 77 42 802 Received . 64 140	Abandoned 5 7 17 4 2 10 4 4 58 TOTA Abandoned 0 6	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39 AL Agents 4.91 6.30 5.73	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5% 7.2%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 TOTAL Week 4 08:00-09:00 09:00-10:00 11:00-12:00	13 35 33 30 13 11 16 18 4 173 Received 8 39 20 13	Abandoned 1 3 3 1 1 0 0 1 1 10 25/06 Abandoned 0 4	Agents 3.85 4.03 3.60 3.58 2.98 2.75 2.90 2.83 1.05 3.06 Agents 3.60 4.40 4.45 4.53	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 25.0% 5.8% 0.0% 10.3% 10.0% 0.0%	23 26 24 30 15 18 20 15 7 178 Received J 22 29 27 22	Abandoned 3 0 4 5 0 1 1 0 0 14 26/06 Abandoned 0 0 1 0	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 2.73 3.45 2.53 3.34 6/2018 Agents 3.78 5.45 4.13 4.13	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0% 0.0% 7.9% % 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	15 24 15 20 23 20 13 14 12 156 Received 13 22 14 20	Abandoned 0 0 0 3 2 1 1 1 0 8 27/06 Abandoned 0 0	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48 Agents 4.18 6.15 5.45 4.10	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	11 27 18 16 16 14 18 22 16 158 Received A 9 34 20	Abandoned 1 1 0 1 1 0 8 2 3 17 28/06 Abandoned 0 0 0 0	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67 6/2018 Agents 3.85 4.23 3.30 3.85	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8% 10.8% 0.0% 5.9% 0.0% 0.0%	16 24 20 24 14 12 16 8 3 137 Received	Abandoned 0 1 0 7 0 0 0 1 0 0 1 0 9 29/06 Abandoned 0 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40 Agents 4.25 4.98 5.58 4.28	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 0.0% 12.5% 0.0% 6.6%	78 136 110 120 81 75 83 77 42 802 Received 64 140 101 95	Abandoned 5 5 7 17 4 2 10 4 4 58 TOTA Abandoned 0 6 3 0	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39 AL Agents 4.91 6.30 5.73 5.22	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5% 7.2% 0.0% 4.3% 3.0% 0.0%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 TOTAL Week 4 08:00-09:00 09:00-10:00 11:00-12:00 12:00-13:00	13 35 33 30 13 11 16 18 4 173 Received 8 39 20 13 18	Abandoned 1 3 3 1 1 0 0 0 1 10 25/06 Abandoned 4 2 0 0 0 0	Agents 3.85 4.03 3.80 3.58 2.98 2.75 2.90 2.83 1.05 3.06 Agents 3.60 4.40 4.45 4.53 4.68	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 25.0% 5.8% 0.0% 10.3% 10.0% 0.0%	23 26 24 30 15 18 20 15 7 178 Received J	Abandoned 3 0 4 5 0 1 1 0 0 14 26/06 Abandoned 0 0 1 0 0	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 3.45 2.53 3.34 6/2018 Agents 3.78 5.45 4.13 3.80	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0% 0.0% 7.9% % 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	15 24 15 20 23 20 13 14 12 156 Received 13 22 14 20 14	Abandoned 0 0 0 3 2 1 1 1 0 8 27/06 Abandoned 0 0 0 1	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48 Agents 4.18 6.15 5.45 4.10 4.18	0.0% 0.0% 0.0% 15.0% 15.0% 7.7% 7.1% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	11 27 18 16 16 14 18 22 16 158 Received // 9 34 20 25 13	Abandoned 1 1 0 1 1 0 8 2 3 17 28/06 Abandoned 0 0 0 0	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67 6/2018 Agents 3.85 4.23 3.30 3.85 3.38	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8% 10.8% 0.0% 5.9% 0.0% 5.9% 0.0%	16 24 20 24 14 12 16 8 3 137 Received 12 16 20 15	Abandoned 0 1 0 7 0 0 1 0 9 29/06 Abandoned 0 0 0 1	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40 Agents 4.25 4.98 5.58 4.28 2.78	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 0.0% 12.5% 0.0% 6.6%	78 136 110 120 81 75 83 77 42 802 Received 64 140 101 95 75	Abandoned 5 5 7 17 4 2 10 4 4 58 TOTA Abandoned 0 6 3 0 2	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39 AL Agents 4.91 6.30 5.73 5.22 4.70	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5% 7.2% 0.0% 4.3% 3.0% 0.0% 2.7%
08:00-09:00 09:00-10:00 11:00-12:00 12:00-13:00 13:00-14:00 15:00-16:00 16:00-17:00 TOTAL Week 4 08:00-09:00 09:00-10:00 11:00-12:00 12:00-13:00 13:00-14:00	13 35 33 30 13 11 16 18 4 173 Received 8 39 20 13 13 18	Abandoned 1 3 3 1 1 0 0 0 1 10 25/06 Abandoned 0 4 2 0 0 2	Agents 3.85 4.03 3.60 3.58 2.98 2.75 2.90 2.83 1.05 3.06 Agents 3.60 4.40 4.45 4.53 4.68 2.05	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 25.0% 5.8% % 0.0% 10.3% 10.0% 0.0% 11.8%	23 26 24 30 15 18 20 15 7 178 Peceived J 22 29 27 22 16 11	Abandoned 3 0 4 5 0 1 1 0 0 14 26/06 Abandoned 0 0 1 0 0 0 0 0 0 0	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 3.45 2.53 3.34 Agents 3.78 5.45 4.13 4.13 3.80 2.23	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0% 0.0% 7.9% % 0.0%	15 24 15 20 23 20 13 14 12 156 Received 13 22 14 20 14 27	Abandoned 0 0 0 3 2 1 1 1 0 8 27/06 Abandoned 0 0 0 1	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48 Agents 4.18 6.15 5.45 4.10 4.18 3.65	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1% 0.0% 5.1% W 0.0% 0.0% 0.0% 0.0% 0.0% 7.1% 7.4%	11 27 18 16 16 14 18 22 16 158 Received // 9 34 20 25 13 16	Abandoned 1 1 0 1 1 0 8 2 3 17 28/06 Abandoned 0 0 0 1	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67 S/2018 Agents 3.85 4.23 3.30 3.85 3.38 3.48	9.1½ 3.7½ 0.0½ 6.3½ 6.3½ 0.0½ 44.4½ 9.1½ 18.8½ 10.8½ 5.9½ 0.0½ 5.9½ 0.0½ 6.3½	16 24 20 24 14 12 16 8 3 137 Received	Abandoned 0 1 0 7 0 0 1 0 9 29/06 Abandoned 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40 S/2018 Agents 4.25 4.98 5.58 4.28 2.78 2.55	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 12.5% 0.0% 6.6% // 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	78 136 110 120 81 75 83 77 42 802 Received 64 140 101 95 75 85	Abandoned 5 5 7 17 4 2 10 4 4 58 TOTA Abandoned 0 6 3 0 2 5	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39 AL Agents 4.91 6.30 5.73 5.22 4.70 3.49	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5% 7.2% 0.0% 4.3% 3.0% 0.0% 5.9%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 TOTAL Week 4 08:00-09:00 09:00-10:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00	13 35 33 30 13 11 16 18 4 173 Received 8 39 20 13 18 18 17 26 11	Abandoned 1 3 3 1 1 0 0 0 1 10 25/06 Abandoned 0 4 2 0 0 2	Agents 3.85 4.03 3.60 3.58 2.98 2.75 2.90 2.83 1.05 3.06 Agents 3.60 4.40 4.45 4.53 4.68 2.05 1.95 2.48	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 0.0% 25.0% 5.8% % 0.0% 10.3% 10.0% 0.0% 11.8% 19.2% 9.1%	23 26 24 30 15 18 20 15 7 178 Received / 22 29 27 22 16 11 12	Abandoned 3 0 4 5 0 1 1 0 0 14 26/06 Abandoned 0 0 1 0 0 0 0 0 0 0 0 0 0 0	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 2.73 3.45 2.53 3.34 6/2018 Agents 3.78 5.45 4.13 4.13 3.80 2.23 2.35 2.33	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0% 7.9% 20% 0.0%	15 24 15 20 23 20 13 14 12 156 Received 1 3 22 14 20 14 27 27	Abandoned 0 0 0 3 2 1 1 1 0 8 27/06 Abandoned 0 0 0 1 2 4	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48 Agents 4.18 6.15 5.45 4.10 4.18 3.65 3.20 2.35	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1% 0.0% 5.1% 200% 0.0% 0.0% 0.0% 0.0% 1.0%	11 27 18 16 16 14 18 22 16 158 Received A 9 34 20 25 13 16 18	Abandoned 1 1 0 1 1 0 8 2 3 17 28/06 Abandoned 0 0 0 1 1 0 0	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67 6/2018 Agents 3.85 4.23 3.30 3.85 3.38 3.48 2.10 2.55	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8% 10.8% 0.0% 5.9% 0.0% 0.0% 0.0% 6.3% 0.0% 5.9% 0.0% 6.3% 0.0% 6.3% 0.0% 18.8%	16 24 20 24 14 12 16 8 3 137 Received 12 16 20 15 14 14 9	Abandoned 0 1 0 7 0 0 0 1 0 0 1 0 9 29/06 Abandoned 0 0 0 1 0 0 2	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40 6/2018 Agents 4.25 4.98 5.58 4.28 2.78 2.50 2.10	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 0.0% 12.5% 0.0% 6.6% % 0.0% 0.0% 0.0% 0.0% 0.0%	78 136 110 120 81 75 83 77 42 802 Received 64 140 101 95 75 85 92 63	Abandoned 5 5 7 17 4 2 10 4 4 58 TOTA Abandoned 0 6 3 0 2 5 11	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39 AL Agents 4.91 6.30 5.73 5.22 4.70 3.49 2.91 2.95	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 7.2% 7.2% 0.0% 4.3% 3.0% 0.0% 2.7% 12.0% 14.3%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 TOTAL Week 4 08:00-09:00 09:00-10:00 10:00-11:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 15:00-16:00 16:00-17:00	13 35 33 30 13 11 16 18 4 173 Received 8 39 20 13 18 17 26 11	Abandoned 1 3 3 1 1 0 0 0 1 10 25/06 Abandoned 0 4 2 0 0 0 2 5 1 1 1	Agents 3.85 4.03 3.50 3.58 2.98 2.75 2.90 2.83 1.05 3.06 Agents 3.60 4.40 4.45 4.53 4.68 2.05 1.95 2.48 3.45	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 0.0% 25.0% 5.8% % 0.0% 10.3% 10.0% 0.0% 11.8% 19.2% 9.1% 6.3%	23 26 24 30 15 18 20 15 7 178 Received J 22 29 27 22 16 11 12 20 8	Abandoned 3 0 4 5 0 1 1 0 0 14 26/06 Abandoned 0 0 1 0 0 0 0 0 0 0 0 0 0 0	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 3.45 2.53 3.34 6/2018 4.13 4.13 3.80 2.23 2.35 2.33 3.28	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0	15 24 15 20 23 20 13 14 12 156 Received 13 22 14 20 14 27 9	Abandoned 0 0 0 3 2 1 1 1 0 8 27/06 Abandoned 0 0 0 1 2 4	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48 S/2018 Agents 4.18 6.15 5.45 4.10 4.18 3.65 3.20 2.35 3.33	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1% 0.0% 0.0% 0.0% 0.0% 0.0% 1.1% 1.4%	11 27 18 16 16 14 18 22 16 158 Received / 9 34 20 25 13 16 18	Abandoned 1 1 0 1 1 0 8 2 3 17 28/06 Abandoned 0 0 0 1 1 0 0	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67 S/2018 Agents 3.85 4.23 3.30 3.85 3.38 3.48 2.10 2.55 2.43	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8% 10.8% % 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.	16 24 20 24 14 12 16 8 3 137 Beceived 12 16 20 15 14 14 14 9 9	Abandoned 0 1 0 7 0 0 0 1 0 0 1 0 9 29/06 Abandoned 0 0 0 0 1 0 0 2 2	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40 672018 Agents 4.25 4.98 5.58 4.28 2.78 2.55 2.03 2.10 1.45	0.0% 4.2% 0.0% 29,2% 0.0% 0.0% 0.0% 12.5% 0.0% 6.6% % 0.0% 0.0% 0.0% 0.0% 22.2% 22.2% 0.0%	78 136 110 120 81 75 83 77 42 802 Received 64 140 101 95 75 85 92 63 45	Abandoned 5 5 7 17 4 2 10 4 4 58 TOTA Abandoned 0 6 3 0 2 5 11 9 1	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39 AL Agents 4.91 6.30 5.73 5.22 4.70 3.49 2.91 2.95 3.48	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5% 7.2% 0.0% 4.3% 3.0% 0.0% 2.7% 5.2% 12.0% 14.3% 2.2%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 TOTAL Week 4 08:00-09:00 09:00-10:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00	13 35 33 30 13 11 16 18 4 173 Received 8 39 20 13 18 18 17 26 11	Abandoned 1 3 3 1 1 0 0 0 1 10 25/06 Abandoned 0 4 2 0 0 2	Agents 3.85 4.03 3.60 3.58 2.98 2.75 2.90 2.83 1.05 3.06 Agents 3.60 4.40 4.45 4.53 4.68 2.05 1.95 2.48	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 0.0% 25.0% 5.8% % 0.0% 10.3% 10.0% 0.0% 11.8% 19.2% 9.1%	23 26 24 30 15 18 20 15 7 178 Received / 22 29 27 22 16 11 12	Abandoned 3 0 4 5 0 1 1 1 0 0 14 26/06 Abandoned 0 0 1 0 0 0 0 5 0 0	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 2.73 3.45 2.53 3.34 6/2018 Agents 3.78 5.45 4.13 4.13 3.80 2.23 2.35 2.33	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0% 7.9% 20% 0.0%	15 24 15 20 23 20 13 14 12 156 Received 1 3 22 14 20 14 27 27	Abandoned 0 0 0 3 2 1 1 1 0 8 27/06 Abandoned 0 0 0 1 2 4	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48 Agents 4.18 6.15 5.45 4.10 4.18 3.65 3.20 2.35	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1% 0.0% 5.1% 200% 0.0% 0.0% 0.0% 0.0% 1.0%	11 27 18 16 16 14 18 22 16 158 Received A 9 34 20 25 13 16 18	Abandoned 1 1 0 1 1 0 8 2 3 17 28/06 Abandoned 0 2 0 0 0 1 0 1 0 0	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67 6/2018 Agents 3.85 4.23 3.30 3.85 3.38 3.48 2.10 2.55	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8% 10.8% 0.0% 5.9% 0.0% 0.0% 0.0% 6.3% 0.0% 5.9% 0.0% 6.3% 0.0% 6.3% 0.0% 18.8%	16 24 20 24 14 12 16 8 3 137 Received 12 16 20 15 14 14 9	Abandoned 0 1 0 7 0 0 1 0 0 1 0 9 29/06 Abandoned 0 0 0 1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40 6/2018 Agents 4.25 4.98 5.58 4.28 2.78 2.50 2.10	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 0.0% 12.5% 0.0% 6.6% % 0.0% 0.0% 0.0% 0.0% 0.0%	78 136 110 120 81 75 83 77 42 802 Received 64 140 101 95 75 85 92 63	Abandoned 5 5 7 17 4 2 10 4 4 58 TOTA Abandoned 0 6 3 0 2 5 11	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39 AL Agents 4.91 6.30 5.73 5.22 4.70 3.49 2.91 2.95	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 7.2% 7.2% 0.0% 4.3% 3.0% 0.0% 2.7% 12.0% 14.3%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 TOTAL Week 4 08:00-09:00 09:00-10:00 10:00-11:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 15:00-16:00 16:00-17:00	13 35 33 30 13 11 16 18 4 173 Received 8 39 20 13 18 17 26 11	Abandoned 1 3 3 1 1 0 0 0 1 10 25/06 Abandoned 0 4 2 0 0 0 2 5 1 1 1	Agents 3.85 4.03 3.50 3.58 2.98 2.75 2.90 2.83 1.05 3.06 Agents 3.60 4.40 4.45 4.53 4.68 2.05 1.95 2.48 3.45	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 0.0% 25.0% 5.8% % 0.0% 10.3% 10.0% 0.0% 11.8% 19.2% 9.1% 6.3%	23 26 24 30 15 18 20 15 7 178 Received J 22 29 27 22 16 11 12 20 8	Abandoned 3 0 4 5 0 1 1 1 0 0 14 26/06 Abandoned 0 0 1 0 0 0 0 5 0 0	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 3.45 2.53 3.34 6/2018 4.13 4.13 3.80 2.23 2.35 2.33 3.28	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0	15 24 15 20 23 20 13 14 12 156 Received 13 22 14 20 14 27 9	Abandoned 0 0 0 3 2 1 1 1 0 8 27/06 Abandoned 0 0 0 1 2 4	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48 S/2018 Agents 4.18 6.15 5.45 4.10 4.18 3.65 3.20 2.35 3.33	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1% 0.0% 0.0% 0.0% 0.0% 0.0% 1.1% 1.4%	11 27 18 16 16 14 18 22 16 158 Received / 9 34 20 25 13 16 18	Abandoned 1 1 0 1 1 0 8 2 3 17 28/06 Abandoned 0 2 0 0 0 1 0 1 0 0	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67 S/2018 Agents 3.85 4.23 3.30 3.85 3.38 3.48 2.10 2.55 2.43	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8% 10.8% % 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.	16 24 20 24 14 12 16 8 3 137 Beceived 12 16 20 15 14 14 14 9 9	Abandoned 0 1 0 7 0 0 1 0 0 1 0 9 29/06 Abandoned 0 0 0 1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40 672018 Agents 4.25 4.98 5.58 4.28 2.78 2.55 2.03 2.10 1.45	0.0% 4.2% 0.0% 29,2% 0.0% 0.0% 0.0% 12.5% 0.0% 6.6% % 0.0% 0.0% 0.0% 0.0% 22.2% 22.2% 0.0%	78 136 110 120 81 75 83 77 42 802 Received 64 140 101 95 75 85 92 63 45	Abandoned 5 5 7 17 4 2 10 4 4 58 TOTA Abandoned 0 6 3 0 2 5 11 9 1	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39 AL Agents 4.91 6.30 5.73 5.22 4.70 3.49 2.91 2.95 3.48	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5% 7.2% 0.0% 4.3% 3.0% 0.0% 2.7% 5.2% 12.0% 14.3% 12.0%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 TOTAL Week 4 08:00-09:00 09:00-10:00 10:00-11:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 15:00-16:00 16:00-17:00	13 35 33 30 13 11 16 18 4 173 Received 8 39 20 13 18 17 26 11	Abandoned 1 3 3 1 1 0 0 0 1 10 25/06 Abandoned 0 4 2 0 0 0 2 5 1 1 1	Agents 3.85 4.03 3.50 3.58 2.98 2.75 2.90 2.83 1.05 3.06 Agents 3.60 4.40 4.45 4.53 4.68 2.05 1.95 2.48 3.45	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 0.0% 25.0% 5.8% % 0.0% 10.3% 10.0% 0.0% 11.8% 19.2% 9.1% 6.3%	23 26 24 30 15 18 20 15 7 178 Received J 22 29 27 22 16 11 12 20 8	Abandoned 3 0 4 5 0 1 1 1 0 0 14 26/06 Abandoned 0 0 1 0 0 0 0 5 0 0	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 3.45 2.53 3.34 6/2018 4.13 4.13 3.80 2.23 2.35 2.33 3.28	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0	15 24 15 20 23 20 13 14 12 156 Received 13 22 14 20 14 27 9	Abandoned 0 0 0 3 2 1 1 1 0 8 27/06 Abandoned 0 0 0 1 2 4	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48 S/2018 Agents 4.18 6.15 5.45 4.10 4.18 3.65 3.20 2.35 3.33	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1% 0.0% 0.0% 0.0% 0.0% 0.0% 1.1% 1.4%	11 27 18 16 16 14 18 22 16 158 Received / 9 34 20 25 13 16 18	Abandoned 1 1 0 1 1 0 8 2 3 17 28/06 Abandoned 0 2 0 0 0 1 0 1 0 0	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67 S/2018 Agents 3.85 4.23 3.30 3.85 3.38 3.48 2.10 2.55 2.43	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8% 10.8% % 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.	16 24 20 24 14 12 16 8 3 137 Beceived 12 16 20 15 14 14 14 9 9	Abandoned 0 1 0 7 0 0 1 0 0 1 0 9 29/06 Abandoned 0 0 0 1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40 Agents 4.25 4.98 5.58 4.28 2.78 2.55 2.03 2.10 1.45 3.33	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 12.5% 0.0% 6.6% % 0.0% 0.0% 0.0% 0.0% 0.0%	78 136 110 120 81 75 83 77 42 802 Received .64 140 101 95 75 85 92 63 45 760	Abandoned 5 7 17 4 2 10 4 4 58 TOTA Abandoned 0 6 3 0 2 5 11 9 1 37	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39 AL Agents 4.91 6.30 5.73 5.22 4.70 3.49 2.91 2.95 3.48 4.41	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5% 7.2% 0.0% 4.3% 3.0% 0.0% 2.7% 5.2% 12.0% 14.3% 12.0% 14.3% 2.2%
08:00-09:00 09:00-10:00 10:00-11:00 11:00-12:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 TOTAL Week 4 08:00-09:00 09:00-10:00 10:00-11:00 12:00-13:00 13:00-14:00 14:00-15:00 15:00-16:00 15:00-16:00 16:00-17:00	13 35 33 30 13 11 16 18 4 173 Received 8 39 20 13 18 17 26 11	Abandoned 1 3 3 1 1 0 0 0 1 10 25/06 Abandoned 0 4 2 0 0 0 2 5 1 1 1	Agents 3.85 4.03 3.50 3.58 2.98 2.75 2.90 2.83 1.05 3.06 Agents 3.60 4.40 4.45 4.53 4.68 2.05 1.95 2.48 3.45	7.7% 8.6% 9.1% 3.3% 7.7% 0.0% 0.0% 0.0% 25.0% 5.8% % 0.0% 10.3% 10.0% 0.0% 11.8% 19.2% 9.1% 6.3%	23 26 24 30 15 18 20 15 7 178 Received J 22 29 27 22 16 11 12 20 8	Abandoned 3 0 4 5 0 1 1 1 0 0 14 26/06 Abandoned 0 0 1 0 0 0 0 5 0 0	Agents 3.58 5.18 2.90 3.85 3.18 2.73 2.73 3.45 2.53 3.34 6/2018 4.13 4.13 3.80 2.23 2.35 2.33 3.28	13.0% 0.0% 16.7% 16.7% 0.0% 5.6% 5.0% 0.0	15 24 15 20 23 20 13 14 12 156 Received 13 22 14 20 14 27 9	Abandoned 0 0 0 3 2 1 1 1 0 8 27/06 Abandoned 0 0 0 1 2 4	Agents 3.38 4.98 4.70 4.73 3.90 2.80 2.65 1.65 2.50 3.48 S/2018 Agents 4.18 6.15 5.45 4.10 4.18 3.65 3.20 2.35 3.33	0.0% 0.0% 0.0% 15.0% 8.7% 5.0% 7.7% 7.1% 0.0% 0.0% 0.0% 0.0% 0.0% 1.1% 1.4%	11 27 18 16 16 14 18 22 16 158 Received / 9 34 20 25 13 16 18	Abandoned 1 1 0 1 1 0 8 2 3 17 28/06 Abandoned 0 2 0 0 0 1 0 1 0 0	Agents 3.80 5.15 5.48 4.53 3.05 2.43 2.80 3.43 2.38 3.67 S/2018 Agents 3.85 4.23 3.30 3.85 3.38 3.48 2.10 2.55 2.43	9.1% 3.7% 0.0% 6.3% 6.3% 0.0% 44.4% 9.1% 18.8% 10.8% % 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.	16 24 20 24 14 12 16 8 3 137 Beceived 12 16 20 15 14 14 14 9 9	Abandoned 0 1 0 7 0 0 1 0 0 1 0 9 29/06 Abandoned 0 0 0 1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0	Agents 2.95 5.55 4.98 4.10 2.93 2.98 2.90 2.75 1.48 3.40 Agents 4.25 4.98 5.58 4.28 2.78 2.55 2.03 2.10 1.45 3.33	0.0% 4.2% 0.0% 29.2% 0.0% 0.0% 12.5% 0.0% 6.6% % 0.0% 0.0% 0.0% 0.0% 0.0%	78 136 110 120 81 75 83 77 42 802 Received .64 140 101 95 75 85 92 63 45 760	Abandoned 5 5 7 17 4 2 10 4 4 58 TOTA Abandoned 0 6 3 0 2 5 11 9 1 37	Agents 3.51 4.98 4.33 4.16 3.21 2.74 2.80 2.82 1.99 3.39 AL Agents 4.91 6.30 5.73 5.22 4.70 3.49 2.91 2.95 3.48	6.4% 3.7% 6.4% 14.2% 4.9% 2.7% 12.0% 5.2% 9.5% 7.2% 0.0% 4.3% 3.0% 0.0% 2.7% 5.2% 12.0% 14.3% 12.0% 14.3% 2.2%
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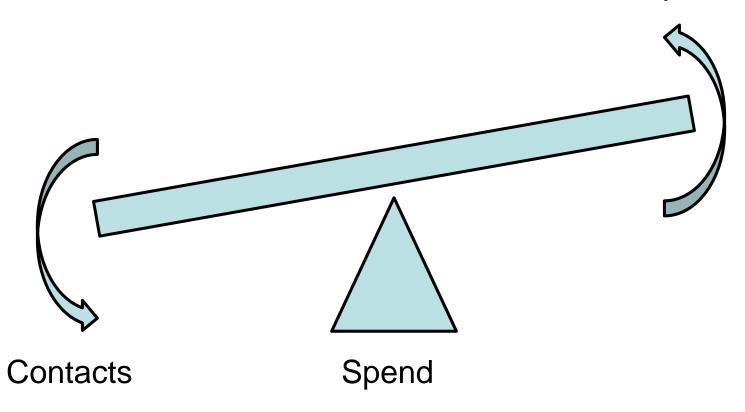
Twelve Months from Go Live



Nov 17	Baseline Nov16
Abandon Rate = consistently below 9%	(Baseline = 27%)
Contacts = 6500 pm	(12000 per month)
Contacts (%) = reduction of 44%	
Cost per Contact = £4.50	(£6.50)
Customer Satisfaction = consistently 93%	(80%)
Portal Use = up to 22%	(one%)
Email reduction = down to 10%	(50%)



Cost per contact





End Notes:

Leicestershire County Council Stuart Beale – Customer Support Team Manager Stuart.beale@leics.gov.uk 0116 3055622