

**CALLS HANDLED BY : 'ICT SERVICES GARANKUWA','ICT SERVICES  
SOSHANGUVE','ICT SERVICES PRETORIA' FOR CENTRE FOR CONTINUING  
PROFESSIONAL DEVELOPMENT**

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
JUNE 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	1	1	0	100.00 %	1	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	16	16	0	100.00%	16	0	100.00%
FEBRUARY 2005	18	18	0	100.00%	18	0	100.00%
MARCH 2005	5	5	0	100.00%	5	0	100.00%
APRIL 2005	26	26	0	100.00%	26	0	100.00%
MAY 2005	4	3	1	75.00%	4	0	100.00%
JUNE 2005	14	13	1	92.86%	14	0	100.00%
JULY 2005	11	11	0	100.00%	11	0	100.00%
AUGUST 2005	11	10	1	90.91%	11	0	100.00%
SEPTEMBER 2005	12	12	0	100.00%	12	0	100.00%
OCTOBER 2005	7	7	0	100.00%	7	0	100.00%
NOVEMBER 2005	8	7	1	87.50%	8	0	100.00%
DECEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	133	129	4	96.99%	133	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
<b>GRAND TOTAL</b>	<b>134</b>	<b>130</b>	<b>4</b>	<b>97.01%</b>	<b>134</b>	<b>0</b>	<b>100.00%</b>