

**CALLS HANDLED BY : 'ICT SERVICES GARANKUWA','ICT SERVICES
SOSHANGUVE','ICT SERVICES PRETORIA' FOR ENGINEERING**

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
JANUARY 2005	1	1	0	100.00%	1	0	100.00%
JULY 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	2	2	0	100.00 %	2	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	119	109	10	91.60%	119	0	100.00%
FEBRUARY 2005	146	144	2	98.63%	146	0	100.00%
MARCH 2005	68	66	2	97.06%	68	0	100.00%
APRIL 2005	67	66	1	98.51%	66	1	98.51%
MAY 2005	69	64	5	92.75%	67	2	97.10%
JUNE 2005	43	40	3	93.02%	42	1	97.67%
JULY 2005	75	71	4	94.67%	74	1	98.67%
AUGUST 2005	94	90	4	95.74%	94	0	100.00%
SEPTEMBER 2005	110	104	6	94.55%	109	1	99.09%
OCTOBER 2005	82	75	7	91.46%	82	0	100.00%
NOVEMBER 2005	74	72	2	97.30%	73	1	98.65%
DECEMBER 2005	14	13	1	92.86%	14	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	961	914	47	95.11%	954	7	99.27%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2005	4	1	3	25.00%	4	0	100.00%
FEBRUARY 2005	1	0	1	0.00%	1	0	100.00%
MARCH 2005	1	1	0	100.00%	1	0	100.00%
APRIL 2005	2	1	1	50.00%	2	0	100.00%
MAY 2005	6	3	3	50.00%	6	0	100.00%
JUNE 2005	1	1	0	100.00%	1	0	100.00%
JULY 2005	3	3	0	100.00%	3	0	100.00%
AUGUST 2005	1	1	0	100.00%	1	0	100.00%
SEPTEMBER 2005	2	2	0	100.00%	2	0	100.00%
OCTOBER 2005	19	16	3	84.21%	19	0	100.00%
NOVEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	41	30	11	73.17%	41	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	1004	946	58	94.22%	997	7	99.30%