

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
JANUARY 2005	2	2	0	100.00%	2	0	100.00%
FEBRUARY 2005	1	1	0	100.00%	1	0	100.00%
APRIL 2005	3	2	1	66.67%	3	0	100.00%
JUNE 2005	2	1	1	50.00%	2	0	100.00%
AUGUST 2005	6	5	1	83.33%	6	0	100.00%
SEPTEMBER 2005	3	2	1	66.67%	3	0	100.00%
OCTOBER 2005	2	2	0	100.00%	2	0	100.00%
NOVEMBER 2005	5	5	0	100.00%	5	0	100.00%
DECEMBER 2005	4	4	0	100.00%	4	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	28	24	4	85.71%	28	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	295	280	15	94.92%	295	0	100.00%
FEBRUARY 2005	181	178	3	98.34%	181	0	100.00%
MARCH 2005	119	114	5	95.80%	119	0	100.00%
APRIL 2005	160	153	7	95.63%	159	1	99.38%
MAY 2005	164	148	16	90.24%	164	0	100.00%
JUNE 2005	183	172	11	93.99%	183	0	100.00%
JULY 2005	186	175	11	94.09%	186	0	100.00%
AUGUST 2005	176	167	9	94.89%	176	0	100.00%
SEPTEMBER 2005	160	146	14	91.25%	160	0	100.00%
OCTOBER 2005	161	151	10	93.79%	161	0	100.00%
NOVEMBER 2005	148	144	4	97.30%	148	0	100.00%
DECEMBER 2005	34	33	1	97.06%	34	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	1967	1861	106	94.61%	1966	1	99.95%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2005	3	1	2	33.33%	3	0	100.00%
FEBRUARY 2005	2	0	2	0.00%	2	0	100.00%
MARCH 2005	5	2	3	40.00%	5	0	100.00%
APRIL 2005	10	4	6	40.00%	10	0	100.00%
MAY 2005	8	6	2	75.00%	8	0	100.00%
JUNE 2005	1	1	0	100.00%	1	0	100.00%
JULY 2005	4	3	1	75.00%	4	0	100.00%
AUGUST 2005	2	2	0	100.00%	2	0	100.00%
SEPTEMBER 2005	7	7	0	100.00%	7	0	100.00%
OCTOBER 2005	1	1	0	100.00%	1	0	100.00%
NOVEMBER 2005	3	2	1	66.67%	3	0	100.00%
DECEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	47	30	17	63.83%	47	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	2042	1915	127	93.78%	2041	1	99.95%