

CALLS HANDLED BY : 'ICT SERVICES GARANKUWA','ICT SERVICES SOSHANGUVE','ICT SERVICES PRETORIA' FOR % ALL

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%

ICT SERVICES GARANKUWA							
JANUARY 2005	128	113	15	88.28%	128	0	100.00%
FEBRUARY 2005	164	152	12	92.68%	163	1	99.39%
MARCH 2005	139	124	15	89.21%	139	0	100.00%
APRIL 2005	132	114	18	86.36%	132	0	100.00%
MAY 2005	187	175	12	93.58%	187	0	100.00%
JUNE 2005	173	157	16	90.75%	173	0	100.00%
JULY 2005	185	152	33	82.16%	185	0	100.00%
AUGUST 2005	212	179	33	84.43%	212	0	100.00%
SEPTEMBER 2005	182	141	41	77.47%	180	2	98.90%
OCTOBER 2005	239	223	16	93.31%	238	1	99.58%
NOVEMBER 2005	186	176	10	94.62%	184	2	98.92%
DECEMBER 2005	30	30	0	100.00%	30	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	1957	1736	221	88.71%	1951	6	99.69%

ICT SERVICES PRETORIA							
JANUARY 2005	2476	2300	176	92.89%	2475	1	99.96%
FEBRUARY 2005	2184	2124	60	97.25%	2181	3	99.86%
MARCH 2005	1371	1314	57	95.84%	1370	1	99.93%
APRIL 2005	1355	1292	63	95.35%	1352	3	99.78%
MAY 2005	1367	1288	79	94.22%	1362	5	99.63%
JUNE 2005	1256	1181	75	94.03%	1253	3	99.76%
JULY 2005	1441	1352	89	93.82%	1434	7	99.51%
AUGUST 2005	1743	1640	103	94.09%	1742	1	99.94%
SEPTEMBER 2005	1426	1322	104	92.71%	1425	1	99.93%
OCTOBER 2005	1542	1447	95	93.84%	1535	7	99.55%
NOVEMBER 2005	1200	1138	62	94.83%	1196	4	99.67%
DECEMBER 2005	190	179	11	94.21%	190	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	17551	16577	974	94.45%	17515	36	99.79%

ICT SERVICES SOSHANGUVE							
JANUARY 2005	204	89	115	43.63%	204	0	100.00%
FEBRUARY 2005	183	82	101	44.81%	180	3	98.36%
MARCH 2005	153	94	59	61.44%	151	2	98.69%
APRIL 2005	241	149	92	61.83%	240	1	99.59%
MAY 2005	196	124	72	63.27%	195	1	99.49%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
JUNE 2005	151	109	42	72.19%	151	0	100.00%
JULY 2005	243	161	82	66.26%	241	2	99.18%
AUGUST 2005	185	134	51	72.43%	184	1	99.46%
SEPTEMBER 2005	174	132	42	75.86%	174	0	100.00%
OCTOBER 2005	289	226	63	78.20%	289	0	100.00%
NOVEMBER 2005	172	130	42	75.58%	170	2	98.84%
DECEMBER 2005	28	17	11	60.71%	28	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	2219	1447	772	65.21%	2207	12	99.46%

GRAND TOTAL	21727	19760	1967	90.95%	21673	54	99.75%
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