

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
JANUARY 2005	3	3	0	100.00%	3	0	100.00%
FEBRUARY 2005	4	4	0	100.00%	4	0	100.00%
MARCH 2005	2	2	0	100.00%	2	0	100.00%
APRIL 2005	4	4	0	100.00%	4	0	100.00%
MAY 2005	4	4	0	100.00%	4	0	100.00%
JUNE 2005	2	2	0	100.00%	2	0	100.00%
JULY 2005	2	2	0	100.00%	2	0	100.00%
SEPTEMBER 2005	1	1	0	100.00%	1	0	100.00%
OCTOBER 2005	2	2	0	100.00%	2	0	100.00%
NOVEMBER 2005	2	1	1	50.00%	2	0	100.00%
DECEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	27	26	1	96.30%	27	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	106	102	4	96.23%	106	0	100.00%
FEBRUARY 2005	112	110	2	98.21%	110	2	98.21%
MARCH 2005	65	63	2	96.92%	65	0	100.00%
APRIL 2005	34	31	3	91.18%	34	0	100.00%
MAY 2005	43	42	1	97.67%	43	0	100.00%
JUNE 2005	33	31	2	93.94%	33	0	100.00%
JULY 2005	50	47	3	94.00%	50	0	100.00%
AUGUST 2005	71	69	2	97.18%	71	0	100.00%
SEPTEMBER 2005	73	63	10	86.30%	73	0	100.00%
OCTOBER 2005	96	92	4	95.83%	94	2	97.92%
NOVEMBER 2005	51	42	9	82.35%	49	2	96.08%
DECEMBER 2005	5	4	1	80.00%	5	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	739	696	43	94.18%	733	6	99.19%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2005	1	0	1	0.00%	1	0	100.00%
FEBRUARY 2005	3	2	1	66.67%	3	0	100.00%
MARCH 2005	3	1	2	33.33%	3	0	100.00%
APRIL 2005	2	1	1	50.00%	2	0	100.00%
MAY 2005	2	1	1	50.00%	2	0	100.00%
JUNE 2005	1	1	0	100.00%	1	0	100.00%
JULY 2005	4	1	3	25.00%	4	0	100.00%
AUGUST 2005	1	1	0	100.00%	1	0	100.00%
SEPTEMBER 2005	1	1	0	100.00%	1	0	100.00%
OCTOBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	19	10	9	52.63%	19	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	785	732	53	93.25%	779	6	99.24%