

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
JANUARY 2005	12	9	3	75.00%	12	0	100.00%
FEBRUARY 2005	2	1	1	50.00%	2	0	100.00%
MARCH 2005	4	4	0	100.00%	4	0	100.00%
APRIL 2005	2	1	1	50.00%	2	0	100.00%
MAY 2005	4	4	0	100.00%	4	0	100.00%
JUNE 2005	5	4	1	80.00%	5	0	100.00%
JULY 2005	5	5	0	100.00%	5	0	100.00%
AUGUST 2005	7	7	0	100.00%	7	0	100.00%
SEPTEMBER 2005	3	3	0	100.00%	3	0	100.00%
OCTOBER 2005	9	8	1	88.89%	9	0	100.00%
NOVEMBER 2005	2	2	0	100.00%	2	0	100.00%
DECEMBER 2005	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	57	50	7	87.72%	57	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	30	28	2	93.33%	30	0	100.00%
FEBRUARY 2005	24	24	0	100.00%	24	0	100.00%
MARCH 2005	9	8	1	88.89%	9	0	100.00%
APRIL 2005	16	14	2	87.50%	16	0	100.00%
MAY 2005	18	16	2	88.89%	18	0	100.00%
JUNE 2005	14	14	0	100.00%	14	0	100.00%
JULY 2005	12	12	0	100.00%	12	0	100.00%
AUGUST 2005	14	13	1	92.86%	14	0	100.00%
SEPTEMBER 2005	12	10	2	83.33%	12	0	100.00%
OCTOBER 2005	19	19	0	100.00%	19	0	100.00%
NOVEMBER 2005	10	9	1	90.00%	10	0	100.00%
DECEMBER 2005	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	180	169	11	93.89%	180	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2005	3	0	3	0.00%	3	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	3	2	1	66.67%	3	0	100.00%
MAY 2005	6	6	0	100.00%	6	0	100.00%
JUNE 2005	2	0	2	0.00%	2	0	100.00%
JULY 2005	1	0	1	0.00%	1	0	100.00%
AUGUST 2005	3	3	0	100.00%	3	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%
NOVEMBER 2005	3	2	1	66.67%	3	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	25	16	9	64.00%	25	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
<b>GRAND TOTAL</b>	<b>262</b>	<b>235</b>	<b>27</b>	<b>89.69%</b>	<b>262</b>	<b>0</b>	<b>100.00%</b>