

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	7	7	0	100.00%	7	0	100.00%
FEBRUARY 2005	6	6	0	100.00%	6	0	100.00%
MARCH 2005	5	5	0	100.00%	5	0	100.00%
APRIL 2005	2	2	0	100.00%	2	0	100.00%
MAY 2005	2	2	0	100.00%	2	0	100.00%
JUNE 2005	3	2	1	66.67%	3	0	100.00%
JULY 2005	7	7	0	100.00%	7	0	100.00%
AUGUST 2005	4	3	1	75.00%	4	0	100.00%
SEPTEMBER 2005	2	0	2	0.00%	2	0	100.00%
OCTOBER 2005	4	3	1	75.00%	4	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	42	37	5	88.10%	42	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	42	37	5	88.10%	42	0	100.00%