

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

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%
LIBRARY	2	2	0	100.00%	2	0	100.00%
FEBRUARY 2005	3	3	0	100.00%	3	0	100.00%
LIBRARY	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	5	5	0	100.00%	5	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	63	60	3	95.24%	63	0	100.00%
LIBRARY	63	60	3	95.24%	63	0	100.00%
FEBRUARY 2005	57	55	2	96.49%	57	0	100.00%
LIBRARY	57	55	2	96.49%	57	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	120	115	5	95.83%	120	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2005	2	0	2	0.00%	2	0	100.00%
LIBRARY	2	0	2	0.00%	2	0	100.00%
FEBRUARY 2005	2	1	1	50.00%	2	0	100.00%
LIBRARY	2	1	1	50.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	4	1	3	25.00%	4	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	129	121	8	93.80%	129	0	100.00%