

**CALLS HANDLED FOR STUDENT SERVICES 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 2006	1	1	0	100.00%	1	0	100.00%
FEBRUARY 2006	1	0	1	0.00%	1	0	100.00%
APRIL 2006	1	1	0	100.00%	1	0	100.00%
JULY 2006	1	1	0	100.00%	1	0	100.00%
AUGUST 2006	1	1	0	100.00%	1	0	100.00%
SEPTEMBER 2006	2	1	1	50.00%	2	0	100.00%
OCTOBER 2006	1	1	0	100.00%	1	0	100.00%
NOVEMBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	9	7	2	77.78%	9	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	28	27	1	96.43%	28	0	100.00%
FEBRUARY 2006	17	15	2	88.24%	17	0	100.00%
MARCH 2006	18	17	1	94.44%	18	0	100.00%
APRIL 2006	10	10	0	100.00%	10	0	100.00%
MAY 2006	12	11	1	91.67%	12	0	100.00%
JUNE 2006	11	11	0	100.00%	11	0	100.00%
JULY 2006	5	4	1	80.00%	5	0	100.00%
AUGUST 2006	15	15	0	100.00%	15	0	100.00%
SEPTEMBER 2006	8	6	2	75.00%	8	0	100.00%
OCTOBER 2006	13	10	3	76.92%	13	0	100.00%
NOVEMBER 2006	8	8	0	100.00%	8	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	145	134	11	92.41%	145	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2006	5	5	0	100.00%	5	0	100.00%
FEBRUARY 2006	2	2	0	100.00%	2	0	100.00%
MARCH 2006	6	4	2	66.67%	6	0	100.00%
APRIL 2006	1	0	1	0.00%	1	0	100.00%
MAY 2006	7	6	1	85.71%	7	0	100.00%
JUNE 2006	2	2	0	100.00%	2	0	100.00%
JULY 2006	2	2	0	100.00%	2	0	100.00%
AUGUST 2006	2	2	0	100.00%	2	0	100.00%
SEPTEMBER 2006	2	2	0	100.00%	2	0	100.00%
OCTOBER 2006	3	3	0	100.00%	3	0	100.00%
NOVEMBER 2006	3	2	1	66.67%	3	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	35	30	5	85.71%	35	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	189	171	18	90.48%	189	0	100.00%