

CALLS HANDLED FOR ECONOMIC SCIENCES 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	3	3	0	100.00%	3	0	100.00%
FEBRUARY 2006	6	6	0	100.00%	6	0	100.00%
MARCH 2006	7	7	0	100.00%	7	0	100.00%
APRIL 2006	1	1	0	100.00%	1	0	100.00%
MAY 2006	5	4	1	80.00%	5	0	100.00%
JUNE 2006	2	1	1	50.00%	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	3	2	1	66.67%	3	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	33	30	3	90.91%	33	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	192	190	2	98.96%	192	0	100.00%
FEBRUARY 2006	118	117	1	99.15%	117	1	99.15%
MARCH 2006	215	210	5	97.67%	215	0	100.00%
APRIL 2006	91	82	9	90.11%	91	0	100.00%
MAY 2006	132	125	7	94.70%	132	0	100.00%
JUNE 2006	114	107	7	93.86%	114	0	100.00%
JULY 2006	136	131	5	96.32%	136	0	100.00%
AUGUST 2006	157	155	2	98.73%	156	1	99.36%
SEPTEMBER 2006	110	106	4	96.36%	110	0	100.00%
OCTOBER 2006	165	159	6	96.36%	165	0	100.00%
NOVEMBER 2006	66	66	0	100.00%	66	0	100.00%
DECEMBER 2006	10	9	1	90.00%	10	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	1506	1457	49	96.75%	1504	2	99.87%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2006	20	16	4	80.00%	20	0	100.00%
FEBRUARY 2006	9	8	1	88.89%	9	0	100.00%
MARCH 2006	14	11	3	78.57%	14	0	100.00%
APRIL 2006	9	9	0	100.00%	9	0	100.00%
MAY 2006	12	11	1	91.67%	12	0	100.00%
JUNE 2006	4	3	1	75.00%	4	0	100.00%
JULY 2006	3	3	0	100.00%	3	0	100.00%
AUGUST 2006	11	10	1	90.91%	11	0	100.00%
SEPTEMBER 2006	9	8	1	88.89%	9	0	100.00%
OCTOBER 2006	14	14	0	100.00%	14	0	100.00%
NOVEMBER 2006	2	1	1	50.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	107	94	13	87.85%	107	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	1646	1581	65	96.05%	1644	2	99.88%