

CALLS HANDLED FOR ENGINEERING 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 PRETORIA							
JANUARY 2006	128	123	5	96.09%	127	1	99.22%
FEBRUARY 2006	109	105	4	96.33%	107	2	98.17%
MARCH 2006	129	126	3	97.67%	129	0	100.00%
APRIL 2006	51	48	3	94.12%	50	1	98.04%
MAY 2006	68	65	3	95.59%	68	0	100.00%
JUNE 2006	67	64	3	95.52%	67	0	100.00%
JULY 2006	106	101	5	95.28%	105	1	99.06%
AUGUST 2006	129	129	0	100.00%	129	0	100.00%
SEPTEMBER 2006	62	62	0	100.00%	62	0	100.00%
OCTOBER 2006	66	65	1	98.48%	66	0	100.00%
NOVEMBER 2006	44	43	1	97.73%	44	0	100.00%
DECEMBER 2006	4	4	0	100.00%	4	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	963	935	28	97.09%	958	5	99.48%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2006	7	7	0	100.00%	7	0	100.00%
FEBRUARY 2006	3	2	1	66.67%	3	0	100.00%
MARCH 2006	7	6	1	85.71%	7	0	100.00%
APRIL 2006	2	1	1	50.00%	2	0	100.00%
MAY 2006	3	2	1	66.67%	3	0	100.00%
JUNE 2006	3	3	0	100.00%	3	0	100.00%
JULY 2006	1	1	0	100.00%	1	0	100.00%
AUGUST 2006	2	2	0	100.00%	2	0	100.00%
SEPTEMBER 2006	1	1	0	100.00%	1	0	100.00%
OCTOBER 2006	2	2	0	100.00%	2	0	100.00%
NOVEMBER 2006	1	1	0	100.00%	1	0	100.00%
DECEMBER 2006	1	0	1	0.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	33	28	5	84.85%	33	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	996	963	33	96.69%	991	5	99.50%