

CALLS HANDLED FOR HEALTH 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 PRETORIA							
JANUARY 2006	57	53	4	92.98%	57	0	100.00%
FEBRUARY 2006	77	76	1	98.70%	74	3	96.10%
MARCH 2006	79	78	1	98.73%	79	0	100.00%
APRIL 2006	35	33	2	94.29%	35	0	100.00%
MAY 2006	73	70	3	95.89%	73	0	100.00%
JUNE 2006	38	36	2	94.74%	38	0	100.00%
JULY 2006	61	60	1	98.36%	61	0	100.00%
AUGUST 2006	52	50	2	96.15%	51	1	98.08%
SEPTEMBER 2006	34	33	1	97.06%	33	1	97.06%
OCTOBER 2006	80	79	1	98.75%	80	0	100.00%
NOVEMBER 2006	36	35	1	97.22%	36	0	100.00%
DECEMBER 2006	6	6	0	100.00%	6	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	628	609	19	96.97%	623	5	99.20%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2006	2	2	0	100.00%	2	0	100.00%
MARCH 2006	4	4	0	100.00%	4	0	100.00%
JULY 2006	2	2	0	100.00%	2	0	100.00%
SEPTEMBER 2006	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	11	11	0	100.00 %	11	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	639	620	19	97.03%	634	5	99.22%