

CALLS HANDLED FOR POLOKWANE 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	4	4	0	100.00%	4	0	100.00%
FEBRUARY 2006	7	5	2	71.43%	7	0	100.00%
MARCH 2006	3	3	0	100.00%	3	0	100.00%
APRIL 2006	1	1	0	100.00%	1	0	100.00%
JUNE 2006	2	2	0	100.00%	2	0	100.00%
JULY 2006	1	1	0	100.00%	1	0	100.00%
AUGUST 2006	4	4	0	100.00%	4	0	100.00%
SEPTEMBER 2006	4	4	0	100.00%	4	0	100.00%
OCTOBER 2006	1	1	0	100.00%	1	0	100.00%
NOVEMBER 2006	3	2	1	66.67%	3	0	100.00%
DECEMBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	31	28	3	90.32%	31	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2006	1	1	0	100.00%	1	0	100.00%
MAY 2006	2	2	0	100.00%	2	0	100.00%
SEPTEMBER 2006	1	1	0	100.00%	1	0	100.00%
OCTOBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	5	5	0	100.00 %	5	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	36	33	3	91.67%	36	0	100.00%