

CALLS HANDLED FOR REGISTRAR ACADEMIC 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	3	3	0	100.00%	3	0	100.00%
MARCH 2006	4	4	0	100.00%	4	0	100.00%
APRIL 2006	4	1	3	25.00%	4	0	100.00%
MAY 2006	9	9	0	100.00%	9	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	3	2	1	66.67%	3	0	100.00%
SEPTEMBER 2006	2	1	1	50.00%	2	0	100.00%
OCTOBER 2006	7	7	0	100.00%	7	0	100.00%
NOVEMBER 2006	5	5	0	100.00%	5	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	47	41	6	87.23%	47	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	156	151	5	96.79%	156	0	100.00%
FEBRUARY 2006	117	112	5	95.73%	116	1	99.15%
MARCH 2006	155	151	4	97.42%	155	0	100.00%
APRIL 2006	65	59	6	90.77%	65	0	100.00%
MAY 2006	127	124	3	97.64%	127	0	100.00%
JUNE 2006	72	72	0	100.00%	72	0	100.00%
JULY 2006	107	103	4	96.26%	107	0	100.00%
AUGUST 2006	67	67	0	100.00%	66	1	98.51%
SEPTEMBER 2006	67	65	2	97.01%	67	0	100.00%
OCTOBER 2006	97	95	2	97.94%	97	0	100.00%
NOVEMBER 2006	73	70	3	95.89%	73	0	100.00%
DECEMBER 2006	18	16	2	88.89%	18	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	1121	1085	36	96.79%	1119	2	99.82%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2006	6	6	0	100.00%	6	0	100.00%
MARCH 2006	3	3	0	100.00%	3	0	100.00%
APRIL 2006	5	4	1	80.00%	5	0	100.00%
MAY 2006	9	7	2	77.78%	9	0	100.00%
JULY 2006	2	1	1	50.00%	2	0	100.00%
AUGUST 2006	4	3	1	75.00%	4	0	100.00%
SEPTEMBER 2006	3	3	0	100.00%	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 SOSHANGUVE	34	29	5	85.29%	34	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	1202	1155	47	96.09%	1200	2	99.83%