

CALLS HANDLED FOR SOSHANGUVE 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	10	10	0	100.00%	10	0	100.00%
FEBRUARY 2006	4	4	0	100.00%	4	0	100.00%
MARCH 2006	7	6	1	85.71%	6	1	85.71%
APRIL 2006	5	2	3	40.00%	5	0	100.00%
MAY 2006	10	10	0	100.00%	10	0	100.00%
JUNE 2006	4	1	3	25.00%	4	0	100.00%
JULY 2006	1	1	0	100.00%	1	0	100.00%
AUGUST 2006	6	6	0	100.00%	6	0	100.00%
SEPTEMBER 2006	5	5	0	100.00%	5	0	100.00%
OCTOBER 2006	2	2	0	100.00%	2	0	100.00%
NOVEMBER 2006	4	4	0	100.00%	4	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	58	51	7	87.93%	57	1	98.28%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	47	45	2	95.74%	47	0	100.00%
FEBRUARY 2006	22	21	1	95.45%	22	0	100.00%
MARCH 2006	22	20	2	90.91%	22	0	100.00%
APRIL 2006	25	24	1	96.00%	25	0	100.00%
MAY 2006	54	54	0	100.00%	54	0	100.00%
JUNE 2006	32	31	1	96.88%	32	0	100.00%
JULY 2006	41	40	1	97.56%	41	0	100.00%
AUGUST 2006	40	39	1	97.50%	40	0	100.00%
SEPTEMBER 2006	24	23	1	95.83%	24	0	100.00%
OCTOBER 2006	37	37	0	100.00%	37	0	100.00%
NOVEMBER 2006	22	21	1	95.45%	22	0	100.00%
DECEMBER 2006	4	4	0	100.00%	4	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	370	359	11	97.03%	370	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2006	193	176	17	91.19%	190	3	98.45%
FEBRUARY 2006	160	129	31	80.63%	159	1	99.38%
MARCH 2006	175	142	33	81.14%	174	1	99.43%
APRIL 2006	97	75	22	77.32%	96	1	98.97%
MAY 2006	183	164	19	89.62%	181	2	98.91%
JUNE 2006	105	90	15	85.71%	104	1	99.05%
JULY 2006	123	113	10	91.87%	121	2	98.37%
AUGUST 2006	105	95	10	90.48%	105	0	100.00%
SEPTEMBER 2006	88	78	10	88.64%	87	1	98.86%
OCTOBER 2006	192	178	14	92.71%	192	0	100.00%
NOVEMBER 2006	123	102	21	82.93%	123	0	100.00%
DECEMBER 2006	15	13	2	86.67%	15	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	1559	1355	204	86.91%	1547	12	99.23%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	1987	1765	222	88.83%	1974	13	99.35%