

### Highways and Infrastructure Telephony Performance 2018/19.

Description	Type/Target	Quarter 1			Quarter 2			Quarter 3			Quarter 4			YTD	YTD Calc
		April	May	June	July	August	September	October	November	December	January	February	March		
The percentage of calls answered	=> 90%	91%	89%	89%	92%	92%	92%	87%	82%	90%	92%	86%		89%	AVG
The % of calls in which the customer has abandoned after listening to the IVR message	<=10%	9%	11%	11%	8%	8%	8%	13%	18%	10%	8%	14%		11%	AVG
The volume of calls offered to call centre agents following the IVR message.	No Target	2,313	2,893	3,249	3,020	2,686	2,727	2,752	2,423	1,793	2,423	2,389		28,668	SUM
The volume of calls answered by a call centre agent.	No Target	2,106	2,580	2,881	2,792	2,476	2,504	2,402	1,998	1,611	2,229	2,060		25,639	SUM
Volume of Abandoned calls.	Minimise	207	313	368	228	210	223	350	425	182	194	329		3,029	SUM
The average time taken to deal with a call which includes talk, hold and wrap time.	Metric/No Target	01:03	01:35	01:43	01:11	01:18	01:31	02:12	02:52	01:46	01:16	02:21		01:43	AVG
The average time across all advisors to answer a call from leaving the IVR message.	Metric/No Target	06:05	06:24	06:16	07:26	06:35	06:27	06:10	06:37	06:27	07:00	06:48		06:34	AVG

There have been a number of service improvements for calls received by Highways, Amendments have been made to the Interactive Voice Message system by:-

- 1) Introducing an out of hours option to automatically transferring out of hours emergency calls to our control centre without the need to redial.
- 2) Diverted calls from the PFI highways service provider to our Contact Centre.
- 3) At the first point of contact the calls to our Dropped Kerbs team are now answered by our contact centre.

The drop in performance for months highlighted in red have been caused by the increased number of calls for Waste Management because of the industrial dispute and the overall number of calls offered for 2018/19 have increased by approximately 6% on the previous year.