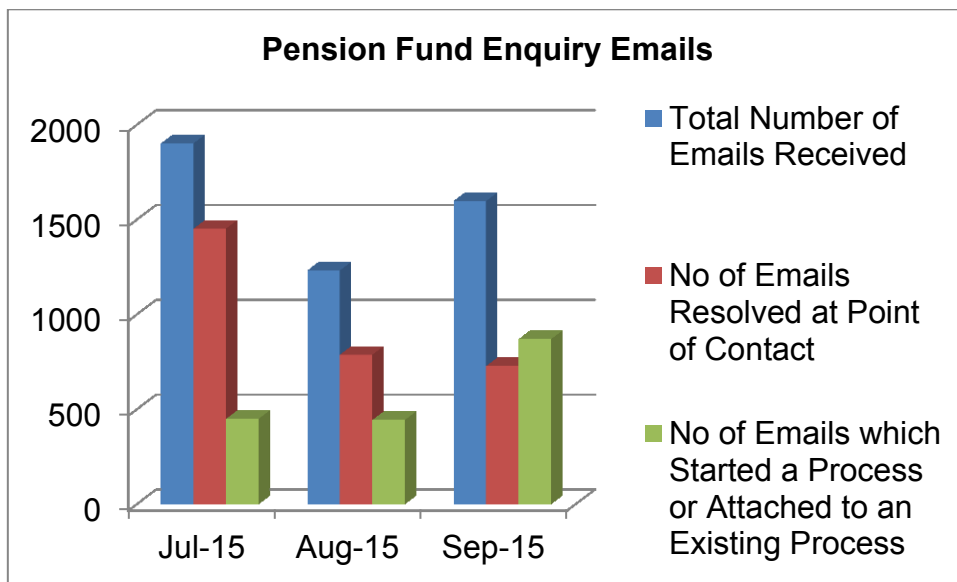
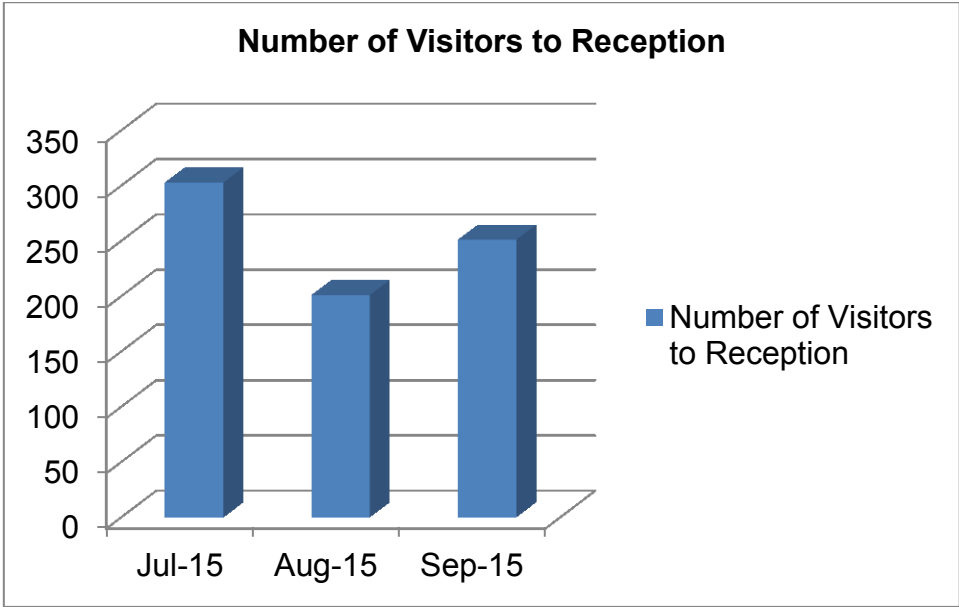


	July 2015	Aug 2015	Sept 2015
No of Calls Offered	7526	5477	5839
No of Calls Answered	6279	4691	5173
Answer Rate	83.4%	85.6%	88.6%
Calls answered at first point of contact	98.7%	99.1%	98.8%



	July 2015	Aug 2015	Sept 2015
Total Number of Emails received	1903	1232	1598
Number of Emails resolved at point of contact	1453	788	728
Number of Emails which started a process or attached to an existing process	450	444	870



	<b>July 2015</b>	<b>Aug 2015</b>	<b>Sept 2015</b>
Number of Visitors to Reception	303	201	251