Call statistics 1st April 2023- YTD

Week ending	07-Apr	14-Apr	21-Apr	28-Apr	05-May	12-May	19-May	26-May	2nd Jun	09 Jun	16 Jun
	(4 day week)	(4 day week)			(4 day week)	(4 day week)					
Average total number of calls per day	447	439	409	390	444	423	385	396	403	471	395
Average call wait times	**8m 12s**	**5m 48s**	**2m 15s**	**1m 34s**	**4m 03s**	**2m 56s**	**2m 47s**	**1m 31s**	**2m 02s**	**1m 41s**	**1m 17s**
Number of calls answered	1071	1209	1779	1774	1390	1411	1652	1814	1439	1725	1465
Number of calls dropped	631	484	258	177	365	270	264	164	169	156	115
Average time to Abandon	5m 14s	4m 12s	2m 33s	2m 8s	3m 13s	2m 35s	2m 48s	2m 21s	2m 49s	2m 44s	1m 39s
Total number of calls	1786	1754	2043	1951	1776	1411	1926	1982	1611	1885	1581
% of Repairs calls handled	77%	82%	94%	93%	83%	86%	88%	95%	92%	95%	94%
Percentage of all calls answered	**60%**	**69%**	**87%**	**91%**	**78%**	**84%**	**86%**	**92%**	**89%**	**92%**	**93%**
Number of call backs (handled)*	236	162	3	0	5	11	28	5	2	14	0
% of calls answered within 20 seconds	24%	29%	59%	68%	39%	44%	54%	71%	61%	67%	74%

- Statistics are up to date at the time of the report being produced

* The high level of call backs in the first two weeks of April is reflective of how the system handled these and the negative impact the functionality was now having. There is a significant drop in call backs between the beginning and middle of April. This is as a result of changes made to the call back functionality as set out in 7.10.2 of this repor