# Customer Service Call Centre Statistics

Dates

30/04/2019	31/05/2019	30/06/2019	31/07/2019	31/08/2019	30/09/2019

| Measure Name		Jul 2019	Aug 2019	Sep 2019
PI029 - Percentage of calls answered in the call centre	Actual	86.37	89.13	86.21
PI030 - Percentage of Call centre rate of abandonment	Actual	10.00	7.00	9.00
PI032 - Average amount of minutes a visitor has to wait before they are seen by Customer Services	Actual	6	6	7
PI235 - Amount of seconds for customer call waiting time average	Actual	41	40	51

Percentage of calls answered
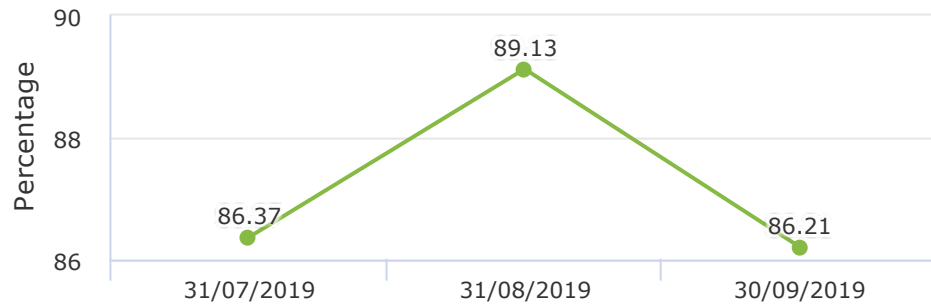
Percentage of calls abandoned
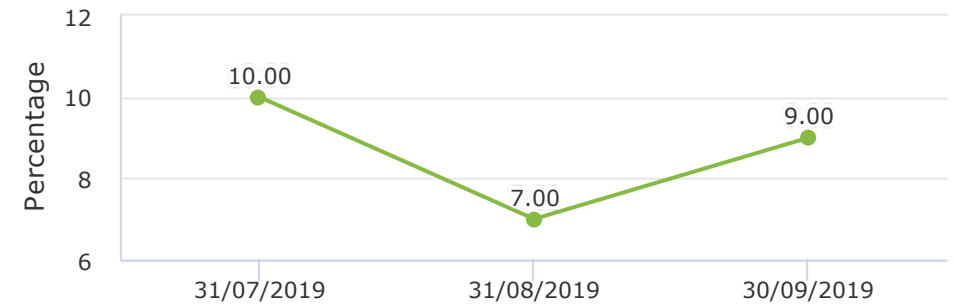
Average amount of time a customer waits before being seen
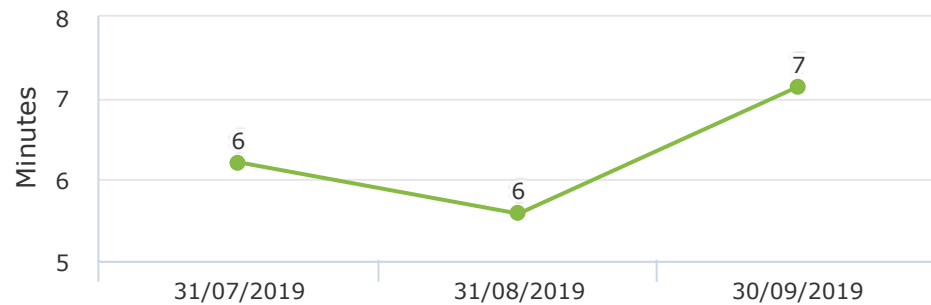
Average amount of seconds for customer calls waiting time