Appendix 1

Key Customer Service Standards - Performance Monitoring - 2016/17 Customer Service responses only as not all of these elements are monitored corporately yet													
	Telephone Standards						E-mail Standards			Face to Face Standards		Web Chat	
Period	No. of Incoming Calls Customer Service only	No. of answered Calls Customer Service only	% of Calls Answered by Customer Services within 20 Seconds	No. of Incoming Calls dealth with at first point of contact by customer Services (without referal to a back office)	Average call answered time by Customer Services	% of Calls Abandoned	No.of Emails & Texts	% of Emails Acknowledged within 1 Working Day	% of Emails Replied to within 8 Working Days	No. of Customers dealt with by Customer Service at DCO Reception	% of Customers served at reception in less than 20 minutes	No. of Web Chats received (access channel wasnt live until quarter 4 - go live 12.12.16)	No. of web chats abandoned
Target			80%	95%	20 seconds	5%		100%	100%		100%	90%	10%
April to June	14,512	14,037	95%	94%	00:22	3%	1,380	100%	100%	1,842	100%	N/A	N/A
Quarter 1 Cumulative	14,512	14,037	95%	94%	00:22	3%	1,380	100%	100%	1,842	100%	N/A	N/A
July to September	15,152	14,579	93%	94%	00:26	4%	1,456	100%	100%	1,784	100%	N/A	N/A
Quarter 2 Cumulative	30,074	29,009	95%	94%	00:24	3%	2,836	100%	100%	3,626	100%	N/A	N/A
October to December	12,632	12,414	98%	95%	00:14	2%	1,103	100%	100%	1,583	100%	66	9%
Quarter 3 Cumulative	42,816	41,423	96%	94%	00:21	3%	3,939	100%	100%	5,209	100%	66	9%
January to March	16,254	15,790	94%	96%	00:24	3%	1,273	100%	100%	2,956	100%	704	4%
Quarter 4 Cumulative	59,074	57,213	95%	95%	00:22	3%	5,212	100%	100%	8,165	100%	770	5%