

Appendix 1

Key Customer Service Standards - Performance Monitoring - 2017/18 Customer Service Department responses only as not all of these elements are monitored corporately yet													
Period	Telephone Standards						E-mail Standards			Face to Face Standards		Web Chat	
	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 dealt with at first point of contact by customer Services (without referral 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 within Customer Services	No. of web chats abandoned within CS
Target			80%	95%	20 seconds	5%		100%	100%		100%	90%	10%
April to June	15,173	14,675	92%	95%	00:27	3%	1,669	100%	100%	2,723	100%	643	7%
Quarter 1 Cumulative	15,173	14,675	92%	95%	00:27	3%	1,669	100%	100%	2,723	100%	643	7%
July to September	15,448	15,044	94%	95%	00:24	3%	1,765	100%	100%	2,500	100%	553	2%
Quarter 2 Cumulative	30,374	29,720	93%	95%	00:25	2%	3,434	100%	100%	5,223	100%	1,196	4%
October to December	13,710	13,507	96%	95%	00:18	2%	1,459	100%	100%	2,411	100%	404	2%
Quarter 3 Cumulative	44,014	43,228	94%	95%	00:23	2%	4,893	100%	100%	7,634	100%	1,600	4%
January to March	16,663	16,219	96%	96%	00:19	3%	2,004	100%	100%	2,257	100%	546	5%
Quarter 4 Cumulative	61,078	59,447	95%	95%	00:22	3%	6,897	100%	100%	9,891	100%	2,146	4%