Appendix 1

	Key Customer Service Standards - Performance Monitoring - 2018/19 Customer Service Department 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 within Customer Services	No. of web chats abandoned within CS
Target			**80%**	**95%**	**20 seconds**	**5%**		**100%**	**100%**		**100%**		**10%**
April to June	15,776	15,473	94%	95%	00:27	2%	2,248	100%	100%	2,514	100%	379	6%
Quarter 1 Cumulative	15,776	15,473	94%	95%	00:27	2%	2,248	100%	100%	2,514	100%	379	6%
July to September	15,734	15,521	95%	95%	00:25	1%	1,869	100%	100%	2,364	100%	382	3%
Quarter 2 Cumulative	31,512	30,995	95%	95%	00:26	2%	4,117	100%	100%	4,878	100%	761	4%
October to December	13,275	13,127	96%	96%	00:22	1%	1,945	100%	100%	2,651	100%	348	5%
Quarter 3 Cumulative	44,788	44,123	95%	96%	00:25	2%	6,062	100%	100%	7,529	100%	1,109	4%
January to March	14,502	14,383	98%	95%	00:18	1%	2,262	100%	100%	2,458	100%	378	6%
Quarter 4 Cumulative	59,328	58,506	96%	96%	00:24	1%	8,324	100%	100%	9,987	100%	1,487	5%