

# Contact Centre daily call Statistics

ATTACHMENT B

21 Mar 11 to 31 Oct 11

	Calls Answered		Calls Answered		Calls Answered
Wk ending 27/3/11	163	Wk ending 03/7/11	1427		
				Wk ending 16/10/11	1057
Wk ending 31/3/11	239	Wk ending 10/7/11	1202		
(Start of Contract - 9 days)				Wk ending 23/10/11	1127
Wk ending 3/4/11	369	Wk ending 17/7/11	2160		
				Wk ending 31/10/11	1583
Wk ending 10/4/11	1736	Wk ending 24/7/11	1722		
				Call Total	47,332
Wk ending 17/4/11	1558	Wk ending 31/7/11	1716		
Wk ending 24/4/11	1554	Wk ending 7/8/11	2327		
Wk ending 01/5/11	1409	Wk ending 14/8/11	1980		
Wk ending 8/5/11	1733	Wk ending 21/8/11	1384		
Wk ending 15/5/11	1818	Wk ending 28/8/11	1433		
Wk ending 22/5/11	1847	Wk ending 4/9/11	1333		
Wk ending 29/5/11	1790	Wk ending 11/9/11	1331		
Wk ending 5/6/11	1706	Wk ending 18/9/11	1450		
Wk ending 12/6/11	1465	Wk ending 25/9/11	1605		
Wk ending 19/6/11	1248	Wk ending 02/10/11	1658		
Wk ending 26/6/11	1272	Wk ending 9/10/11	930		