

Service Target: 95% of calls will be answered within 16 seconds

## 29a Daily call response - BBW

Time Period	Total Calls	Answered				Unanswered		
		Calls in 16 sec target	% calls in 16 sec target	Over Target	Ave Ans Time	Over Target	Ave Ring Time	Busy Calls
Monday 01/05/2006	14	3	21.43	0	00:00:10	11	00:01:04	0
Tuesday 02/05/2006	47	40	85.11	0	00:00:06	7	00:00:42	0
Wednesday 03/05/2006	1442	1081	74.97	260	00:00:12	101	00:00:38	0
Thursday 04/05/2006	1049	834	79.50	148	00:00:10	67	00:00:55	0
Friday 05/05/2006	927	782	84.36	108	00:00:09	37	00:00:43	0
Saturday 06/05/2006	917	768	83.75	109	00:00:10	40	00:00:50	0
Sunday 07/05/2006	27	17	62.96	1	00:00:08	9	00:00:43	0
Monday 08/05/2006	24	18	75.00	2	00:00:09	4	00:00:38	0
Tuesday 09/05/2006	1235	1000	80.97	199	00:00:11	36	00:00:41	0
Wednesday 10/05/2006	1121	825	73.60	226	00:00:12	70	00:00:46	0
Thursday 11/05/2006	1198	980	81.80	151	00:00:11	67	00:00:51	0
Friday 12/05/2006	1116	722	64.70	274	00:00:16	120	00:00:59	0
Saturday 13/05/2006	1089	787	72.27	214	00:00:13	88	00:00:51	0
Sunday 14/05/2006	30	25	83.33	0	00:00:07	5	00:00:34	0
Monday 15/05/2006	20	10	50.00	0	00:00:08	10	00:00:47	0
Tuesday 16/05/2006	1367	959	70.15	315	00:00:15	93	00:00:48	0
Wednesday 17/05/2006	1088	834	76.65	151	00:00:12	103	00:00:46	0
Thursday 18/05/2006	1207	1006	83.35	144	00:00:09	57	00:00:45	0
Friday 19/05/2006	1377	866	62.89	349	00:00:18	162	00:00:48	0
Saturday 20/05/2006	973	671	68.96	211	00:00:15	91	00:00:49	0
Sunday 21/05/2006	28	19	67.86	1	00:00:08	8	00:00:46	0
Monday 22/05/2006	23	14	60.87	0	00:00:07	9	00:00:41	0
Tuesday 23/05/2006	1275	864	67.76	310	00:00:15	101	00:00:56	0
Wednesday 24/05/2006	1169	902	77.16	206	00:00:12	61	00:00:38	0
Thursday 25/05/2006	1117	802	71.80	186	00:00:12	129	00:00:55	0
Friday 26/05/2006	1130	986	87.26	104	00:00:08	40	00:00:47	0
Saturday 27/05/2006	1009	872	86.42	96	00:00:08	41	00:00:43	0
Sunday 28/05/2006	37	22	59.46	3	00:00:09	12	00:01:02	0
Monday 29/05/2006	28	22	78.57	0	00:00:07	6	00:00:34	0
Tuesday 30/05/2006	1389	1154	83.08	167	00:00:09	68	00:00:37	0
Wednesday 31/05/2006	1097	922	84.05	117	00:00:09	58	00:00:53	0
<b>Grand Total</b>	<b>24570</b>	<b>18807</b>	<b>76.54</b>	<b>4052</b>	<b>00:00:12</b>	<b>1711</b>	<b>00:00:49</b>	<b>0</b>