

BBW CALL INFORMATION SERVICES (CIS) REPORT

Prepared For
Reporting Period

BBW Consultants Ltd
February 2005 - January 2006

% answered in <15 secs	February	March	April	May	June	July	August	September	October	November	December	January	Average
BBW London	97.45%	96.36%	92.94%	91.06%	90.55%	94.27%	94.48%	93.54%	92.07%	93.68%	88.58%	80.43%	92.12%
BBW Manchester	94.11%	89.16%	88.02%	91.60%	92.46%	93.91%	93.15%	80.68%	82.03%	91.07%	89.92%	87.30%	89.45%
BBW Birmingham	91.49%	89.34%	95.00%	94.50%	94.23%	93.59%	92.06%	96.09%	95.16%	95.21%	94.72%	94.81%	93.85%
Average	94.35%	91.62%	91.99%	92.39%	92.41%	93.92%	93.23%	90.10%	89.76%	93.32%	91.07%	87.51%	91.81%

No. of Incoming Calls	February	March	April	May	June	July	August	September	October	November	December	January	Average
BBW London	3882	4246	3537	3845	4529	4117	4406	4582	4529	4388	3471	4265	4150
BBW Manchester	7327	7495	6689	5875	7529	6782	7763	8065	8208	8419	6265	7535	7329
BBW Birmingham	6360	8163	6980	6383	7023	6884	6898	7365	7008	7556	5426	6695	6895
Average	5856	6635	5735	5368	6360	5928	6356	6671	6582	6788	5054	6165	6125
Total	17569	19904	17206	16103	19081	17783	19067	20012	19745	20363	15162	18495	18374

BBW CALL INFORMATION SERVICES (CIS) REPORT

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Reporting Period

BBW Consultants Ltd
April 2005 - March 2006

% answered in <15 secs	April	May	June	July	August	September	October	November	December	January	February	March	Average
BBW London	92.94%	91.06%	90.55%	94.27%	94.48%	93.54%	92.07%	93.68%	88.58%	80.43%			91.16%
BBW Manchester	88.02%	91.60%	92.46%	93.91%	93.15%	80.68%	82.03%	91.07%	89.92%	87.30%			89.01%
BBW Birmingham	95.00%	94.50%	94.23%	93.59%	92.06%	96.09%	95.16%	95.21%	94.72%	94.81%			94.54%
Average	91.99%	92.39%	92.41%	93.92%	93.23%	90.10%	89.76%	93.32%	91.07%	87.51%			91.57%

No. of Incoming Calls	April	May	June	July	August	September	October	November	December	January	February	March	Average
BBW London	3537	3845	4529	4117	4406	4582	4529	4388	3471	4265			4167
BBW Manchester	6689	5875	7529	6782	7763	8065	8208	8419	6265	7535			7313
BBW Birmingham	6980	6383	7023	6884	6898	7365	7008	7556	5426	6695			6822
Average	5735	5368	6360	5928	6356	6671	6582	6788	5054	6165			6101
Total	17206	16103	19081	17783	19067	20012	19745	20363	15162	18495			18302