User Support
April - May 2017
Helpline Performance

Satisfaction Survey

	Timely (80%)		Satisfied (80%)		Helpful (90%)		Understandable (90%)	
May	85%	⬆	89%	⬆	95%	⬆	84%	⬇
April	83%	⬇	79%	⬆	89%	⬆	91%	⬆
March	90%	⬆	78%	⬇	82%	⬇	76%	⬇
February	84%	⬛	88%	⬆	95%	⬆	84%	⬇
January	84%	⬇	84%	⬇	93%	⬇	86%	⬇
December	87%	⬇	86%	⬇	95%	⬆	89%	⬆
November	90%	⬆	88%	⬇	94%	⬇	84%	⬇

Total Calls Resolved by IS Helpline
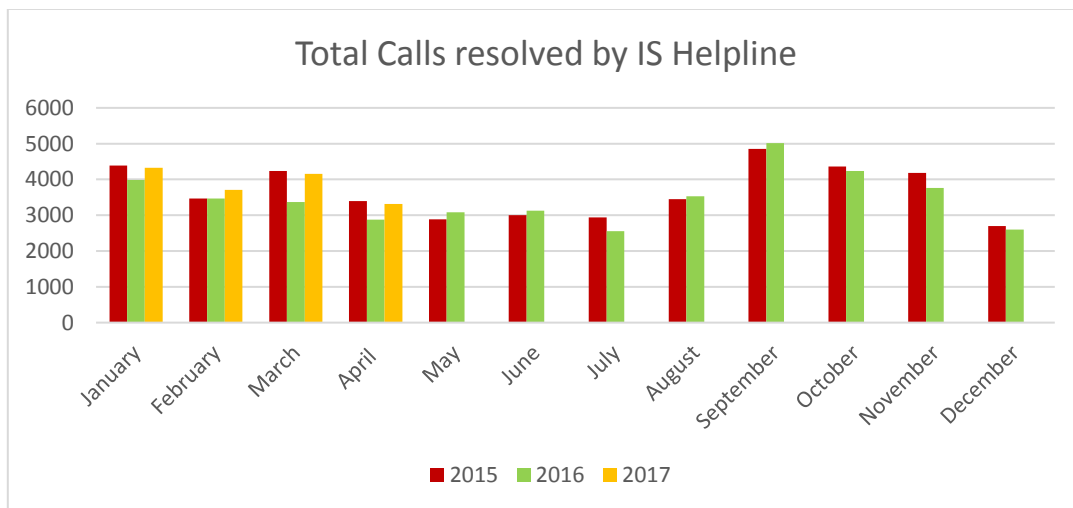
First contact resolution
(Target – 50%)

April	57%	⬆
March	56%	⬛
February	56%	⬇
January	62%	⬆
December	58%	⬇
November	79%	⬆

Calls closed in one day
(Target 70%)

April	69%	
March	71%	⬇
February	74%	⬇
January	75%	⬆
December	70%	⬇
November	86%	⬆

Calls resolved at first line (Target – 60%)

April	66%	⬆
March	62%	⬇
February	68%	⬇
January	73%	⬛
December	73%	⬇
November	84%	⬆

Re-opened calls (Target – 5%)

April	3%	⬆
March	6%	⬇
February	4%	⬆
January	5%	⬆
December	7%	⬇
November	5%	⬆

Complaints (Under 10 per quarter)

Q2 2017	0	⬆
Q1 2017	1	⬆
Q4 2016	2	⬇
Q3 2016	1	⬛

TouchPoint (Telephone) stats

	Number of calls	Average Speed to answer (seconds)	Abandoned prior to answer	Average handling time
April	1470	54	11%	6.1
Mar	1736	42	9%	5.5
Feb	1592	37	9%	5.4
Jan	1790	32	8%	5.5
December	970	33	7%	5.5
November	1513	32	6%	5.5
October	1946	66	14%	6.2

NorMAN Out of hours support

	Total	Resolved by NorMAN	Referred to UoE	% Resolved by NorMAN
May	493	53	440	11%
April	542	64	478	12%
March	615	53	562	8%