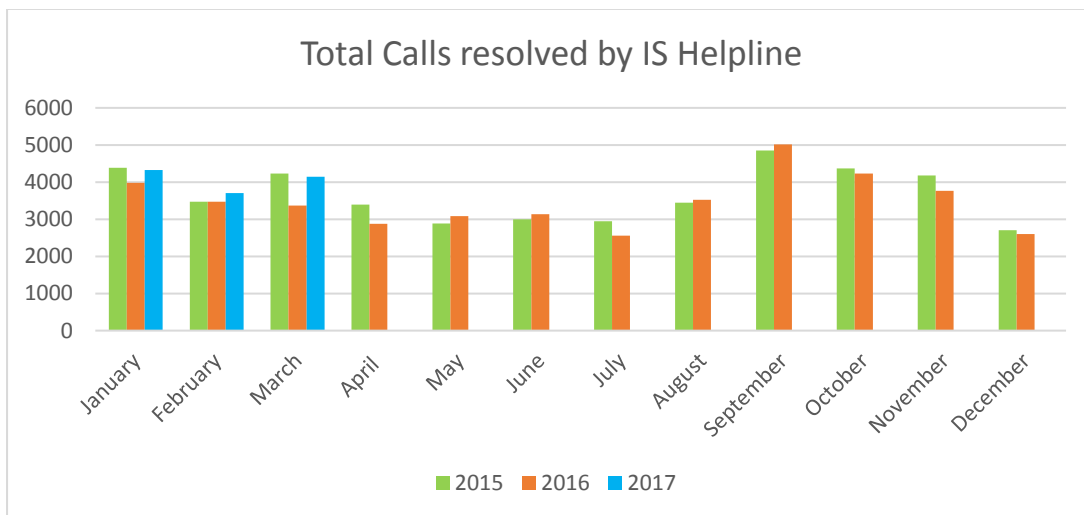


User Support
February – March 2017
IS Helpline Performance

Satisfaction Survey

	Timely (80%)	Satisfied (80%)	Helpful (90%)	Understandable (90%)
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% ↓
October	88% ↓	93% ↑	98% ↑	87% ↑
September	88% ↑	82% ↓	93% ↓	82% ↓

Total Calls Resolved by IS Helpline



First contact resolution
(Target – 50%)

March	56%	↓
February	56%	↓
January	62%	↑
December	58%	↓
November	79%	↑
October	58%	↑
September	55%	↑

Calls closed in one day
(Target 70%)

March	71%	↓
February	74%	↓
January	75%	↑
December	70%	↓
November	86%	↑
October	72%	↑
September	68%	↓

**Calls resolved at first line
(Target – 60%)**

March	62%	↓
February	68%	↓
January	73%	■
December	73%	↓
November	84%	↑
October	67%	↑
September	65%	↑

**Re-opened calls
(Target – 5%)**

March	6%	↓
February	4%	↑
January	5%	↑
December	7%	↓
November	5%	↑
October	7%	↑
September	8%	↓

**Complaints
(Under 10 per quarter)**

Q1 2017	1	↑
Q4 2016	2	↓
Q3 2016	1	■
Q2 2016	1	↑

**Touchpoint telephony
See [Touchpoint statistics](#)**