November Overview

Contact Methods	Totals
Phone calls	1,86
Cases (email and webforms)	517
Live Chats	132

KPI Performance

*Achieved YTD is usually calculated September-Aug. Please note we only have data since April (this is when we implemented feedback options). YTD data will be from April-Sept 23.

KPI	2022/23 KPI Target	Achieved date	Achieved YTD (Year Sept-Aug 22)
Calls answered in 30 seconds	85%	**100%**	100%
Calls lost in 30 seconds	>10%	**1.57%**	100%
Customer Satisfaction Rating Phones	≤3 out of 5	**4.2**	100%
Customer satisfaction form (all services)	≤3 out of 5	**4.5**	100%

Canterbury
Christ Church
University

Customer Satisfaction


Customer Satisfaction Rating 1-poor, 5-excellent

*Our telephony average excludes transferred calls and calls answered with a duration of less than 10 seconds - (less than 10 second calls can be wrong numbers, failed calls, quiet lines). Transferred responses are not a representation of our service.

*Our customer satisfaction ratings are recorded out of 5. Questions asked: how to you rate your customer service, 1 being poor, 5 being excellent? We take an average of our responses monthly.

Phone: telephony feedback form.
All services: a feedback form sent to those added as contacts on our CRM or accessed on our contact us webpage. This asks for ratings on timeliness and customer service.

Call Response Time
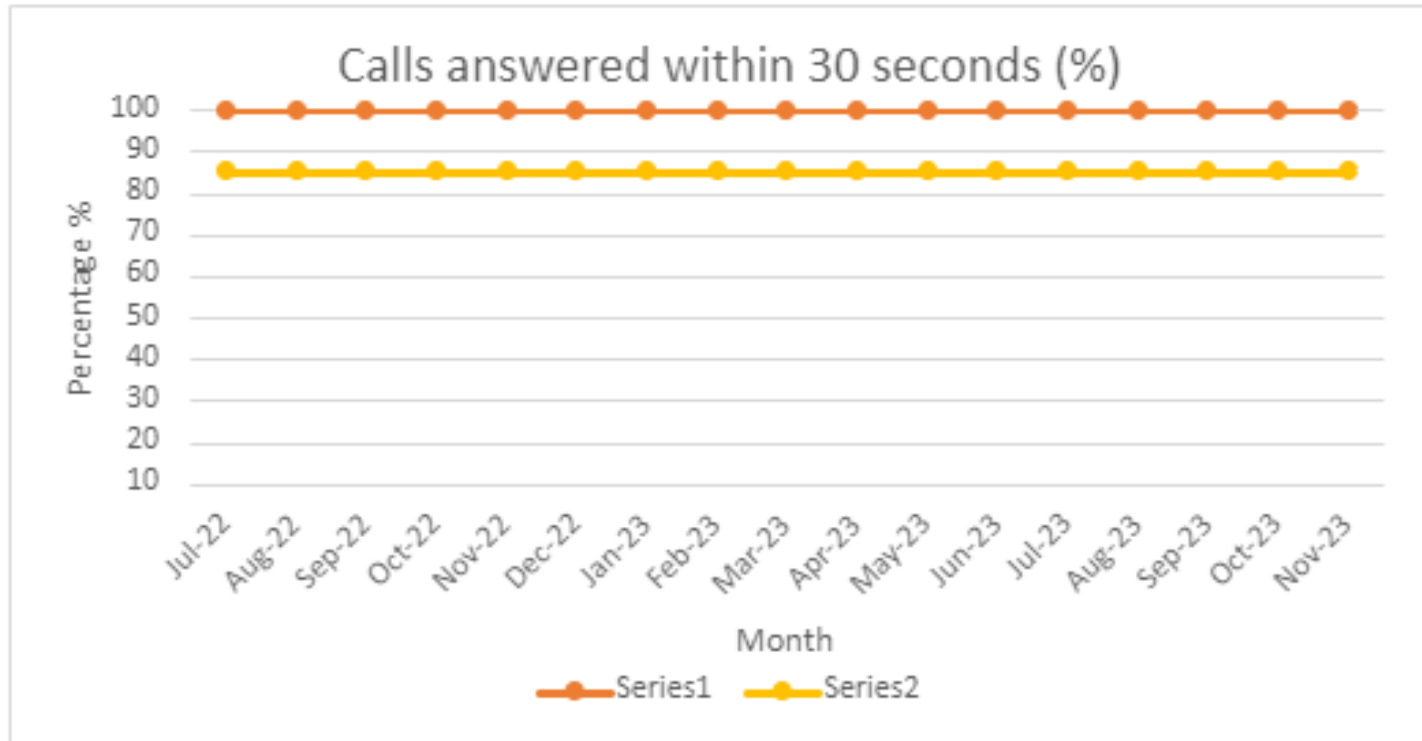
*Call response times are taken when the call has rooted through to an operator and the telephone starts ringing. Our target is to answer 85% of calls within 30 seconds of ringing.

Calls Lost

% calls lost in 30 seconds
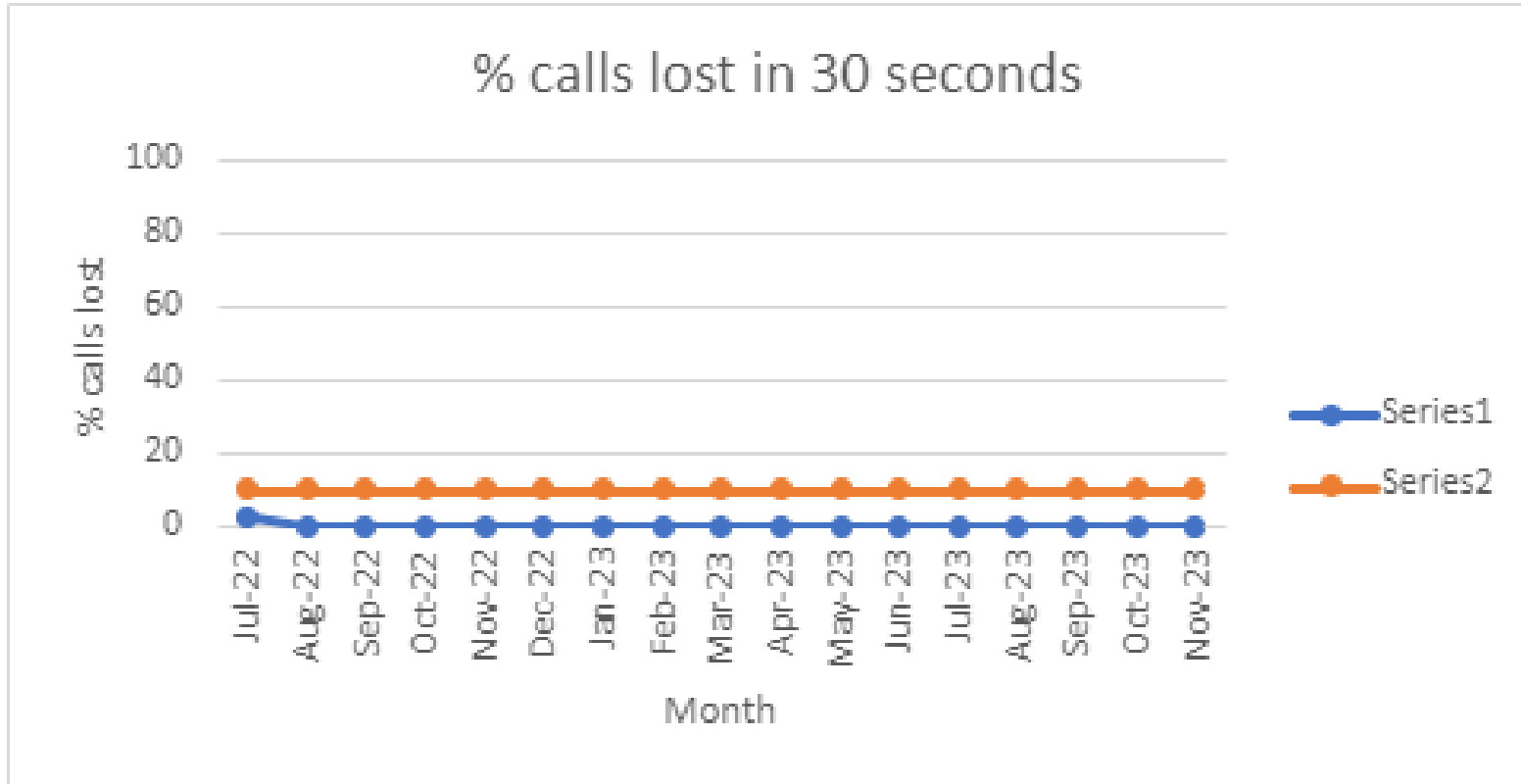
*Call lost are calls we lose before rooting through to an operator and ringing. This can be from waiting in a queue while an operator is busy, or while listening to our automated telephony response. Our target is to stay below 10% calls lost in under 30 seconds.