

Course Enquiry Team

August Overview

| Contact Methods | Totals |
|----------------------------|--------|
| Phone calls | 1,678 |
| Cases (email and webforms) | 857 |
| Live Chats | 481 |

KPI Performance

| KPI | 2022/23 KPI Target | Achieved date | Achieved YTD (Year Jan 2023 –Feb 24) |
|----------------------------------|--|-----------------|--------------------------------------|
| Calls answered in 30 seconds | 85% | 100% | 100% |
| Calls lost in 30 seconds | >10% | 1.32% | 100% |
| Customer Satisfaction Rating* | ≤3 out of 5 | 4.1 | 100% |
| Email and webform response times | Within 24 working hours (unless specified otherwise) | 0.3 days | 0.3 days |

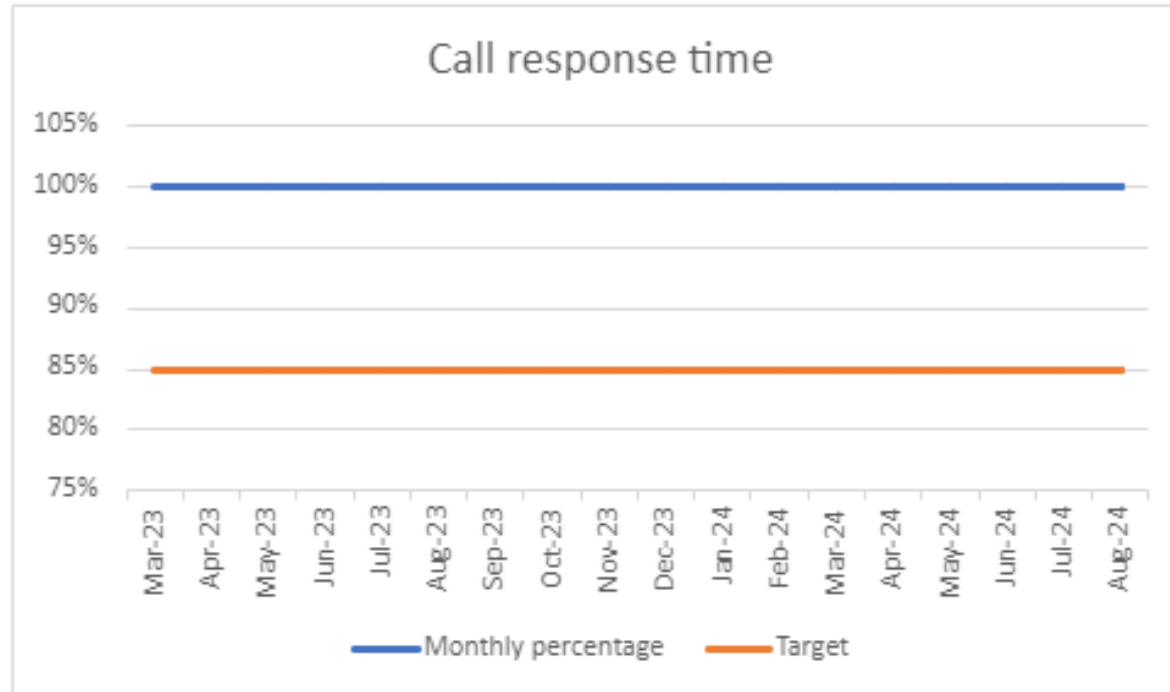
Customer Satisfaction



Customer satisfaction, email, webform and live chat.

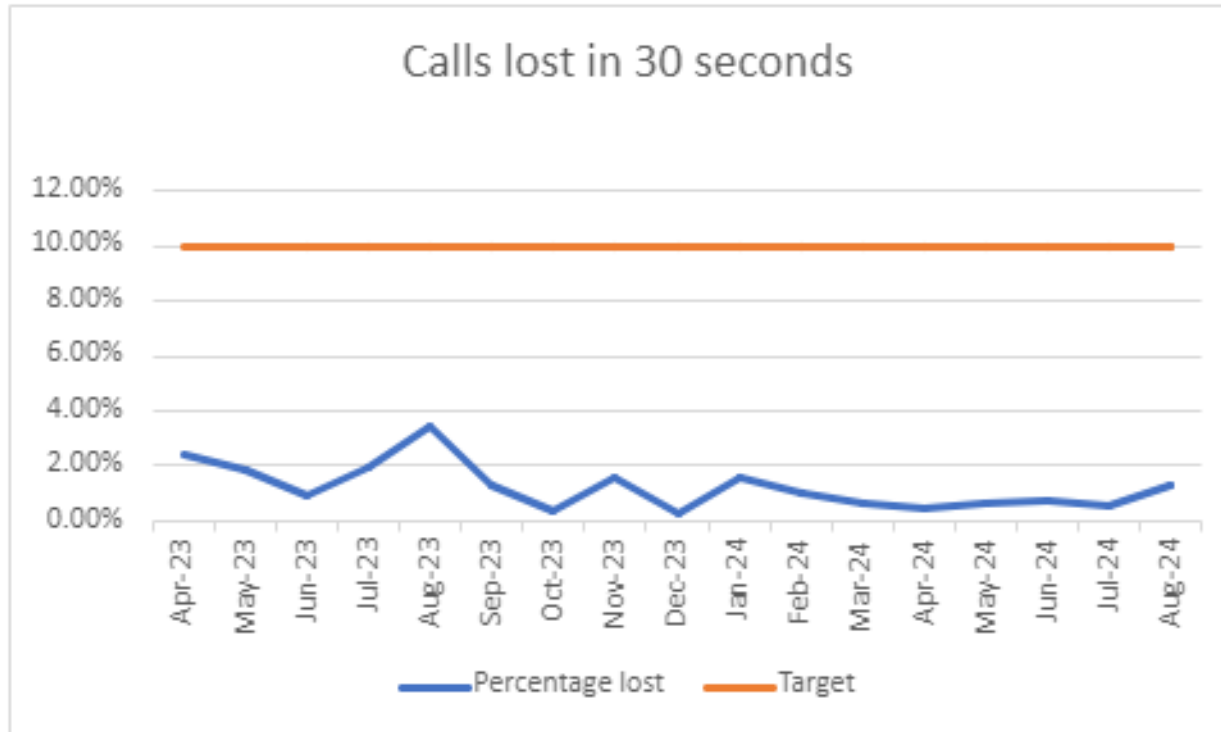
A feedback form sent to those added as contacts on our CRM or accessed on our contact us webpage. This asks for ratings on timeliness and customer service.

Call Response Time



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

Calls Lost



***Call lost are calls we lose before routing 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.**