July Overview

Contact Methods	Totals
Phone calls	1,516
Cases (email and webforms)	841
Live Chats	384

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%	**0.58%**	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

Canterbury
Christ Church
University

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.

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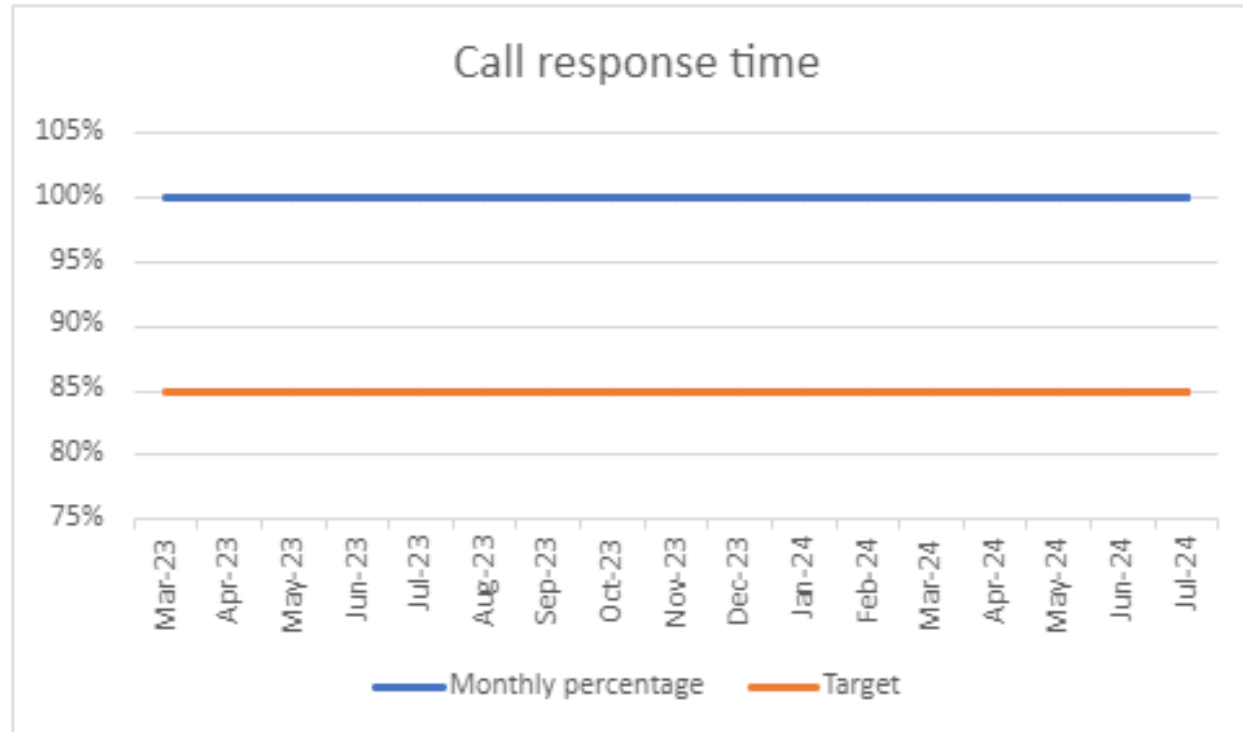
Call Response Time

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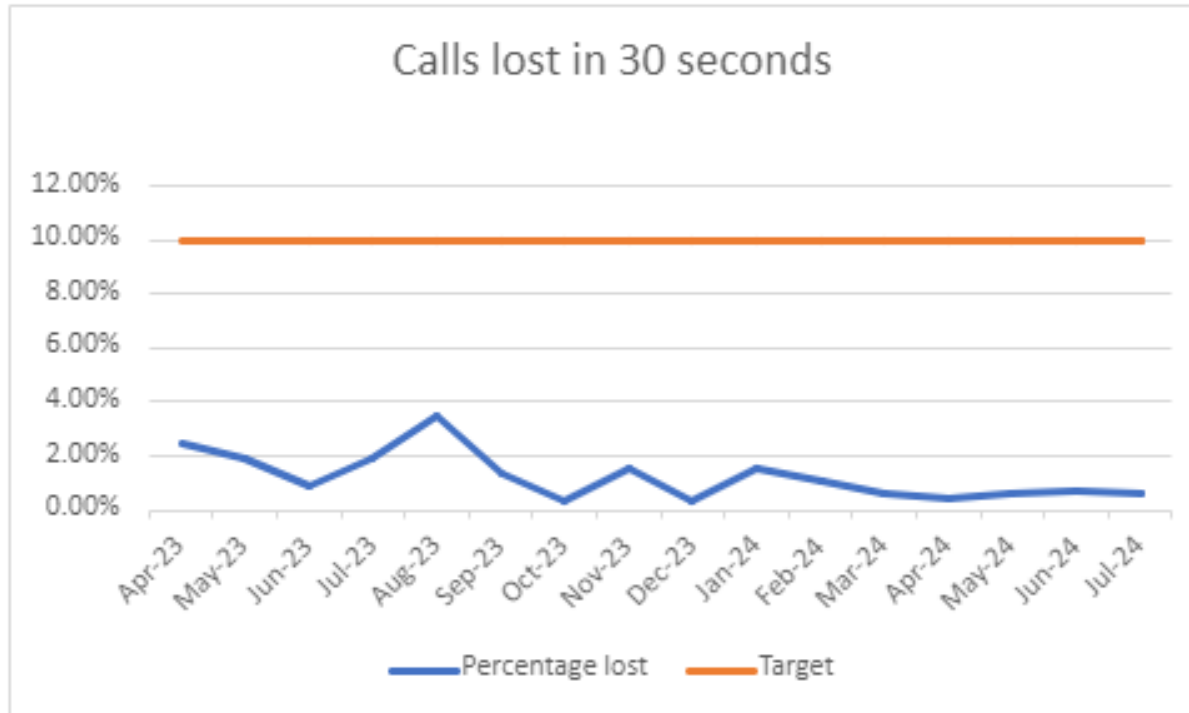
*Call lost are calls we lose before rooting through to an operator and ringing. This can be from waiting in a queue while an operator is busy, or while listening to our automated telephony response. Our target is to stay below 10% calls lost in under 30 seconds.**