

Appendix B

OSMC Customer Journey Additional Statistics re OOH Contact Centre 1 April 2020 to 31 Mar 2022 (2yrs)

Action	Number of calls	Notes
Calls Accepted and Handled	4480	
Abandoned Calls	522	
Total Calls	5002	Total in bound calls including abandoned calls. (This is different to the number of logs/cases due to repeat calls about same log/case etc)
Breakdown of calls handles		
IVR Emergency Duty Service Calls – Option 1	0	
IVR Car Parks Calls - Option 2	28	
IVR Dogs lost/found – Option 3	0	
IVR Emergency Calls –Option 4	4452	
Total Calls accepted and handled	4480	
Time to answer incoming calls		
Answered within 30 seconds	3032	68% of Handled Calls
Answered within 45 seconds	3218	72% of Handled Calls
Answered within 90 seconds	3620	81% of Handled Calls
Answered within 180 seconds	3966	89% of Handled Calls
Answered within 240 seconds	4138	92% of Handled Calls
Answered after 240 seconds	318	7% of Handled Calls
Abandoned Calls		
Abandoned calls within 30 seconds	98	The recorded message lasts 65 seconds so a number of calls drop off during that period - a 224 incoming calls (43%).
Abandoned between 30 – 45 seconds	44	
Abandoned between 45 -60 seconds	20	One consideration is that on hearing the message the caller decides it is not an emergency and drops the call, reporting the issue the next working day or on line.
Abandoned between 60 – 90 seconds (1to 1.5 mins)	62	
Abandoned between 90-180 seconds (1.5 to 3 mins)	88	
Abandoned after 180 seconds (over 3 mins)	210	
Abandoned Calls - Total	522	
Average time handling calls		
Average Call Handle Time (seconds)	145	