|  |
| --- |
| **TELEPHONE CALL LOG ASSESSMENT – AUGUST - SEPTEMBER 2022** |
| Date Of Assessment | Time Message Left | Time Message Returned | Time Taken To Return Call | Reason For Delay |
| 01/08/2022 | 09:46 | 09:58 | 12 mins | Extremely busy – brochure launch |
|  | 11:24 | 11:47 | 23 mins | Extremely busy – brochure launch |
|  | 12:35 | 12:45 | 10 mins | Extremely busy – brochure launch  |
|  | 12:46 | 12:58 | 12 mins | Extremely busy – brochure launch |
|  | 13:48 | 14:00 | 12 mins | Extremely busy – brochure launch |
|  | 14:46 | 15:00 | 14 mins | Extremely busy – brochure launch |
|  | 15:02 | 15:10 | 8 mins | Extremely busy – brochure launch |
|  | 15:25 | 15:45 | 20 mins | Extremely busy – brochure launch |
|  | 16:01 | 16:04 | 3 mins | Extremely busy – brochure launch |
| 09/08/2022 | 11:34 | 11:36 | 2 mins |  |
|  | 12:46 | 12:58 | 12 mins |  |
|  | 13:48 | 14:00 | 12 mins |  |
|  | 14:34 | 14:47 | 13 mins |  |
| 17/08/2022 | 12:05 | 12:15 | 10 mins |  |
|  | 14:02 | 14:22 | 20 mins |  |
|  | 15:03 | 15:16 | 13 mins |  |
|  | 15:46 | 16:00 | 14 mins |  |
|  | 16:19 | 16:30 | 11 mins |  |
| 25/08/2022 | 09:33 | 09:37 | 4 mins |  |
|  | 10:33 | 10:46 | 13 mins |  |
|  | 10:53 | 11:05 | 12 mins |  |
|  | 11:38 | 12:08 | 30 mins |  |
|  | 12:44 | 12:49 | 5 mins |  |
|  | 15:32 | 15:44 | 12 mins |  |
| 01/09/2022 | 11:33 | 11:44 | 11 mins |  |
|  | 12:07 | 12:13 | 6 mins |  |
|  | 12:35 | 12:48 | 13 mins |  |
|  | 14:42 | 14:48 | 6 mins |  |
|  | 15:02 | 15:10 | 8 mins |  |
|  | 15:38 | 15:39 | 1 min |  |
|  | 16:05 | 16:16 | 11 mins |  |
| 06/09/2022 | 09:45 | 09:55 | 10 mins |  |
|  | 10:48 | 11:00 | 12 mins |  |
|  | 10:55 | 11:05 | 10 mins |  |
|  | 12:27 | 12:35 | 8 mins |  |
|  | 13:58 | 14:10 | 12 mins |  |
|  | 14:08 | 14:25 | 17 mins |  |
|  | 15:57 | 16:05 | 8 mins |  |
| 15/09/2022 | 09:47 | 10.13 | 26 mins | Short-staffed due to strike action |
|  | 10:37 | 11:00 | 23 mins | Short-staffed due to strike action |
|  | 11:45 | 11:55 | 10 mins | Short-staffed due to strike action |
|  | 13:38 | 13:56 | 18 mins | Short-staffed due to strike action |
|  | 13:55 | 14:07 | 12 mins | Short-staffed due to strike action |
| **Average Time to Return Call (excluding major incidents) - 12 Minutes** |
| **Monitored on a weekly basis** |
| **Relating on to messages left on the Box Office telephone system** |