

**Helpdesk Support calls KPI monitoring report Sept 2021 to August 2022**

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| Month | **Total No Calls** | **Resolved in SLA** | **Resolved on 1st Contact** |
| September | **606** | **100%** | **97.4%** |
| October | **444** | **100%** | **98%** |
| November | **461** | **100%** | **98.2%** |
| December | **237** | **100%** | **98.6%** |
| January | **493** | **100%** | **95.4%** |
| February | **264** | **99.8%** | **90.2%** |
| March | **349** | **100%** | **95.2%** |
| April | **237** | **100%** | **95.8%** |
| May | **409** | **100%** | **96.4%** |
| June | **539** | **100%** | **93.8%** |
| July | **477** | **100%** | **96.2%** |
| August |  |  |  |