

**Helpdesk Support calls KPI monitoring report Sept 2019 to August 2020**

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| Month | **Total No Calls** | **Resolved in SLA** | **Resolved on 1st Contact** |
| September | **445** | **100%** | **99%** |
| October | **343** | **100%** | **99.6%** |
| November | **284** | **100%** | **99.4%** |
| December | **115** | **100%** | **98.8%** |
| January | **356** | **100%** | **99.3%** |
| February | **148** | **100%** | **97%** |
| March | **252** | **100%** | **99.66%** |
| April | **115** | **100%** | **100%** |
| May | **136** | **100%** | **100%** |
| June | **234** | **100%** | **98.25%** |
| July | **250** | **100%** | **96.33%** |
| August | **68** | **100%** | **96.16** |