

**Helpdesk Support calls KPI monitoring report Sept 2020 to August 2021**

|  |  |  |  |
| --- | --- | --- | --- |
| Month | **Total No Calls** | **Resolved in SLA** | **Resolved on 1st Contact** |
| September | **591** | **100%** | **97.8%** |
| October | **371** | **100%** | **98.5%** |
| November | **359** | **100%** | **97.66** |
| December | **218** | **100%** | **98%** |
| January | **402** | **100%** | **98.33%** |
| February | **172** | **100%** | **99.75%** |
| March | **313** | **100%** | **98.16%** |
| April | **172** | **100%** | **98.40%** |
| May | **379** | **100%** | **98.2%** |
| June | **288** | **100%** | **98%** |
| July | **287** | **100%** | **99%** |
| August | **77** | **100%** | **93.08%** |