

**Helpdesk Support calls KPI monitoring report Sept 2022 to August 2023**

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| Month | **Total No Calls** | **Resolved in SLA** | **Resolved on 1st Contact** |
| September | **740** | **100%** | **91%** |
| October | **424** | **100%** | **91%** |
| November | **467** | **100%** | **87%** |
| December | **167** | **100%** | **84%** |
| January | **456** | **100%** | **91%** |
| February | **253** | **100%** | **87%** |
| March | **349** | **100%** | **85%** |
| April | **237** | **100%** | **90%** |
| May | **399** | **100%** | **90%** |
| June | **472** | **100%** | **85%** |
| July | **400** | **100%** | **90%** |
| August | **90** | **100%** | **90%** |