

**Helpdesk Support calls KPI monitoring report Sept 2023 to August 2024**

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| --- | --- | --- | --- |
| Month | **Total No Calls** | **Resolved in SLA** | **Resolved on 1st Contact** |
| September | **672** | **100%** | **88%** |
| October | **474** | **100%** | **86%** |
| November | **457** | **100%** | **90%** |
| December | **163** | **100%** | **95%** |
| January | **473** | **100%** | **90%** |
| February | **286** | **100%** | **87%** |
| March | **295** | **100%** | **94%** |
| April |  |  |  |
| May |  |  |  |
| June |  |  |  |
| July |  |  |  |
| August |  |  |  |