

Appendix Two - Comensura contract KPI

Fulfilment Rate

Fulfilment Rate	KPI	Achieved
All Assignments	98%	98.23%

Service Response Times – July 2019 onwards

*data available from July 2019 onwards due to a new monitoring system being introduced

Contact Response Rate	KPI	Achieved July 2019 onwards
Customer enquiries by phone	90% of calls answered within 4 seconds 95% of calls answered within 7 seconds 100% of calls answered within 10 seconds	All KPIs achieved
Customer enquiries by email	90% of emails answered within 30 minutes 95% of emails answered within 1 hour 99% of emails answered within 2 hours	All KPIs achieved

Contact	Response Times	Resolution Times
Customer enquiries by telephone	90% of calls answered within 4 seconds 95% of calls answered within 7 seconds 100% of calls answered within 10 seconds	90% of enquiries answered within 24 hours 95% of enquiries answered within 48 hours 100% of enquiries answered within 5 days
Customer enquiries by email	90% of emails answered within 30 minutes 95% of emails answered within 1 hour	90% of enquiries answered within 24 hours 95% of enquiries answered within 48 hours