Appendix 3

Helpdesk performance

Introduced the call centre for ESPF in November 2019 (not taken on managing the corporate email box). Currently about 2FTE allocated to ESPF (team is 13 plus Beth). Table are average for all six funds.

Period	Offered (Calls received)	Handled (Calls answered)	Abandoned (Caller hung up)	Abandoned %	SLA % (75% of calls within 20 seconds)	Queue %	Abandoned Time
01/10/19 to 31/12/19	7,551	7,057	494	6.54%	Oct 24% Nov 37% Dec 42%	Oct 28% Nov 42% Dec 39%	Oct 4.50 Nov 3.31 Dec 2.12
01/01/20 to 31/03/20	8,415*	7,896	519	6.17%	Jan 40% Feb 57% Mar 56%	Jan 59% Feb 43% Mar 45%	Jan 4.32 Feb 22.38 Mar 3.27
01/04/20 to 30/06/20	3,953*	3,381	572	14.5%	Apr 52% May 40% Jun 9%	Apr 42% May 55% Jun 88%	Apr 4.59 May 6.59 Jun 7.10
01/07/20 to 31/07/20	2,223*	1,903	320	14.4%	Jul 22%	Jul 74%	Jul 6.42%

* Since lockdown the telephone service opening has been restricted (with NO back-up). First few months there was no call recording and logging was inconsistent. All staff did not initially have laptops and only got Jaba until June 2020.

Helpdesk - Top five reasons for ESPF calls:
1. 71 – self-service on-line activation
2. 67 – log-in to website issues
3. 45 – guidance with forms
4. 35 – wanting updates on benefit settlements **
5. 31 – member options guidance

** breakdown by type of benefits – 19 retirements, 6 deaths, 4 leavers, 4 refunds, 1 deferred & 1 possible retirement

Helpdesk (website) performance

Period	Calls received	Handled	Abandoned	Abandoned %	SLA %	Queue %	Abandoned Time
01/01/20 to 31/03/20	697	574	123	17.64%	Jan 24% Feb 28% Mar 28%	Jan 52% Feb 49% Mar 37%	Jan n/a Feb 5.08 Mar 1.17
01/04/20 to 30/06/20	1,320	871	449	34.02%	Apr 28% May 28% Jun 0%	Apr 43% May 56% Jun 75%	Apr 2.59 May 2.27 Jun 4.13
01/07/20 to 31/07/20	242	216	26	10.7%	Jul 1%	Jul 41%	Jul 4.45

Helpdesk Notes:
- ➢ Looking to introduce additional options for the callers including informing them of average waiting time, where they are in the queue & a call back facility.
- ➢ Complaints have not been logged, with effect from August 20 will be logged and if not immediately resolved by the helpdesk team they will be passed to operations team to complete.