

Appendix 2

Helpdesk performance

Introduced the call centre for ESPF in November 2019 (not taken on managing the corporate email box). Currently about 2 FTE 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 30/09/20	7,300*	6,051	1,249	17.1%	Jul 22% Aug n/a Sep 24%	Jul 74% Aug 81% Sep 73%	Jul 6.42 Aug 7.57 Sep 6.19

* Since lockdown the telephone service opening times has been restricted (with NO back-up – phone line is still only open from 10am to 2pm and 2pm to 4pm). First few months there was no call recording and logging was inconsistent. All staff did not initially have laptops and only got Jaba software from June 2020.

Following ongoing challenge from East Sussex PAT the telephone opening times are being reviewed alongside the capacity planning. Prior to the pandemic the telephone open times have always been 9am to 4pm.

The service has always been susceptible to high staff turnover and four staff have resigned in the last six weeks.

Helpdesk - Top five reasons for ESPF calls:

July 20		Most popular calls	Sept 20	
Number	Reason		Reason	Number
71	Self-service on-line activation	1 st	Self-service on-line activation	129
67	Login to website issues	2 nd	Guidance with forms	70
45	Guidance with forms	3 rd	Login to website issues	48
35	Updates on benefit settlements	4 th	Updates on benefit quotations	46
31	Member options guidance	5 th	Updates on benefit settlements	45

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 30/09/20	1,032	926	106	10.27%	Jul 1% Aug n/a Sep 39%	Jul 41% Aug 46% Sep 26%	Jul 4.45 Aug 3.28 Sep 1.37

Helpdesk Notes from Sept 20 meeting:

- 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.
BT cannot offer these facilities and Surrey IT&D need to do more exploratory work before they research alternative options.
- 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.
The helpdesk have confirmed no complaints have been received since August 20.