NATIONAL ASSEMBLY

**QUESTION FOR WRITTEN REPLY**

# QUESTION NO. 230

**DATE OF PUBLICATION: 28 FEBRUARY 2020**

## INTERNAL QUESTION PAPER 5 OF 2020

**230. Mr. A C Roos (DA) to ask the Minister of Home Affairs:**

what (a) total number of calls to the Home Affairs Hotline number (0800 60 11 90) were (i) received by the hotline and (ii) dropped before they were attended to, (b) are the service level targets of the call centre, (c) was the achievement against the service level target, (d) is the first contact resolution percentage, (e) customer satisfaction mechanism is in place, (f) customer satisfaction measure was achieved and (g) total number of call centre agents were in the call centre on any one shift in the 2018-19 financial year? NW313E

**REPLY:**

(a)(i) The total number of calls received by the contact center in the financial year 2018/2019 was 1 904 002 calls.

(a)(ii) 399840 were dropped before being pushed to the agents.

(b) 80% of calls received by agents after being pushed by the Integrated voice response system, answered within 20 seconds (80/20 rule). This is at the agent desk.

All escalations to Tier 2 done within 24hrs.

Less than 5% call abandonment rate (set based on a full staff complement of 120 agents and an average call handling time of 6 minutes)

(c) 96% of calls pushed to agent’s lines were answered within 20 seconds

98% of escalations to Tier 2 were done within 24 hours.

21% call abandonment rate (calls dropped before being pushed to the agents by the Integrated Voice Response). This is due to number of staff taking calls, complexity of calls fielded and call handling times per agent.

(d) The first contact/ call resolution rate for the 2018/2019 year was 92%. The unresolved calls/ cases were escalated to business units for further investigation and resolution.

(e) The center did not have any customer satisfaction measurement tools for the year in question. As this is a fairly new In-house center, the team had to ensure stability of the systems and users before advanced functionalities could be added and monitored. The customer satisfaction tool is envisaged to be rolled out as part of the optimization plan for the Contact Center.

(f) The customer satisfaction levels could not be measured as the center does not yet have a measuring system in place. Once rolled-out, customer satisfaction levels would be set and measured accordingly.

The call center had 97 agents for the financial year 2018/2019. Of the 97, 82 were assigned to handle voice channel (calls) and 15 assigned to e-mail channel.

(g) Total number of agents handling calls on any one given shift was 74 (planned leave, sick, family responsibility, study leave and any other emergency taken into consideration)

**END**