

**Ministry**

**Employment & Labour**

**Republic of South Africa**

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**NATIONAL ASSEMBLY**

**WRITTEN REPLY**

**QUESTION NUMBER: 769 [NW893E]**

**769. Mrs H Denner (FF Plus) to ask the Minister of Employment and Labour:**

With reference to the call centre of the Unemployment Insurance Fund, what (a) total number of call centre agents are actively working for the call centre at any given time, (b)(i) total number of calls are received on a monthly basis and (ii) number of the specified calls are successfully resolved and (c) is the average time it takes to answer a ringing call that comes in to the call centre? NW893E

**REPLY:**

1. There are 291 active call centre agents.
2. (i) The UIF call centre receives on average 253 312 calls per month.

(ii) 236 903 (93,5%) are successfully resolved by the 291 active call centre agents.

1. The average wait time call to be responded to is 28 seconds