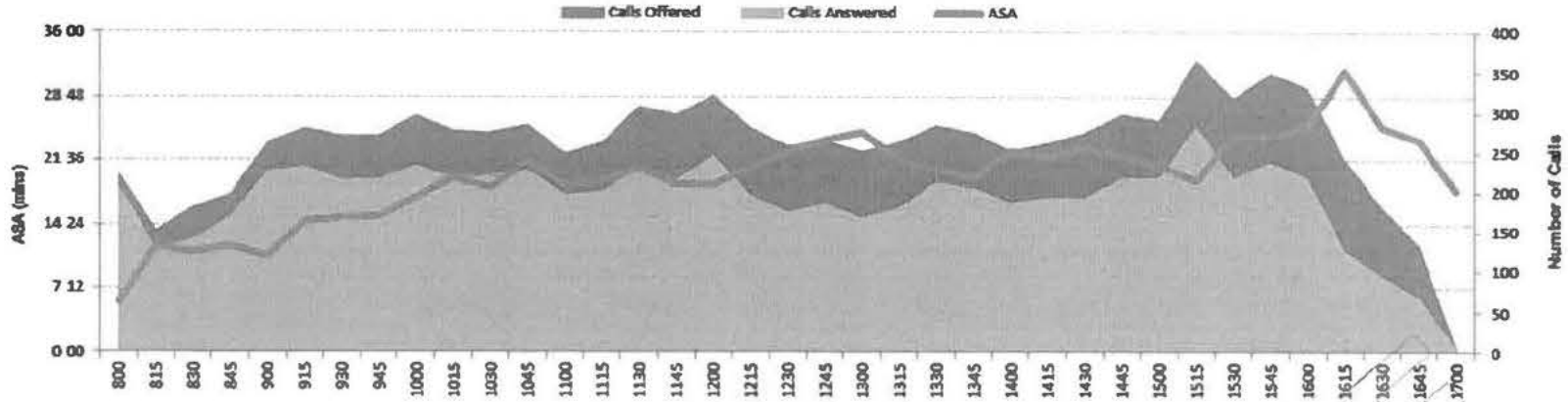


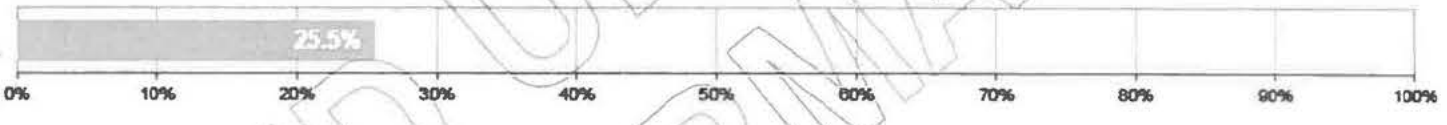
Call Profile and ASA by Interval



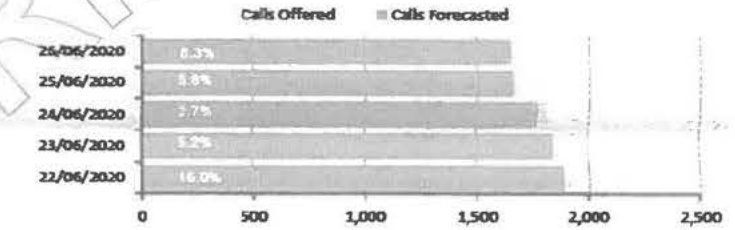
Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,403	1,075	76.6%	21:19	24.4%	22.5%	25.3%
Allowance_Applications	894	628	70.2%	24:15	16.9%	17.0%	21.8%
Childcare	77	75	97.4%	0:47	57.3%	53.4%	43.5%
COVID Income Relief Payment	12	12	100.0%	0:19	75.0%	57.7%	57.7%
Fees_Free	247	238	96.4%	0:46	53.8%	56.5%	75.0%
Hardship	265	194	73.2%	31:36	7.2%	4.4%	11.7%
JSSH	198	193	97.5%	0:45	53.4%	51.5%	44.3%
JSSH_Applications	83	80	96.4%	0:56	57.5%	45.8%	38.6%
Loan	1,653	1,218	73.7%	20:47	23.4%	24.5%	26.2%
Loan_Applications	1,000	688	68.8%	21:18	23.4%	21.7%	23.6%
Multi	2,787	2,029	72.8%	18:39	26.3%	26.2%	25.5%
Multi_Applications	310	209	67.4%	25:15	16.7%	16.4%	14.2%
Online	335	212	63.3%	26:26	14.6%	11.8%	23.6%
Personal_Details	22	16	72.7%	24:04	25.0%	9.2%	20.6%
Repeat Caller	301	237	78.7%	19:37	22.4%	18.9%	18.4%
SJS	3	2	66.7%	35:09	0.0%	0.0%	7.1%
TOTAL	9,590	7,106	74.1%	19:30	25.5%	25.2%	27.5%

Overall Service Level - Week (% in 30-sec)



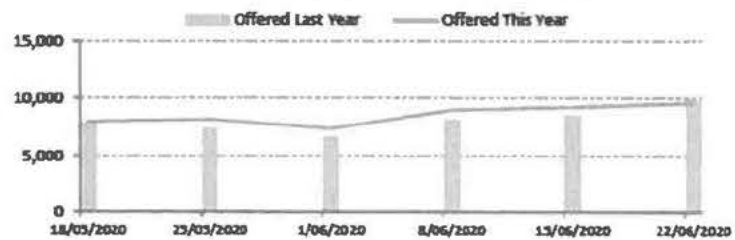
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
22/06/2020	1,893	2,254	16.0%
23/06/2020	1,845	1,947	5.2%
24/06/2020	1,772	1,821	2.7%
25/06/2020	1,663	1,765	5.8%
26/06/2020	1,653	1,803	8.3%
TOTAL	8,826	9,590	8.0%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
18/05/2020	7,929	6,919	87.3%	7:40	6.5%	10:18	98.4%	80.3%
25/05/2020	8,129	6,535	80.4%	12:50	6.1%	10:22	98.7%	78.6%
1/06/2020	7,277	5,392	74.1%	19:38	4.4%	10:03	98.2%	84.7%
8/06/2020	8,966	6,851	76.4%	16:14	4.5%	10:22	98.9%	78.9%
15/06/2020	9,235	7,411	80.2%	13:07	8.4%	10:47	98.4%	83.0%
22/06/2020	9,590	7,106	74.1%	19:30	6.4%	11:01	98.9%	79.7%

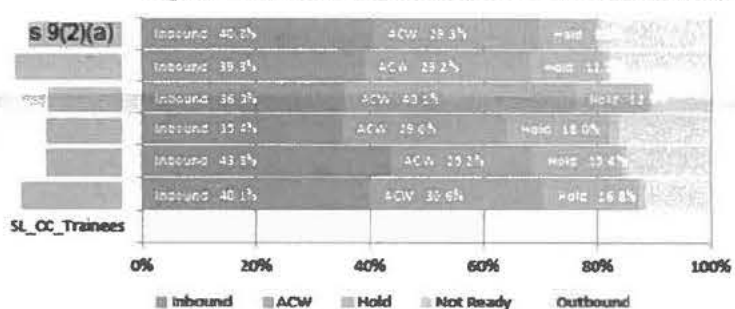
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
18/05/2020	7,929	7,889	0.5%
25/05/2020	8,129	7,352	9.6%
1/06/2020	7,277	6,677	8.2%
8/06/2020	8,966	8,194	8.6%
15/06/2020	9,235	8,606	6.8%
22 Jun 2020	9,590	9,775	-1.9%
TOTAL	51,126	48,493	5.2%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	8:33	5.7%	75.6%	84.5%
	12:23	9.4%	83.2%	95.9%
	14:57	4.5%	65.7%	81.5%
	12:09	8.3%	80.0%	91.8%
	9:59	11.0%	83.1%	97.6%
	12:34	10.2%	84.1%	96.3%
SL_CC_Trainees	0:00	0.0%	0.0%	0.0%
TOTAL	11:01	6.4%	79.7%	91.6%

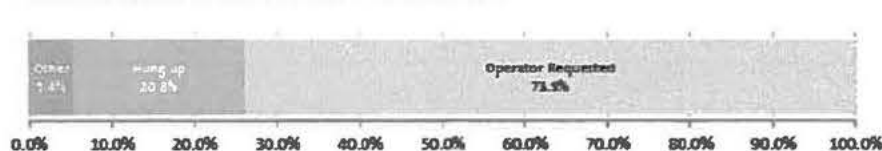
Agent States (Proportion of logged in time spent in each state)



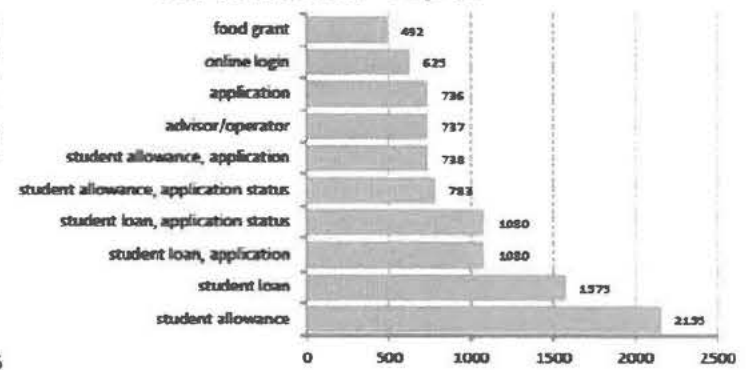
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	266	265		99.6%
Application Information	759	755		99.5%
TOTAL	1,025	1,020		99.5%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 22 June 2020

Second semester peak is well underway, call volumes continue to increase as predicted.

Calls offered are 1.9% up on the same week last year, The Year Total to Date is 5.2% above last year's total to date. Additionally Calls offered is 4% more than the previous week.

The StudyLink Contact Centre answered 12 CIRP calls.

Average Speed Answered decreased to 19:30 last week mostly due to increasing call volumes and an increase in CHT.

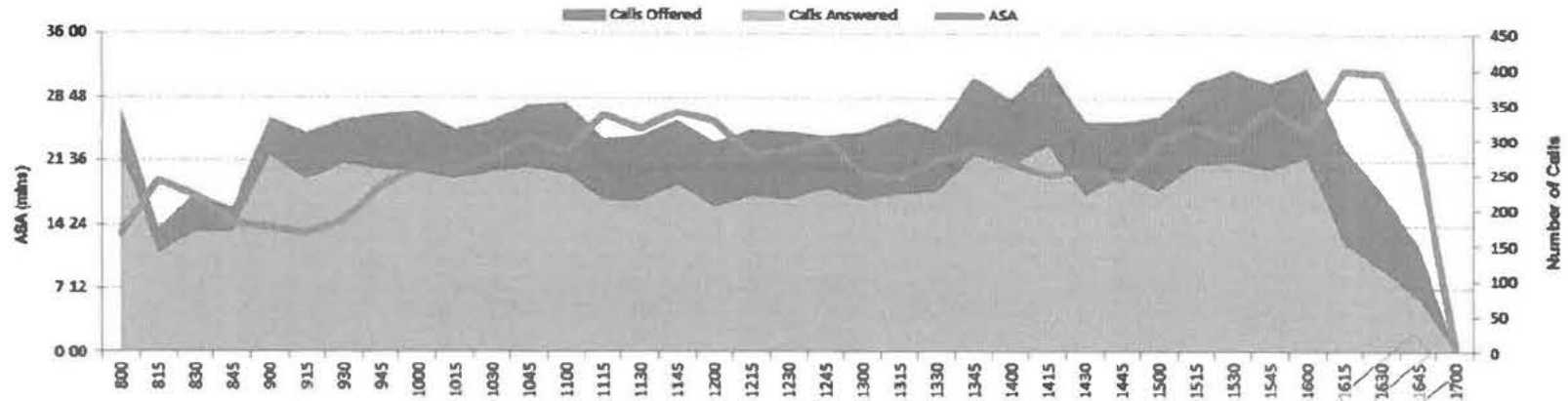
Average Call Handling Time increased to 11:01. 11:01 is the highest of the 6 week range.

Sick leave eased 6.4%.

11 SLOs continued JSSH training, this will be their last week. This week 30 CSRs/SLOs continued induction training.

Changes made in error to the TEC website resulted in a reduction of Fees Free calls. The errors have been addressed.

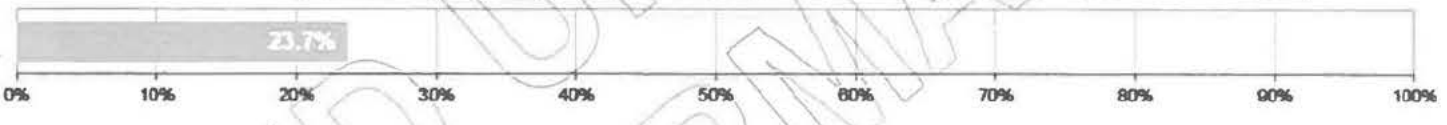
Call Profile and ASA by Interval



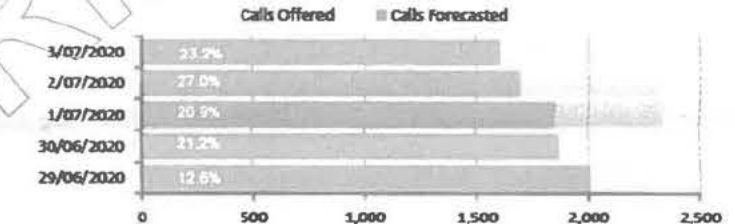
Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,832	1,345	73.4%	22:43	22.2%	21.2%	21.2%
Allowance_Applications	1,040	731	70.3%	27:48	15.3%	14.0%	14.0%
Childcare	107	103	96.3%	1:02	45.6%	43.3%	43.3%
COVID Income Relief Payment	27	27	100.0%	0:39	63.0%	64.3%	64.3%
Fees_Free	363	344	94.8%	1:02	45.3%	46.6%	46.6%
Hardship	335	203	60.6%	38:37	3.9%	3.2%	3.2%
JSSH	215	204	94.9%	1:15	48.5%	50.4%	50.4%
JSSH_Applications	80	78	97.5%	1:14	33.3%	25.0%	25.0%
Loan	2,191	1,552	70.8%	23:00	22.2%	21.4%	21.4%
Loan_Applications	1,169	776	66.4%	26:04	18.4%	16.0%	16.0%
Multi	2,986	2,118	70.9%	20:52	25.8%	26.5%	26.5%
Multi_Applications	356	257	72.2%	24:10	24.5%	26.7%	26.7%
Online	364	222	61.0%	31:12	13.5%	13.3%	13.3%
Personal_Details	29	15	51.7%	33:37	6.7%	9.1%	9.1%
Repeat Caller	314	220	70.1%	19:29	23.6%	22.3%	22.3%
SJS	1	1	100.0%	42:08	0.0%	0.0%	0.0%
TOTAL	11,409	8,196	71.8%	21:40	23.7%	23.1%	23.1%

Overall Service Level - Week



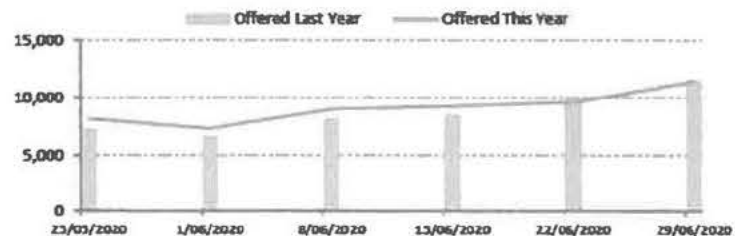
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
29/06/2020	2,003	2,292	12.6%
30/06/2020	1,870	2,372	21.2%
1/07/2020	1,852	2,342	20.9%
2/07/2020	1,691	2,317	27.0%
3/07/2020	1,603	2,086	23.2%
TOTAL	9,019	11,409	20.9%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
25/05/2020	8,129	6,535	80.4%	12:50	6.1%	10:22	98.7%	78.6%
1/06/2020	7,277	5,392	74.1%	19:38	4.4%	10:03	98.2%	84.7%
8/06/2020	8,966	6,851	76.4%	16:14	4.5%	10:22	98.9%	78.9%
15/06/2020	9,235	7,411	80.2%	13:07	8.4%	10:47	98.4%	83.0%
22/06/2020	9,590	7,106	74.1%	19:30	6.4%	11:01	98.9%	79.7%
29/06/2020	11,409	8,196	71.8%	21:40	6.0%	11:17	99.0%	79.3%

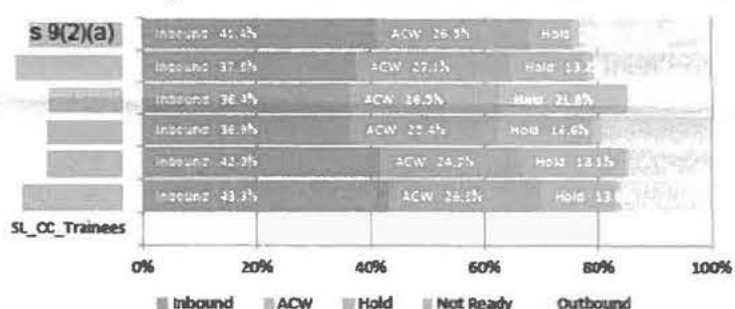
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
25/05/2020	8,129	7,352	9.6%
1/06/2020	7,277	6,677	8.2%
8/06/2020	8,966	8,194	8.6%
15/06/2020	9,235	8,606	6.8%
22/06/2020	9,590	9,775	-1.9%
29 Jun 2020	11,409	11,545	-1.2%
TOTAL	54,606	52,149	4.5%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	8:40	9.6%	77.4%	89.1%
	13:46	12.0%	83.3%	100.1%
	15:07	1.6%	75.4%	160.4%
	12:18	6.1%	79.2%	91.5%
	10:14	9.5%	80.6%	98.9%
	12:05	5.9%	78.7%	93.4%
SL_CC_Trainees	0:00	0.0%	0.0%	0.0%
TOTAL	11:17	6.0%	79.3%	96.3%

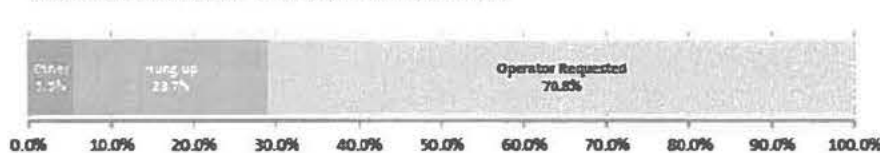
Agent States (Proportion of logged in time spent in each state)



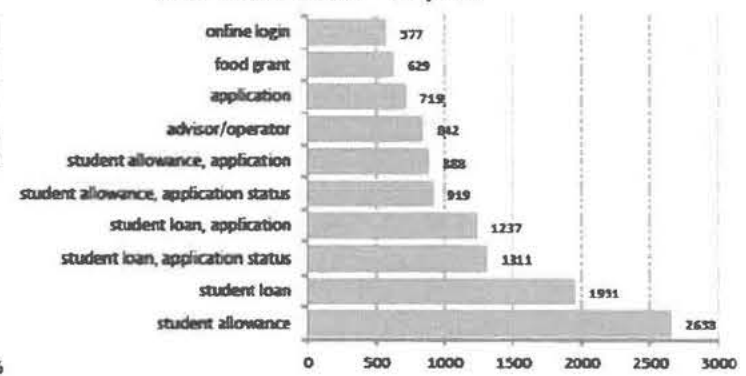
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	440	436	99.1%	
Application Information	907	902	99.4%	
TOTAL	1,347	1,338	99.3%	

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 6 July 2020

Second semester peak is getting towards the end, call volumes continue to increase beyond expectations. Anecdotally, calls are about BAU subjects for this time of year, there's just more of them than there was last year (+3.8%).

StudyLink capped 14 calls on Monday

Calls offered for the week are 25.6% up on forecast and 3.8% higher than the same week last year.

The StudyLink Contact Centre answered 16 CIRP calls. Overall, StudyLink answered 1,643 more calls last week than the week before.

Average Speed Answered decreased to 17:21 last week due in part a decrease in CHT as well as a slight reduction in Sick Leave over the week and the JSSH training concluding on the 3rd resulting in 11 more SLOs available to work the queues last week.

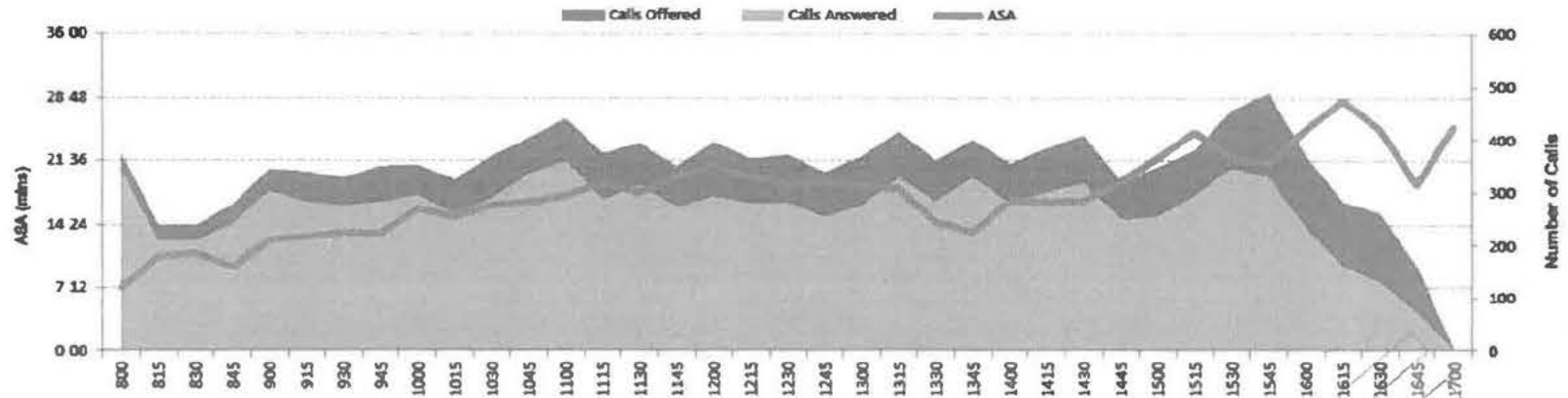
Average Call Handling Time decreased to 11:10.

Sick leave eased to achieve the target of 4.9%.

This week 30 CSRs/SLOs will continue Induction training.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

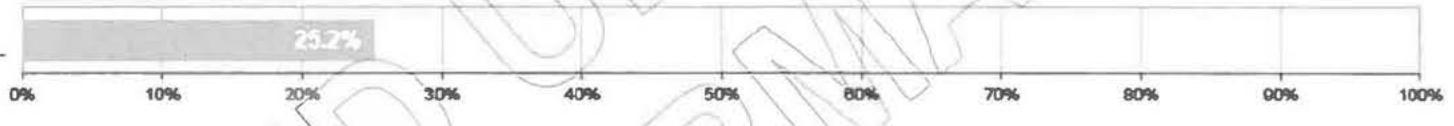
Call Profile and ASA by Interval



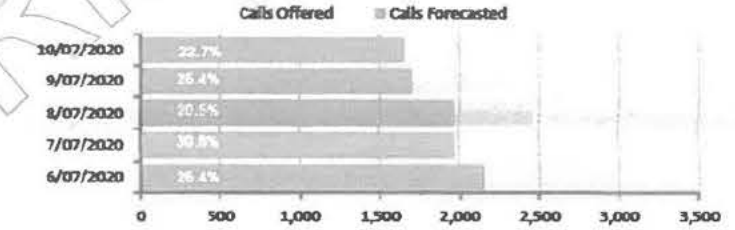
Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,970	1,540	78.2%	18:05	24.4%	23.3%	23.3%
Allowance_Applications	1,115	801	71.8%	21:34	18.9%	17.1%	17.1%
Childcare	76	75	98.7%	0:37	61.3%	53.3%	53.3%
COVID Income Relief Payment	17	16	94.1%	0:44	50.0%	56.7%	56.7%
Fees_Free	425	412	96.9%	0:36	59.7%	55.6%	55.6%
Hardship	320	247	77.2%	31:02	1.6%	2.2%	2.2%
JSSH	216	212	98.1%	0:45	49.1%	49.6%	49.6%
JSSH_Applications	89	88	98.9%	0:47	51.1%	41.9%	41.9%
Loan	2,621	2,041	77.9%	8:55	23.1%	22.5%	22.5%
Loan_Applications	1,376	1,008	73.3%	19:17	20.5%	19.1%	19.1%
Multi	3,191	2,450	76.8%	16:13	26.9%	26.7%	26.7%
Multi_Applications	380	299	78.7%	23:12	12.0%	16.9%	16.9%
Online	364	247	67.9%	25:08	11.3%	12.0%	12.0%
Personal_Details	31	25	80.6%	29:35	4.0%	5.6%	5.6%
Repeat Caller	502	376	74.9%	14:20	25.0%	24.3%	24.3%
SJS	2	2	100.0%	43:53	0.0%	0.0%	0.0%
TOTAL	12,695	9,839	77.5%	17:21	25.2%	24.5%	24.5%

Overall Service Level - Week (% in 30-sec)



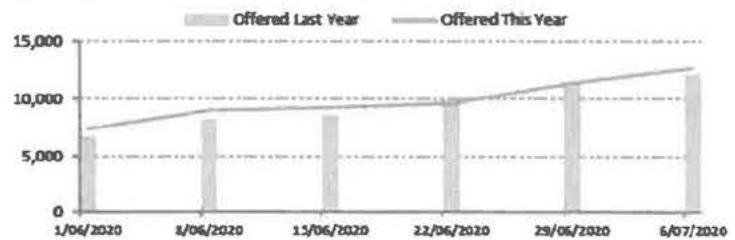
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
6/07/2020	2,154	2,928	26.4%
7/07/2020	1,971	2,850	30.8%
8/07/2020	1,961	2,468	20.5%
9/07/2020	1,699	2,307	26.4%
10/07/2020	1,656	2,142	27.7%
TOTAL	9,441	12,695	25.6%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
1/06/2020	7,277	5,392	74.1%	19:38	4.4%	10:03	98.2%	84.7%
8/06/2020	8,966	6,851	76.4%	16:14	4.5%	10:22	98.9%	78.9%
15/06/2020	9,235	7,411	80.2%	13:07	8.4%	10:47	98.4%	83.0%
22/06/2020	9,590	7,106	74.1%	19:30	6.4%	11:01	98.9%	79.7%
29/06/2020	11,409	8,196	71.8%	21:40	6.0%	11:17	99.0%	79.3%
6/07/2020	12,695	9,839	77.5%	17:21	4.9%	11:10	98.9%	78.1%

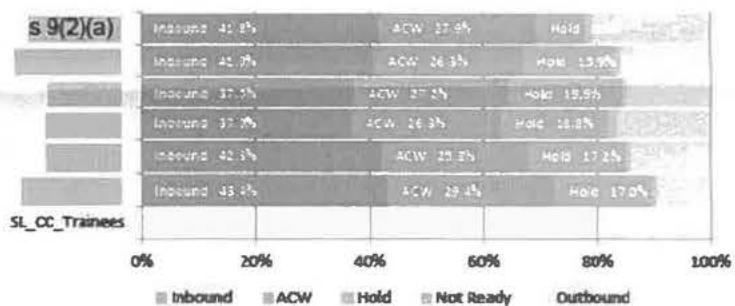
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
1/06/2020	7,277	6,677	8.2%
8/06/2020	8,966	8,194	8.6%
15/06/2020	9,235	8,606	6.8%
22/06/2020	9,590	9,775	-1.9%
29/06/2020	11,409	11,545	-1.2%
6 Jul 2020	12,695	12,218	3.8%
TOTAL	59,172	57,015	3.6%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	7:58	10.8%	78.6%	89.0%
	12:53	9.7%	80.2%	93.9%
	14:14	8.6%	72.7%	84.6%
	12:10	5.4%	78.2%	89.5%
	10:31	1.4%	81.5%	93.5%
	12:09	1.3%	77.0%	89.4%
SL_CC Trainees	0:00	0.0%	0.0%	0.0%
TOTAL	11:10	4.9%	78.1%	90.0%

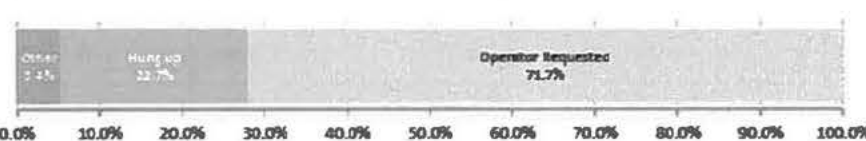
Agent States (Proportion of logged in time spent in each state)



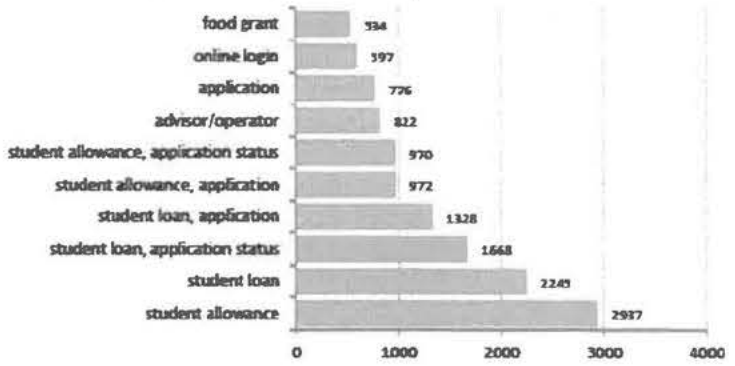
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	457	457		100.0%
Application Information	1,080	1,076		99.6%
TOTAL	1,537	1,533		99.7%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 13 July 2020

Second semester peak is keeping call volumes stubbornly above expectations. Anecdotaly, calls are about BAU subjects for this time of year, there's just more of them than forecast (+22.1%).

This week the 30 CSRs/SLOs started logging on and off intermittantly to take live calls to bed in their training on Friday.

StudyLink capped 218 calls over the week.

Calls offered for the week are 0.9% lower than the same week last year. This is typically the 'hump' of second semester peak, but due to some of the big 8 education providers changing their timetables in response to COVID it is probable that call volumes will remain higher for longer.

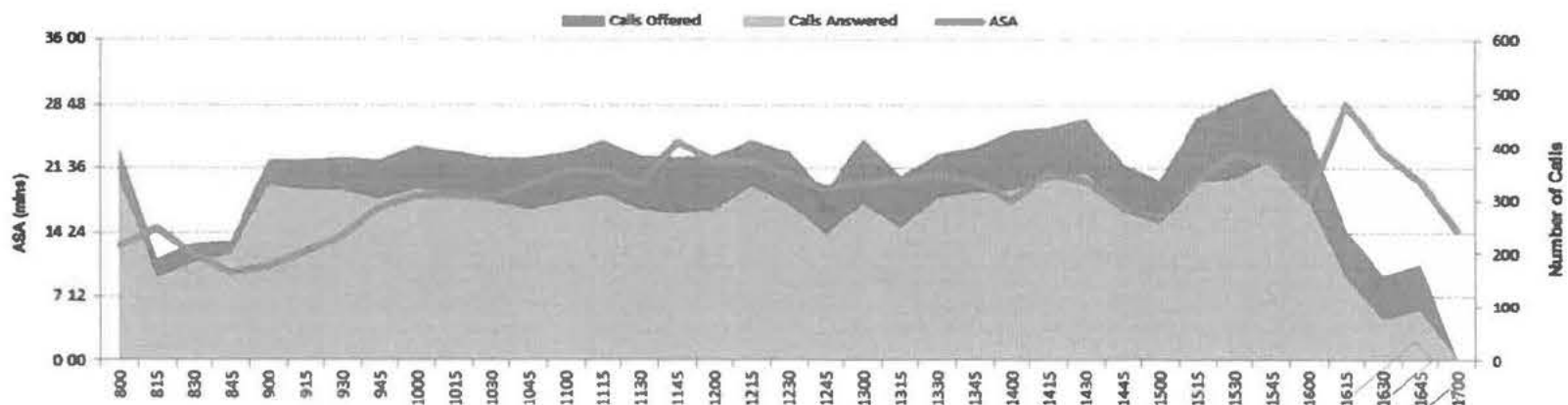
The StudyLink Contact Centre answered 11 specifically CIRP calls. Overall, StudyLink answered 171 more calls last week than the week before.

Average Speed Answered increased to 18:51 last week due in part an increase in CHT as well as an increase in Sick Leave over the week.

Average Call Handling Time increased to 11:18.

Sick leave increased to 5.8%, still acheiving the target of >6%.

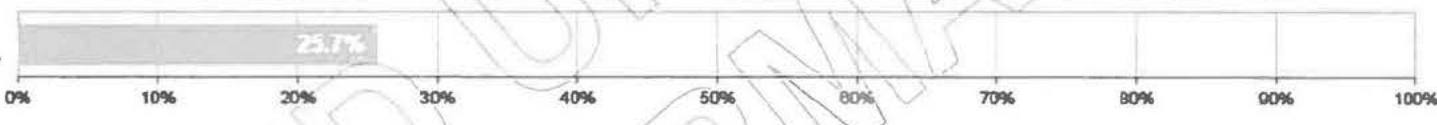
Call Profile and ASA by Interval



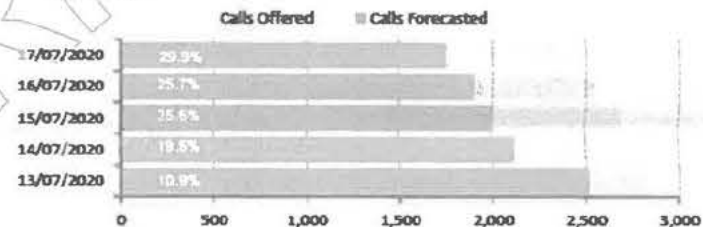
Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	2,015	1,563	77.6%	20.33	24.3%	23.7%	23.7%
Allowance Applications	1,294	929	71.8%	23.04	20.6%	18.6%	18.6%
Childcare	86	82	95.3%	0.45	51.2%	52.5%	52.5%
COVID Income Relief Payment	11	11	100.0%	0.25	54.5%	56.1%	56.1%
Fees_Free	367	352	95.9%	0.48	59.9%	57.2%	57.2%
Hardship	317	241	76.0%	33.48	2.1%	2.1%	2.1%
JSSH	214	208	97.2%	1.02	52.9%	50.8%	50.8%
JSSH Applications	67	67	100.0%	0.44	59.7%	47.8%	47.8%
Loan	2,581	1,966	76.2%	19.13	24.1%	23.2%	23.2%
Loan Applications	1,399	989	70.7%	21.05	21.7%	20.1%	20.1%
Multi	3,380	2,518	74.5%	18.29	25.3%	26.2%	26.2%
Multi Applications	448	321	71.7%	20.20	24.9%	20.3%	20.3%
Online	383	251	65.5%	25.38	13.9%	12.8%	12.8%
Personal Details	27	20	74.1%	35.39	0.0%	3.6%	3.6%
Repeat Caller	587	491	83.6%	15.12	30.1%	27.1%	27.1%
SJS	2	1	50.0%	45.45	0.0%	0.0%	0.0%
TOTAL	13,178	10,010	76.0%	18.51	25.7%	25.0%	25.0%

Overall Service Level - Week
(% in 30-sec)



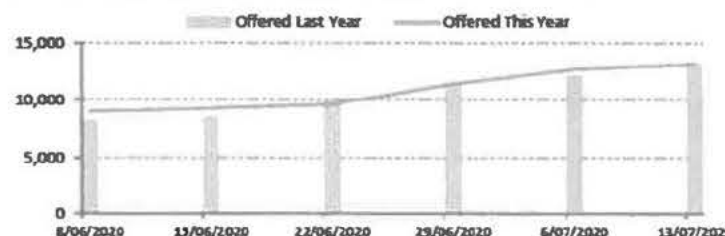
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
13/07/2020	2,514	2,820	10.9%
14/07/2020	2,114	2,627	19.5%
15/07/2020	2,005	2,694	25.6%
16/07/2020	1,895	2,551	25.7%
17/07/2020	1,742	2,486	29.9%
TOTAL	10,270	13,178	22.1%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
8/06/2020	8,966	6,851	76.4%	16.14	4.5%	10.22	98.9%	78.9%
15/06/2020	9,235	7,411	80.2%	13.07	8.4%	10.47	98.4%	83.0%
22/06/2020	9,590	7,106	74.1%	19.30	6.4%	11.01	98.9%	79.7%
29/06/2020	11,409	8,196	71.8%	21.40	6.0%	11.17	99.0%	79.3%
6/07/2020	12,695	9,839	77.5%	17.21	4.9%	11.10	98.9%	78.1%
13/07/2020	13,178	10,010	76.0%	18.51	5.8%	11.18	99.1%	82.2%

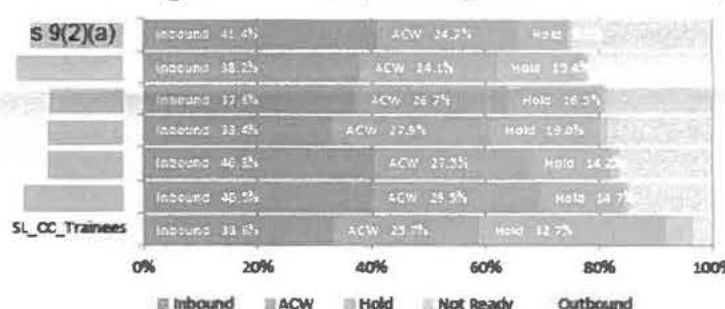
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
8/06/2020	8,966	8,194	8.6%
15/06/2020	9,235	8,606	6.8%
22/06/2020	9,590	9,775	-1.9%
29/06/2020	11,409	11,545	-1.2%
6/07/2020	12,695	12,218	3.8%
13 Jul 2020	13,178	13,296	-0.9%
TOTAL	65,073	63,634	2.2%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	8:16	5.4%	86.0%	96.7%
	12:52	12.1%	85.7%	99.9%
	12:59	1.6%	81.7%	96.1%
	12:23	1.6%	78.1%	91.5%
	11:03	13.2%	79.0%	89.6%
	11:53	10.9%	83.5%	95.4%
SL_CC_Trainees	15:20	0.0%	0.0%	0.0%
TOTAL	11:18	5.8%	82.2%	97.8%

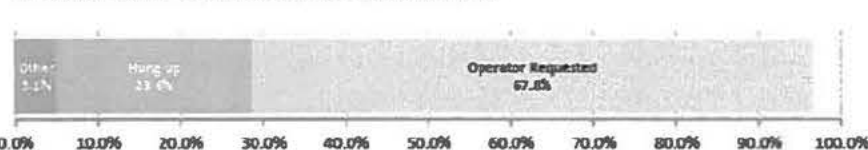
Agent States (Proportion of logged in time spent in each state)



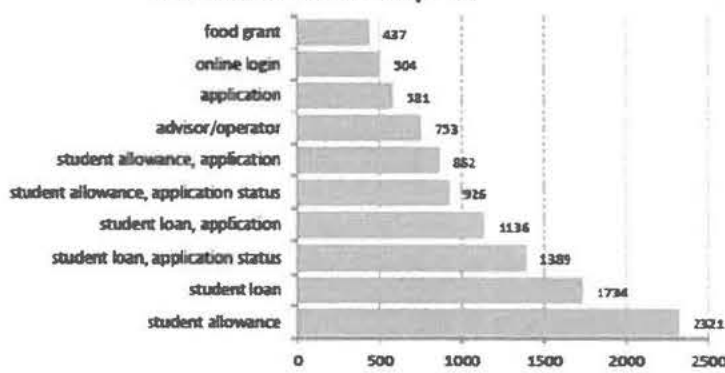
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	324	324		100.0%
Application Information	974	966		99.2%
TOTAL	1,298	1,290		99.4%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 20 July 2020

This week the 30 CSRs/SLOs logged on and off intermittently to take live calls to cement their training Monday through Thursday. 5 additional SLOs were put on Quality to help manage their development.

There was a payment issue with Course Related Costs (CRC) on Monday, V-retrieve on Tuesday and an evacuation of the Lower Hutt Contact Centre on Friday. Due to the number of SLOs working from their homes the evacuation had very little impact on Customer Service.

There was slightly fewer (74) calls offered last week compared to the week before and StudyLink only capped 187 calls over the week.

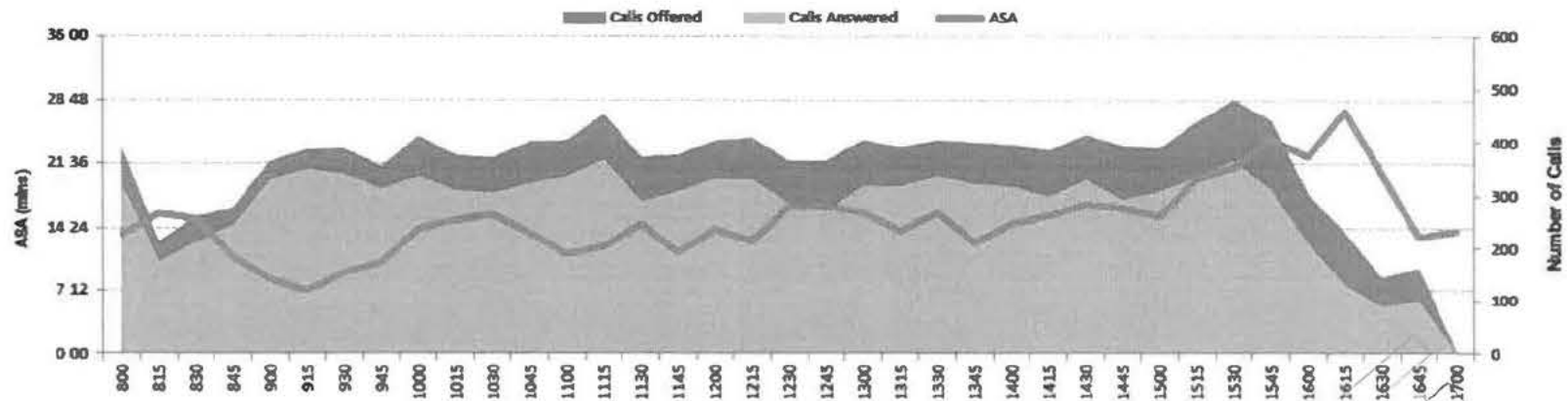
The StudyLink Contact Centre answered 13 specifically CIRP calls. Overall, StudyLink answered 456 more calls last week than the week before.

Average Speed Answered fell to 14:51 last week due mostly to an increase in SLOs (trainees), a decrease in Sick Leave over the week and fewer calls offered.

Average Call Handling Time increased to 11:26. This may be attributable to the additional time allowed for SLOs during their training live week.

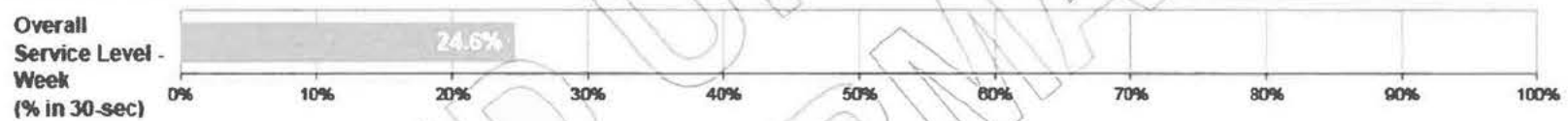
Sick leave increased to 4.6%, still achieving the target of >6%.

Call Profile and ASA by Interval

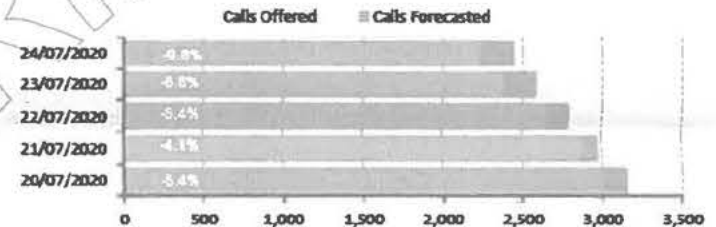


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	2,119	1,714	80.9%	17.26	22.3%	23.3%	23.3%
Allowance Applications	1,262	964	76.4%	19.01	17.5%	18.3%	18.3%
Childcare	96	97	99.0%	0.54	51.5%	52.2%	52.2%
COVID Income Relief Payment	13	13	100.0%	0.29	76.9%	61.1%	61.1%
Fees_Free	338	333	98.5%	0.35	67.9%	60.0%	60.0%
Hardship	306	225	73.5%	23.54	4.0%	2.6%	2.6%
JSSH	214	210	98.1%	0.50	44.8%	49.1%	49.1%
JSSH Applications	42	41	97.6%	0.46	53.7%	48.8%	48.8%
Loan	2,532	2,068	81.7%	13.35	23.5%	23.2%	23.2%
Loan Applications	1,357	1,036	76.3%	14.58	18.0%	19.5%	19.5%
Multi	3,392	2,675	78.9%	14.27	27.0%	26.4%	26.4%
Multi Applications	436	339	77.8%	20.25	18.3%	19.7%	19.7%
Online	318	208	65.4%	17.48	10.6%	12.2%	12.2%
Personal_Details	28	18	64.3%	24.34	0.0%	2.7%	2.7%
Repeat Caller	649	525	80.9%	15.19	26.1%	26.8%	26.8%
SJS	0	0	100.0%	0.00	0.0%	0.0%	0.0%
TOTAL	13,104	10,466	79.9%	14.51	24.6%	24.9%	24.9%



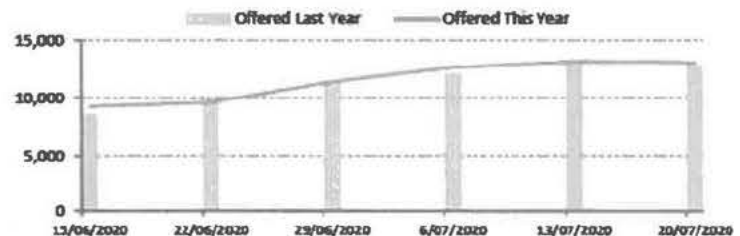
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
20/07/2020	3,157	2,995	-5.4%
21/07/2020	2,976	2,858	-4.1%
22/07/2020	2,792	2,648	-5.4%
23/07/2020	2,585	2,376	-8.8%
24/07/2020	2,445	2,227	-9.8%
TOTAL	13,955	13,104	-6.5%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
15/06/2020	9,235	7,411	80.2%	13.07	8.4%	10:47	98.4%	83.0%
22/06/2020	9,590	7,106	74.1%	19.30	6.4%	11:01	98.9%	79.7%
29/06/2020	11,409	8,196	71.8%	21.40	6.0%	11:17	99.0%	79.3%
6/07/2020	12,695	9,839	77.5%	17.21	4.9%	11:10	98.9%	78.1%
13/07/2020	13,178	10,010	76.0%	18.51	5.8%	11:18	99.1%	82.2%
20/07/2020	13,104	10,466	79.9%	14.51	4.6%	11:26	98.8%	81.3%

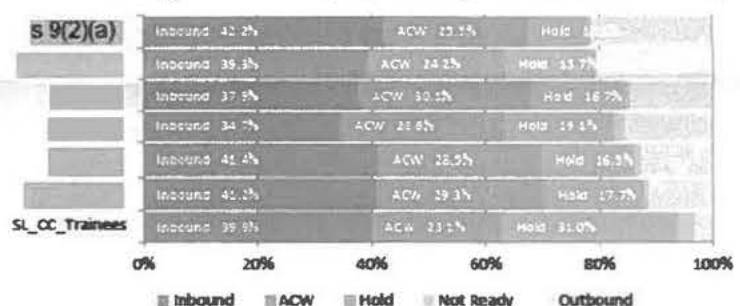
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
15/06/2020	9,235	8,606	6.8%
22/06/2020	9,590	9,775	-1.9%
29/06/2020	11,409	11,545	-1.2%
6/07/2020	12,695	12,218	3.8%
13/07/2020	13,178	13,296	-0.9%
20/07/2020	13,104	12,874	1.8%
TOTAL	69,211	68,314	1.3%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	8:22	4.0%	83.6%	94.5%
	12:54	4.3%	86.3%	98.3%
	14:13	5.7%	77.6%	90.0%
	11:47	9.9%	74.6%	88.1%
	10:28	6.4%	78.5%	91.5%
	11:43	5.0%	88.7%	100.8%
SL_CC Trainees	12:45	0.0%	0.0%	0.0%
TOTAL	11:26	4.6%	81.3%	109.1%

Agent States (Proportion of logged in time spent in each state)



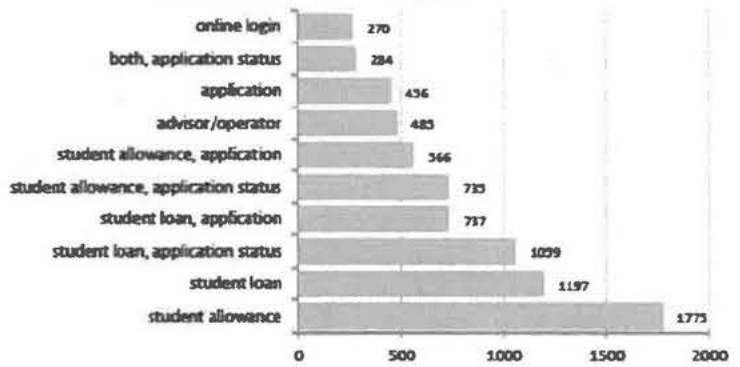
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	212	212		100.0%
Application Information	759	754		99.3%
TOTAL	971	966		99.5%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 27 July 2020

This week the 30 CSRs/SLOs were back in the training rooms continuing their Induction training.

A few SLOs were logged off over the week to process Workstreams and UCV checks additionally, there was an all-day PSA activity for a PSA rep on Thursday

There was 1,064 fewer calls offered last week compared to the week before and StudyLink only capped 46 calls over the week.

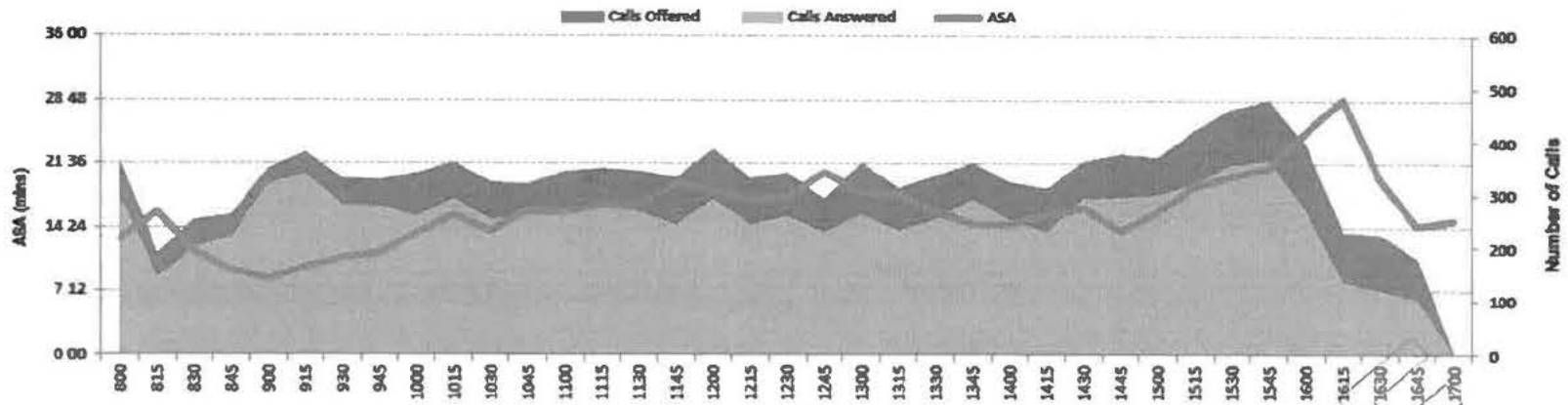
The StudyLink Contact Centre answered 12 specifically CIRP calls. Overall, StudyLink answered 1,146 fewer calls last week than the week before.

Average Speed Answered increased to 16:09 last week due mostly to a decrease in SLOs (trainees) and an increase in Sick Leave over the week.

Average Call Handling Time decreased to 11:08. This may be attributable to the previous weeks additional time allowed for SLOs during their training live week.

Sick leave increased to 4.9%, still achieving the target of >6%.

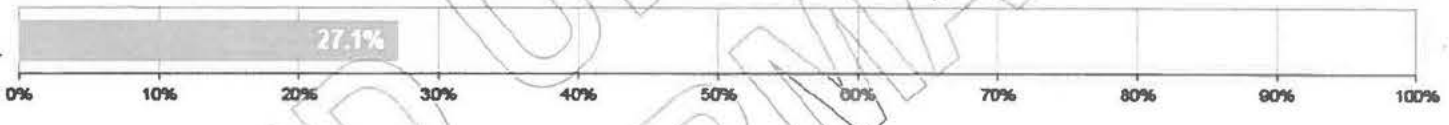
Call Profile and ASA by Interval



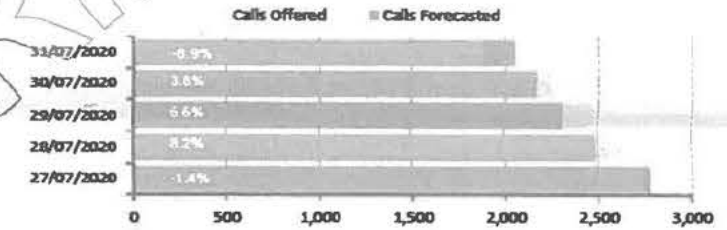
Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,915	1,527	79.7%	16:47	26.3%	23.9%	23.9%
Allowance_Applications	1,206	862	71.5%	19:29	18.0%	18.2%	18.2%
Childcare	85	83	97.6%	0:39	57.8%	53.4%	53.4%
COVID Income Relief Payment	12	12	100.0%	0:32	50.0%	59.1%	59.1%
Fees_Free	299	295	98.7%	0:34	60.7%	60.1%	60.1%
Hardship	318	243	76.4%	25:05	4.9%	3.1%	3.1%
JSSH	199	192	96.5%	0:35	60.9%	51.5%	51.5%
JSSH_Applications	56	54	96.4%	0:43	50.0%	49.0%	49.0%
Loan	2,311	1,793	77.6%	17:24	24.8%	23.6%	23.6%
Loan_Applications	1,204	849	70.5%	18:19	22.1%	20.0%	20.0%
Multi	3,180	2,460	77.4%	15:19	29.9%	27.2%	27.2%
Multi_Applications	360	268	74.4%	19:48	21.3%	20.0%	20.0%
Online	261	171	65.5%	24:25	11.1%	12.0%	12.0%
Personal_Details	26	15	57.7%	27:49	0.0%	2.2%	2.2%
Repeat Caller	607	495	81.5%	14:40	27.1%	26.9%	26.9%
SJS	1	1	100.0%	11:09	0.0%	0.0%	0.0%
TOTAL	12,040	9,320	77.4%	16:09	27.1%	25.3%	25.3%

Overall Service Level - Week (% in 30-sec)



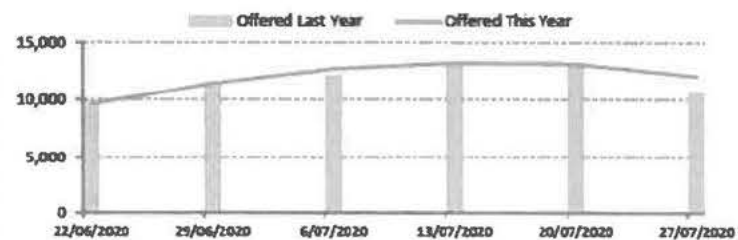
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
27/07/2020	2,773	2,734	-1.4%
28/07/2020	2,481	2,704	8.2%
29/07/2020	2,308	2,472	6.6%
30/07/2020	2,165	2,250	3.8%
31/07/2020	2,048	1,880	-8.9%
TOTAL	9,775	12,040	19.2%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
22/06/2020	9,590	7,106	74.1%	19:30	6.4%	11:01	98.9%	79.7%
29/06/2020	11,409	8,196	71.8%	21:40	6.0%	11:17	99.0%	79.3%
6/07/2020	12,695	9,839	77.5%	17:21	4.9%	11:10	98.9%	78.1%
13/07/2020	13,178	10,010	76.0%	18:51	5.8%	11:18	99.1%	82.2%
20/07/2020	13,104	10,466	79.9%	14:51	4.1%	11:26	98.8%	81.0%
27/07/2020	12,040	9,320	77.4%	16:09	4.9%	11:08	98.8%	79.7%

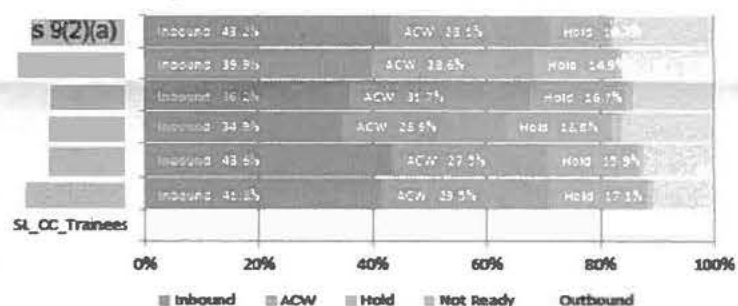
Call Volume - Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
22/06/2020	9,590	9,775	-1.9%
29/06/2020	11,409	11,545	-1.2%
6/07/2020	12,695	12,218	3.8%
13/07/2020	13,178	13,296	-0.9%
20/07/2020	13,104	12,874	1.8%
27 Jul 2020	12,040	10,654	11.5%
TOTAL	72,016	70,362	2.3%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	8:34	10.6%	80.4%	90.8%
	12:51	4.0%	86.6%	98.7%
	13:12	1.5%	79.1%	92.0%
	11:37	1.5%	74.0%	85.1%
	10:33	7.3%	80.3%	92.2%
	11:45	12.9%	80.7%	92.1%
SL_CC Trainees	0:00	0.0%	0.0%	0.0%
TOTAL	11:08	4.9%	79.7%	91.3%

Agent States (Proportion of logged in time spent in each state)



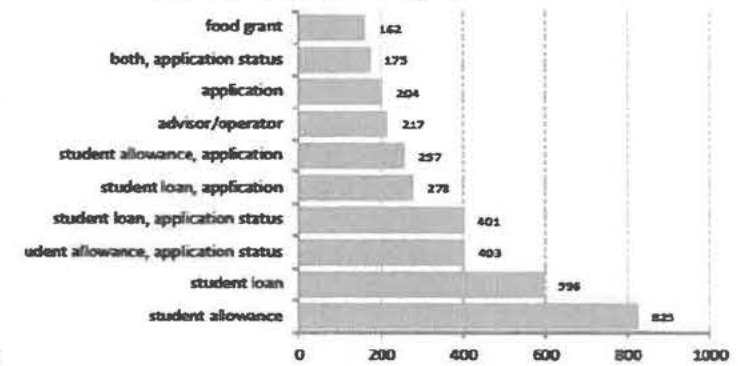
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	97	97	100.0%	
Application Information	352	348	98.9%	
TOTAL	449	445	99.1%	

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 3 August 2020

This week the 30 CSRs/SLOs were back on the queues taking SA and SL calls.

A few SLOs were logged off over the week to process Workstreams and UCV checks.

Although still 14.7% above last years, for the second consecutive week there was a reduction in calls offered.

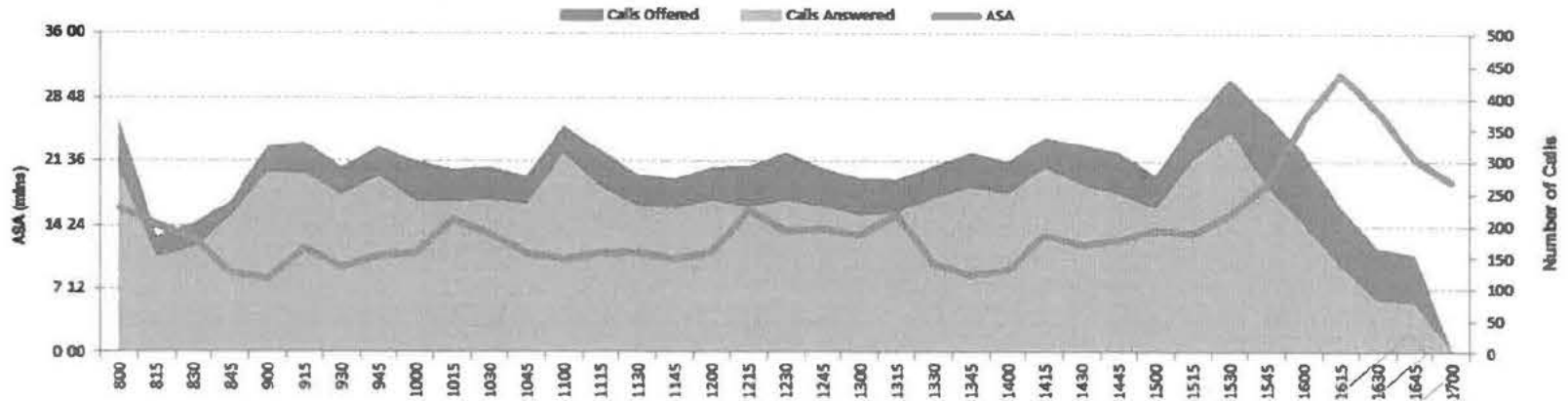
The StudyLink Contact Centre answered 5 specifically CIRP calls. Overall, StudyLink answered 898 fewer calls last week than the week before. Any capacity freed by this was absorbed in queues outside of StudyLink.

Average Speed Answered decreased to 13:23 last week due mostly to an increase in SLOs (trainees) on the queues and a reduction in calls offered..

Average Call Handling Time decreased to 11:13. This may be attributable to the previous weeks additional time allowed for SLOs during their training live week.

Sick leave increased to 7.8%, over the target of >6%.

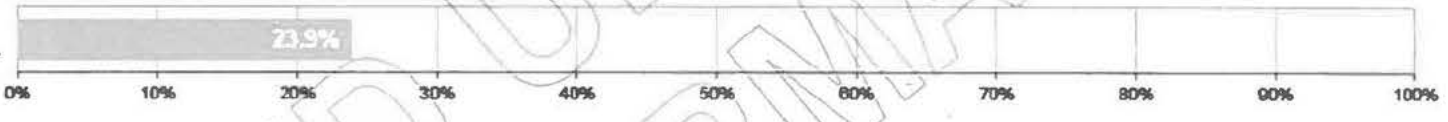
Call Profile and ASA by Interval



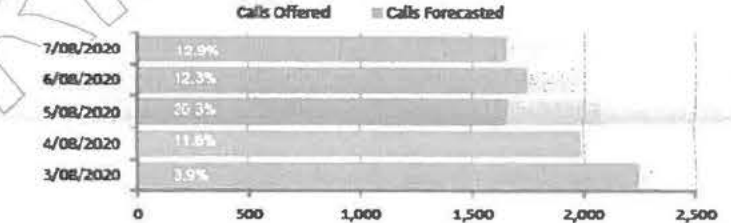
Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,730	1,443	83.4%	13:54	18.3%	18.3%	23.0%
Allowance_Applications	1,054	810	76.9%	15:17	15.6%	15.6%	17.8%
Childcare	86	84	97.7%	0:37	52.4%	52.4%	53.2%
COVID Income Relief Payment	5	5	100.0%	0:24	60.0%	60.0%	59.2%
Fees_Free	229	224	97.8%	0:28	67.9%	67.9%	61.1%
Hardship	361	286	79.2%	22:20	7.0%	7.0%	4.0%
JSSH	211	207	98.1%	0:36	56.0%	56.0%	52.3%
JSSH_Applications	29	29	100.0%	0:33	58.6%	58.6%	49.8%
Loan	1,815	1,466	80.8%	13:30	19.6%	19.6%	23.0%
Loan_Applications	917	702	76.6%	13:51	18.5%	18.5%	19.8%
Multi	3,030	2,366	78.1%	13:11	30.1%	30.1%	27.7%
Multi_Applications	317	222	70.0%	17:12	17.6%	17.6%	19.6%
Online	251	178	70.9%	18:14	6.7%	6.7%	11.2%
Personal_Details	16	9	56.3%	9:19	0.0%	0.0%	2.0%
Repeat Caller	490	389	79.4%	14:31	24.4%	24.4%	26.5%
SJS	2	2	100.0%	18:43	0.0%	0.0%	0.0%
TOTAL	10,543	8,422	79.9%	13:23	23.9%	23.9%	25.1%

Overall Service Level - Week



Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
3/08/2020	2,241	2,332	3.9%
4/08/2020	1,987	2,248	11.6%
5/08/2020	1,658	2,079	20.3%
6/08/2020	1,741	1,986	12.3%
7/08/2020	1,654	1,698	12.9%
TOTAL	9,281	10,543	12.0%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics			ASA	Staff Statistics			
	Calls Offered	Calls Answered	Answered %		Sick Leave	CHT	Occupancy	Compliance
29/06/2020	11,409	8,196	71.8%	21:40	6.0%	11:17	99.0%	79.3%
6/07/2020	12,695	9,839	77.5%	17:21	4.9%	11:10	98.9%	78.1%
13/07/2020	13,178	10,010	76.0%	18:51	5.8%	11:18	99.1%	82.2%
20/07/2020	13,104	10,466	79.9%	14:51	4.1%	11:26	98.8%	81.0%
27/07/2020	12,040	9,320	77.4%	16:09	4.9%	11:08	98.8%	79.7%
3/08/2020	10,543	8,422	79.9%	13:23	7.8%	11:13	98.9%	79.3%

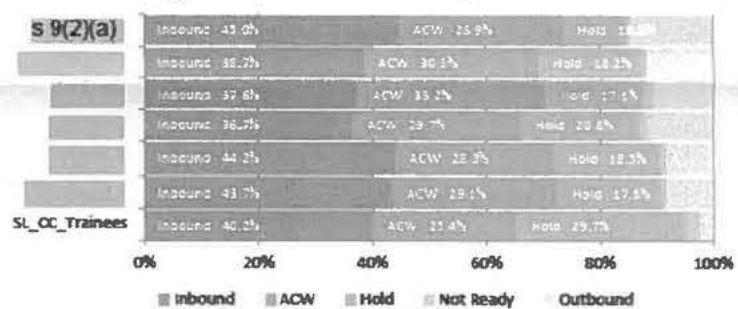
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
29/06/2020	11,409	11,545	-1.2%
6/07/2020	12,695	12,218	3.8%
13/07/2020	13,178	13,296	-0.9%
20/07/2020	13,104	12,874	1.8%
27/07/2020	12,040	10,654	11.5%
03 Aug 2020	10,543	8,997	14.7%
TOTAL	72,969	69,584	4.6%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
S 9(2)(a)	7:50	10.1%	85.5%	96.0%
	12:31	8.9%	83.7%	95.6%
	15:16	6.5%	78.7%	91.5%
	10:29	7.0%	69.8%	78.4%
	10:58	19.8%	74.3%	86.2%
	11:06	10.5%	83.2%	95.3%
SL_CC_Trainees	13:22	0.0%	0.0%	0.0%
TOTAL	11:13	7.8%	79.3%	107.7%

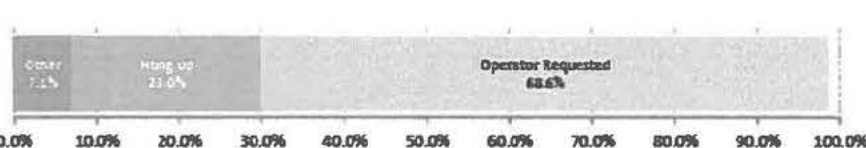
Agent States (Proportion of logged in time spent in each state)



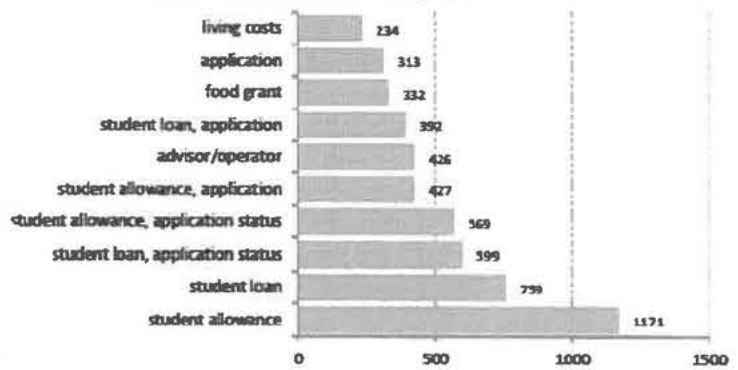
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	170	167	98.2%	
Application Information	511	505	98.8%	
TOTAL	681	672	98.7%	

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 10 August 2020

This week the 30 CSRs/SLOs were back on the queues taking SA and SL calls.

A few SLOs were logged off over the week to process Workstreams and UCV checks.

Although still 14.7% above last years, for the second consecutive week there was a reduction in calls offered.

The StudyLink Contact Centre answered 5 specifically CIRP calls. Overall, StudyLink answered 898 fewer calls last week than the week before. Any capacity freed by this was absorbed in queues outside of StudyLink.

Average Speed Answered decreased to 13:23 last week due mostly to an increase in SLOs (trainees) on the queues and a reduction in calls offered..

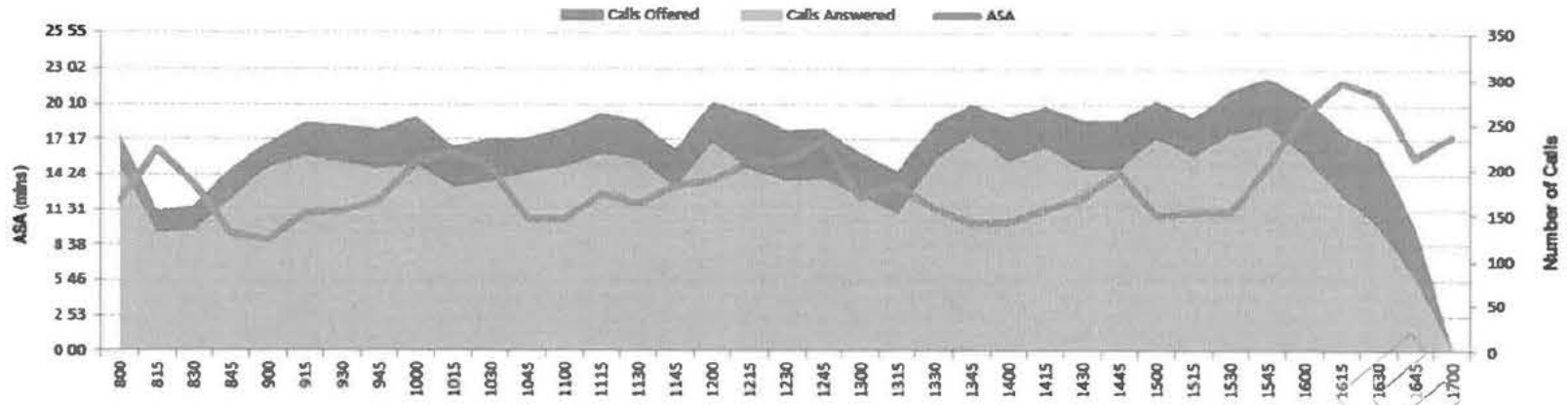
Average Call Handling Time decreased to 11:13. This may be attributable to the previous weeks additional time allowed for SLOs during their training live week.

Sick leave increased to 7.8%, over the target of >6%.

Studylink Weekly Performance

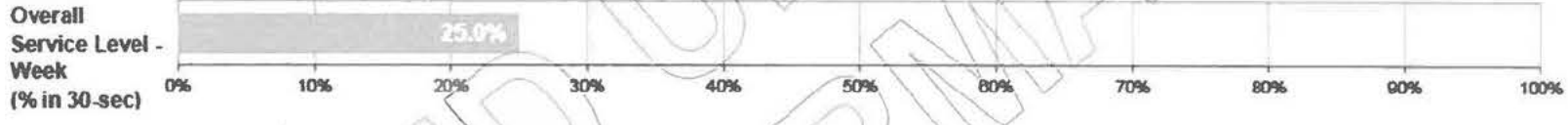
10/08/2020

Call Profile and ASA by Interval

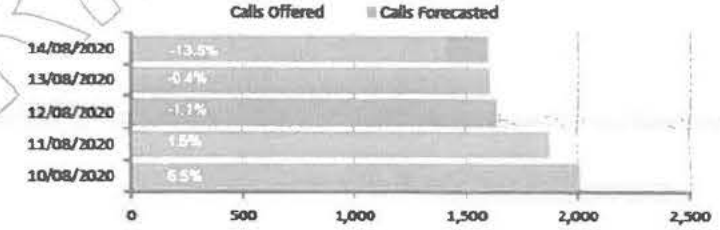


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,319	1,104	83.7%	13:55	21.9%	20.4%	22.9%
Allowance_Applications	793	633	79.8%	15:56	15.8%	15.2%	17.3%
Childcare	61	61	100.0%	0:33	63.9%	56.0%	54.2%
COVID Income Relief Payment	9	9	100.0%	0:43	55.6%	52.6%	57.6%
Fees_Free	177	173	97.7%	0:29	66.5%	64.8%	61.2%
Hardship	387	298	77.0%	22:19	3.0%	4.7%	3.8%
JSSH	154	152	98.7%	0:38	55.9%	54.9%	52.6%
JSSH_Applications	48	45	93.8%	0:35	55.6%	54.4%	50.3%
Loan	1,386	1,122	81.0%	14:16	22.2%	20.5%	22.8%
Loan_Applications	710	537	75.6%	14:36	18.2%	18.1%	19.5%
Multi	2,633	2,099	79.7%	12:09	30.5%	29.6%	27.9%
Multi_Applications	254	189	74.4%	18:43	13.8%	15.0%	18.7%
Online	195	145	74.4%	16:55	7.6%	7.4%	10.8%
Personal_Details	25	17	68.0%	16:24	0.0%	3.1%	2.5%
Repeat Caller	512	410	80.3%	13:51	25.6%	24.5%	26.1%
SJS	2	0	0.0%	0:00	#DIV/0!	0.0%	0.0%
TOTAL	8,665	6,994	80.7%	13:23	25.0%	24.1%	25.0%



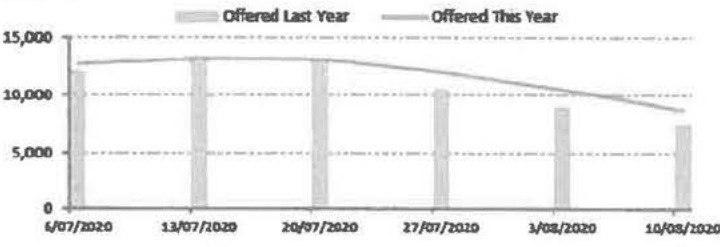
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
10/08/2020	2,001	2,141	6.5%
11/08/2020	1,875	1,905	1.6%
12/08/2020	1,632	1,615	-1.1%
13/08/2020	1,603	1,596	-0.4%
14/08/2020	1,598	1,408	-13.5%
TOTAL	8,709	8,665	-0.5%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
6/07/2020	12,695	9,839	77.5%	17:21	4.9%	11:10	98.9%	78.1%
13/07/2020	13,178	10,010	76.0%	18:51	5.8%	11:18	99.1%	82.2%
20/07/2020	13,104	10,466	79.9%	14:51	4.1%	11:26	98.8%	81.0%
27/07/2020	12,040	9,320	77.4%	16:09	4.9%	11:08	98.8%	79.7%
3/08/2020	10,543	8,422	79.9%	13:23	7.8%	11:13	98.9%	79.3%
10/08/2020	8,665	6,994	80.7%	13:23	7.9%	11:04	98.9%	83.5%

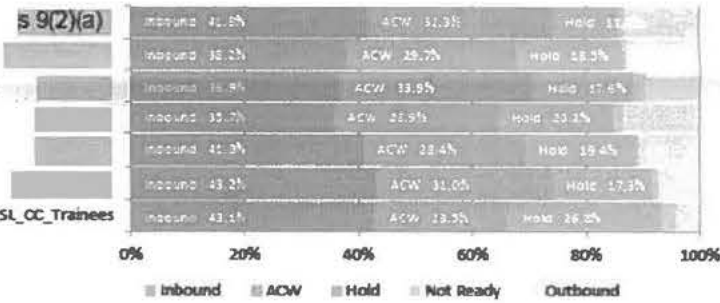
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
6/07/2020	12,695	12,218	3.8%
13/07/2020	13,178	13,296	-0.9%
20/07/2020	13,104	12,874	1.8%
27/07/2020	12,040	10,654	11.5%
3/08/2020	10,543	8,997	14.7%
10 Aug 2020	8,665	7,445	14.1%
TOTAL	70,225	65,484	6.8%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	7:52	10.3%	85.7%	95.1%
	12:49	10.3%	80.8%	93.1%
	13:52	5.2%	86.5%	100.4%
	11:12	13.1%	79.6%	91.7%
	10:20	16.7%	79.3%	91.8%
	11:38	7.5%	87.6%	100.9%
SL_CC Trainees	13:05	0.0%	0.0%	0.0%
TOTAL	11:04	7.9%	83.5%	106.2%

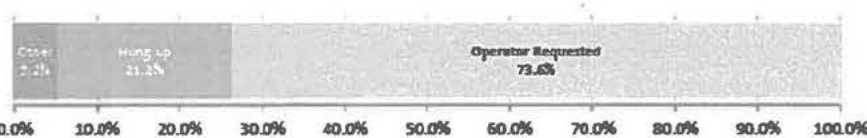
Agent States (Proportion of logged in time spent in each state)



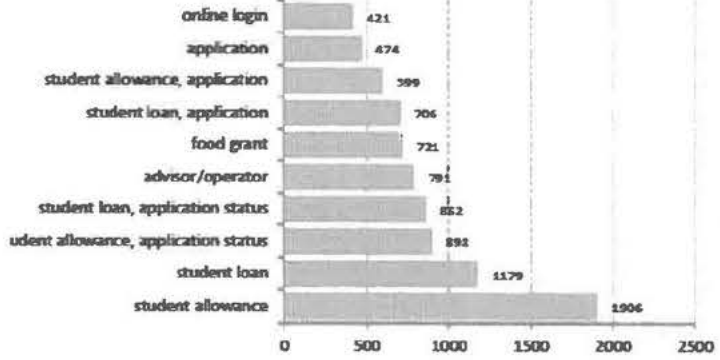
Self-Service Interactions

Service	Application Information		Payment Information	
	Entres	Success	Success	Success%
Payment Details	295	292		99.0%
Application Information	710	695		97.9%
TOTAL	1,005	987		98.2%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 17 August 2020

This week the 30 CSRs/SLOs continued the JSSH training phase of their induction training.

The WI team in Christchurch started taking live StudyLink calls as part of their training. 3 teams started rotating SLOs off for proactive coaching last week (2 teams this week). Systems issues on Monday, Tuesday and Friday.

A few SLOs were logged off over the week to process Workstreams and UCV checks.

Although still 6.6% above last years, the downward trend in Calls Offered continues.

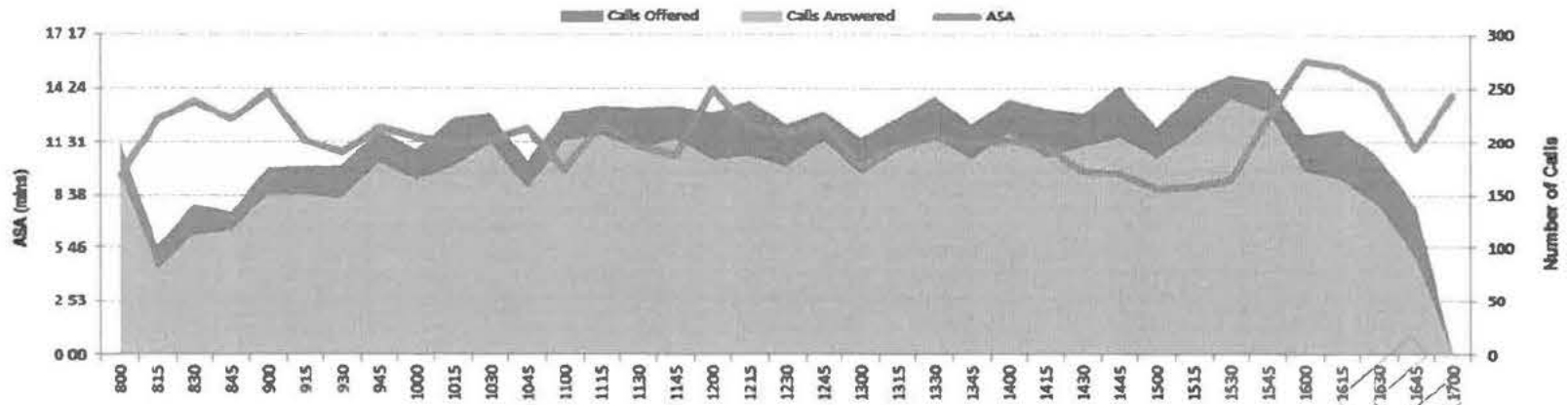
The StudyLink Contact Centre answered 10 specifically CIRP calls. Overall, StudyLink answered 668 fewer calls last week than the week before. Any capacity freed by this was absorbed in queues outside of StudyLink.

Average Speed Answered reduced by 1:41 from the week before. This is likely due to a reduction in calls offered.

Average Call Handling Time increased to 11:18 (+14 seconds). Likely due to the WI team in Christchurch taking a little longer on calls.

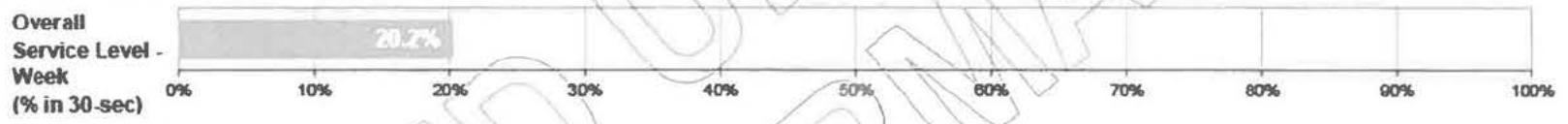
Sick leave decreased to 10.4%, this is above the target of >6%.

Call Profile and ASA by Interval

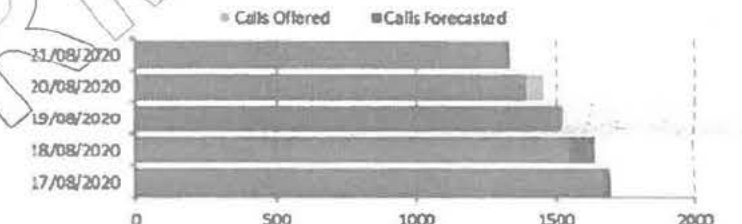


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,134	965	85.1%	12:34	17.6%	19.2%	22.4%
Allowance_Applications	746	609	81.6%	14:52	10.5%	14.1%	16.8%
Childcare	68	67	98.5%	0:43	52.2%	55.7%	54.2%
COVID Income Relief Payment	10	10	100.0%	0:45	60.0%	58.3%	58.9%
Fees_Free	200	197	98.5%	0:32	64.0%	66.2%	61.7%
Hardship	339	291	85.8%	18:05	2.4%	4.1%	3.6%
JSSH	124	123	99.2%	0:40	52.0%	55.0%	52.7%
JSSH_Applications	31	31	100.0%	0:53	45.2%	53.3%	50.1%
Loan	1,126	949	84.3%	11:46	19.9%	20.5%	22.7%
Loan_Applications	630	498	79.0%	14:11	12.7%	16.8%	19.1%
Multi	2,426	2,040	84.1%	10:25	24.0%	28.3%	27.6%
Multi_Applications	198	150	75.8%	15:26	6.0%	13.2%	18.0%
Online	177	128	72.3%	14:26	4.7%	6.4%	10.3%
Personal_Details	17	13	76.5%	4:12	30.6%	10.3%	4.7%
Repeat Caller	308	255	82.8%	13:39	13.3%	22.2%	25.3%
SJS	1	0	0.0%	0:00	#DIV/0!	0.0%	0.0%
TOTAL	7,535	6,326	84.0%	11:42	20.2%	23.2%	24.6%



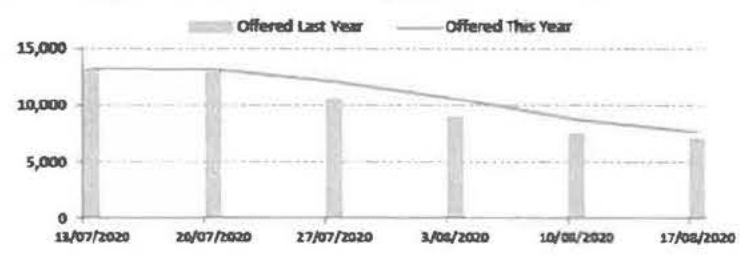
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
17/08/2020	1701	1,672	-1.8%
18/08/2020	1639	1,553	-5.6%
19/08/2020	1521	1,530	0.6%
20/08/2020	1395	1,456	4.2%
21/08/2020	1332	1,324	-0.6%
TOTAL	8,907	7,535	-0.7%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
13/07/2020	13,178	10,040	76.0%	18:51	5.8%	11:18	99.1%	82.2%
20/07/2020	13,104	10,466	79.9%	14:51	4.1%	11:26	98.8%	81.0%
27/07/2020	12,040	9,320	77.4%	16:09	4.9%	11:08	98.8%	79.7%
3/08/2020	10,543	8,422	79.9%	13:23	7.8%	11:13	98.9%	79.3%
10/08/2020	8,665	6,994	80.7%	13:23	7.9%	11:04	98.9%	83.5%
17/08/2020	7,535	6,326	84.0%	11:42	10.4%	11:18	98.8%	79.8%

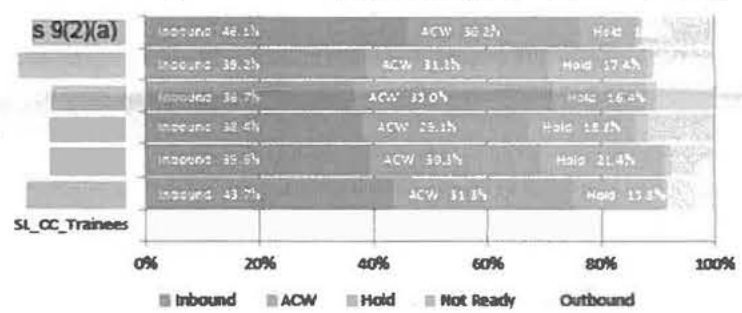
Call Volumes Compared in Last Year	Offered This Year	Offered Last Year	Variance to Last Year
13/07/2020	13,178	13,296	-0.9%
20/07/2020	13,104	12,874	1.8%
27/07/2020	12,040	10,654	11.5%
3/08/2020	10,543	8,997	14.7%
10/08/2020	8,665	7,445	14.1%
17 Aug 2020	7,535	7,035	6.6%
TOTAL	65,065	60,301	7.3%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	8:11	20.7%	79.5%	89.0%
	13:16	11.1%	83.2%	93.9%
	14:43	15.5%	72.8%	82.9%
	11:09	6.4%	79.2%	90.1%
	11:37	10.8%	77.8%	90.6%
SL_CC_Trainees	11:11	17.0%	87.8%	100.1%
TOTAL	11:18	10.4%	79.8%	90.8%

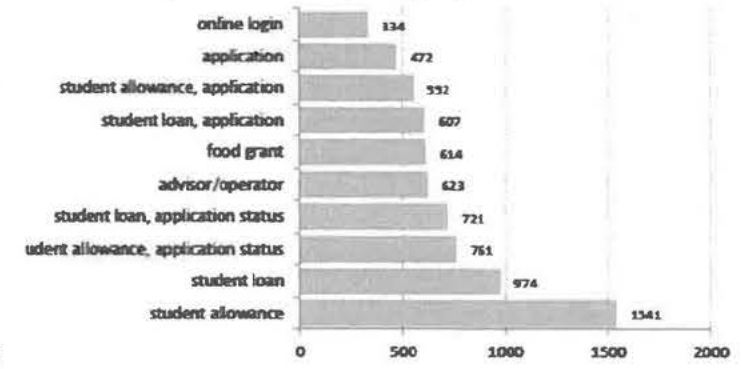
Agent States (Proportion of logged in time spent in each state)



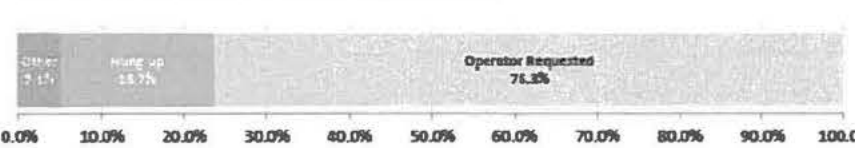
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	229	227		99.1%
Application Information	566	560		98.9%
TOTAL	795	787		99.0%

VET Need Data - Top 10



Successful Self-Service Outcomes



Notes for StudyLink Weekly Performance Report, dated 24 August 2020

There were system issues on Monday, Wednesday and Thursday, with a WFM update on Friday.

2 teams rotated SLOs off for proactive coaching.

A few SLOs were logged off over the week to process Workstreams and UCV checks.

Although still 9.6% above last years YTD, the downward trend in Calls Offered continues.

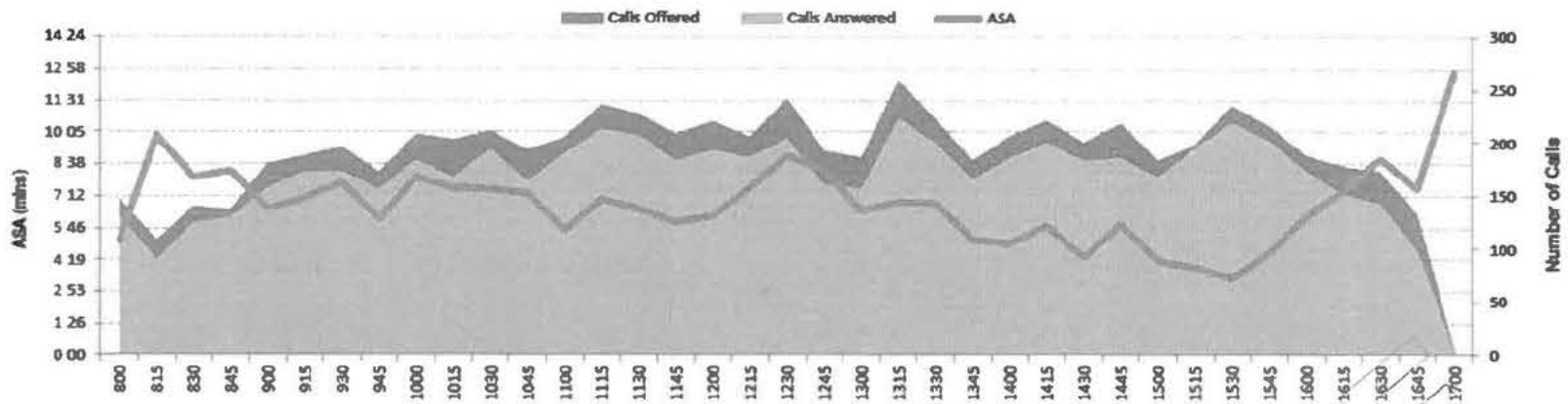
The StudyLink Contact Centre answered 14 specifically CIRP calls. Overall, StudyLink answered 93 fewer calls last week than the week before. Any capacity freed by this was absorbed in queues outside of StudyLink.

Average Speed Answered reduced by 5:10 from the week before. This is likely due to an increase in Operators improvement in skill (Christchurch), a reduction in average CHT and a reduction in calls offered.

Average Call Handling Time increased to 11:02 (-16 seconds). Likely due to the WI team in Christchurch improving their StudyLink skills on calls, as well as the new StudyLink operators back in the classroom for JSSH training.

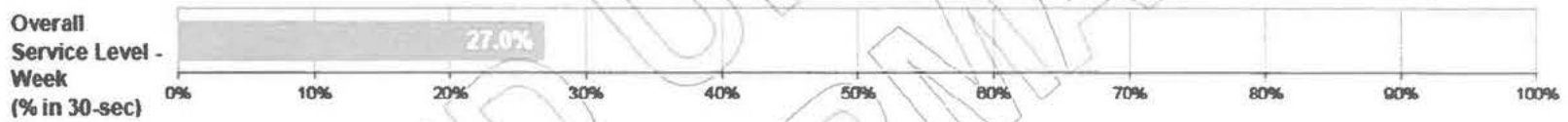
Sick leave decreased to 9.1%, this is above the target of >6%.

Call Profile and ASA by Interval

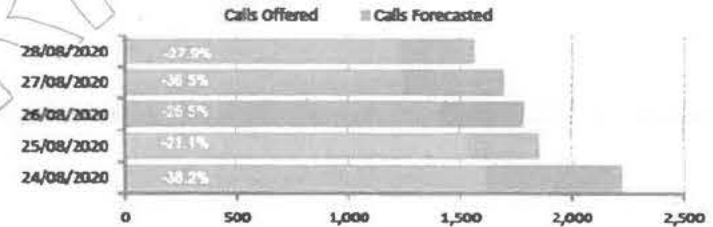


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,011	906	89.6%	7:33	18.5%	19.1%	22.1%
Allowance_Applications	682	594	87.1%	8:26	13.1%	13.9%	16.5%
Childcare	47	47	100.0%	0:30	76.6%	59.5%	55.8%
COVID Income Relief Payment	14	14	100.0%	0:26	57.1%	57.9%	58.7%
Fees_Free	212	210	99.1%	0:18	81.4%	70.1%	63.5%
Hardship	270	240	88.9%	9:26	13.8%	6.2%	4.7%
JSSH	127	125	98.4%	0:27	68.0%	57.7%	53.9%
JSSH_Applications	44	43	97.7%	0:36	55.8%	54.1%	50.7%
Loan	1,061	956	90.1%	4:53	31.8%	22.9%	23.3%
Loan_Applications	619	519	83.8%	7:52	17.5%	16.9%	19.0%
Mult	2,277	2,021	88.8%	6:27	29.7%	28.6%	27.8%
Mult_Applications	195	164	84.1%	8:40	15.9%	13.8%	17.8%
Online	149	112	75.2%	8:17	17.0%	8.5%	10.8%
Personal_Details	16	15	93.8%	5:26	20.0%	13.0%	6.3%
Repeat Caller	297	267	89.9%	8:37	13.5%	20.4%	24.3%
SJS	1	0	0.0%	0:00	#DIV/0!	0.0%	0.0%
TOTAL	7,022	6,233	88.8%	6:33	27.0%	24.1%	24.8%



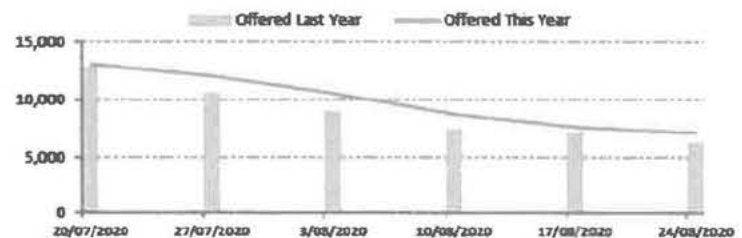
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
24/08/2020	2,225	1,610	-38.2%
25/08/2020	1,856	1,533	-21.1%
26/08/2020	1,785	1,411	-26.5%
27/08/2020	1,698	1,244	-36.5%
28/08/2020	1,565	1,224	-27.9%
TOTAL	9,129	7,022	-30.0%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
20/07/2020	13,104	10,466	79.9%	14:51	4.1%	11:26	98.8%	81.0%
27/07/2020	12,040	9,320	77.4%	16:09	4.9%	11:08	98.8%	79.7%
3/08/2020	10,543	8,422	79.9%	13:23	7.8%	11:13	98.9%	79.3%
10/08/2020	8,665	6,994	80.7%	13:23	7.9%	11:04	98.9%	83.5%
17/08/2020	7,535	6,326	84.0%	11:42	10.4%	11:18	98.8%	79.8%
24/08/2020	7,022	6,233	88.8%	6:33	9.1%	11:02	97.5%	76.8%

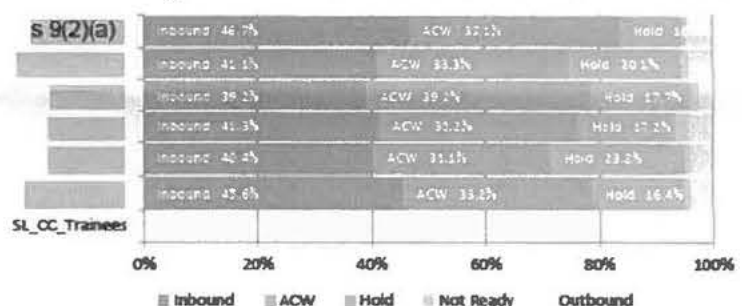
Call Volumes Compared in Last Year	Offered This Year	Offered Last Year	Variance to Last Year
20/07/2020	13,104	12,874	1.8%
27/07/2020	12,040	10,654	11.5%
3/08/2020	10,543	8,997	14.7%
10/08/2020	8,665	7,445	14.1%
17/08/2020	7,535	7,035	6.6%
24 Aug 2020	7,022	6,243	11.1%
TOTAL	58,909	53,248	9.6%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
S 9(2)(a)	8:03	13.4%	82.6%	90.6%
	13:14	16.0%	81.3%	94.1%
	14:46	16.8%	75.7%	86.5%
	10:55	4.0%	72.6%	82.0%
	11:03	3.5%	72.9%	83.8%
	11:13	17.8%	75.5%	90.6%
SL_CC_Trainees	0:00	0.0%	0.0%	0.0%
TOTAL	11:02	9.1%	76.8%	87.7%

Agent States (Proportion of logged in time spent in each state)



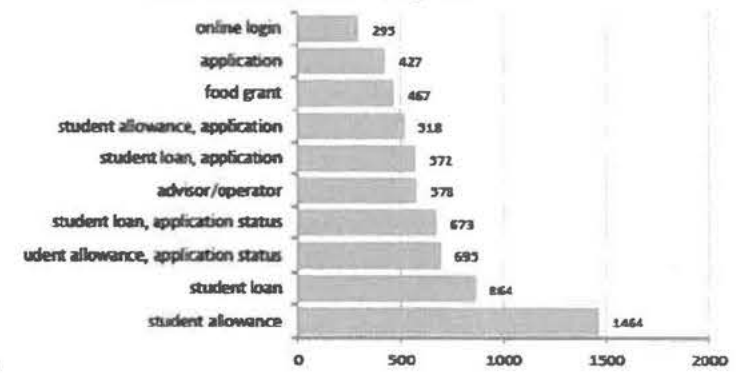
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	180	179		99.4%
Application Information	524	519		99.0%
TOTAL	704	698		99.1%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 31 August 2020

There were WFM issues on Monday and Tuesday due to the WFM update the previous Friday.

Trainees started taking live JSSH calls as the final part of their training.

A few SLOs were logged off over the week to process Workstreams and UCV checks.

Calls Offered increased 15.3% last week compared to the week before. YTD Calls offered are 12.3% up on last year.

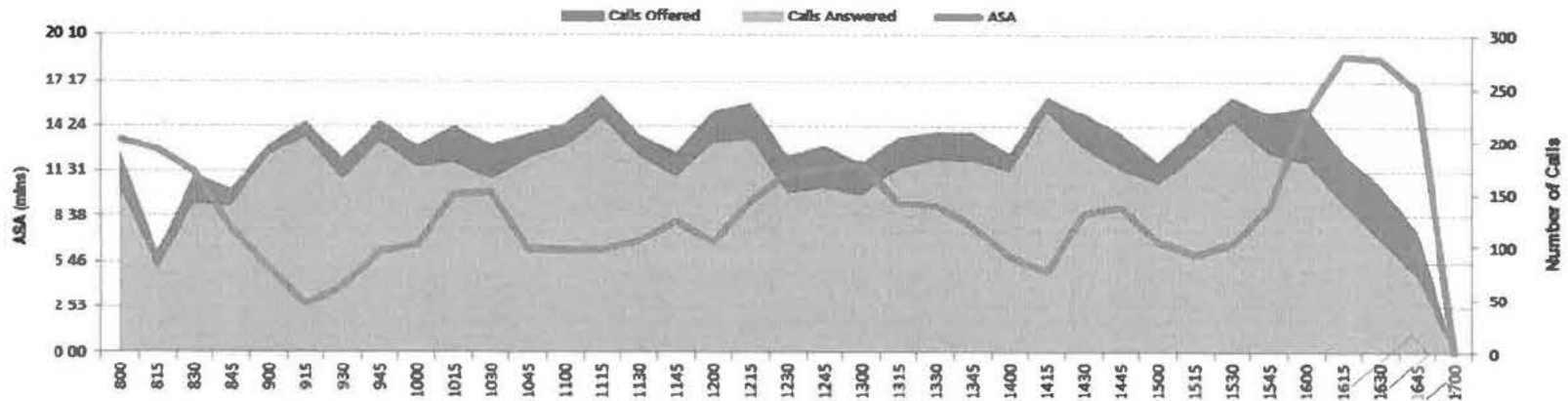
Despite CIRP starting to expire, the StudyLink Contact Centre answered 8 specifically CIRP calls. Overall, StudyLink answered 105 fewer calls last week than the week before. As usual, any spare capacity was absorbed in queues outside of StudyLink.

Average Speed Answered increased by 2:13 from the week before. This is likely due to the new SLOs taking live JSSH calls, which caused an increase in average CHT, which flowed on to ASA.

Average Call Handling Time increased to 11:54 (+52 seconds). Likely due to the new StudyLink operators taking live JSSH calls.

Sick leave increased to 10.9%, this is above the target of >6%.

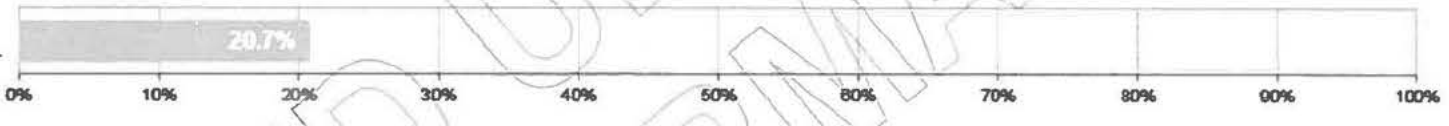
Call Profile and ASA by Interval



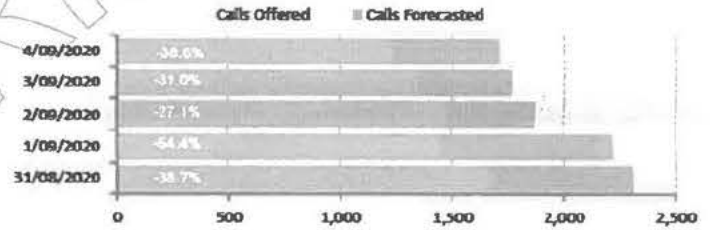
Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,151	986	85.7%	9:48	14.2%	12.8%	21.5%
Allowance_Applications	737	614	83.3%	10:28	11.2%	9.4%	16.0%
Childcare	45	44	97.8%	0:27	68.2%	71.9%	56.6%
COVID Income Relief Payment	8	8	100.0%	0:10	87.5%	83.3%	60.7%
Fees_Free	193	189	97.9%	0:20	75.1%	75.8%	64.3%
Hardship	307	276	89.9%	11:14	8.0%	9.5%	5.4%
JSSH	137	137	100.0%	0:25	69.3%	68.9%	55.2%
JSSH_Applications	32	32	100.0%	0:36	56.3%	57.1%	51.0%
Loan	1,037	890	85.8%	9:02	16.9%	14.2%	22.9%
Loan_Applications	633	521	82.3%	9:46	12.9%	11.4%	18.5%
Multi	2,162	1,849	85.5%	8:06	25.6%	24.7%	27.6%
Multi_Applications	178	142	79.8%	12:09	4.9%	4.9%	17.0%
Online	176	125	71.0%	10:09	8.6%	8.7%	10.6%
Personal_Details	24	19	79.2%	0:06	5.3%	5.6%	6.2%
Repeat Caller	344	295	85.8%	10:08	12.9%	12.0%	23.4%
SJS	1	1	100.0%	16:28	0.0%	0.0%	0.0%
TOTAL	7,165	6,128	85.5%	8:45	20.7%	19.5%	24.5%

Overall Service Level - Week (in 30-sec)



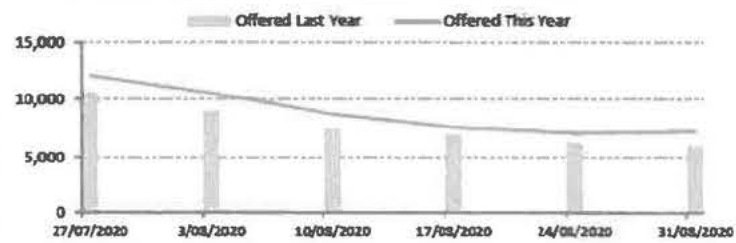
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
31/08/2020	2,309	1,665	-38.7%
1/09/2020	2,226	1,442	-54.4%
2/09/2020	1,874	1,474	-27.1%
3/09/2020	1,765	1,347	-31.0%
4/09/2020	1,714	1,237	-38.6%
TOTAL	9,888	7,165	-38.0%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
27/07/2020	12,040	9,320	77.4%	16:09	4.9%	11:08	98.8%	79.7%
3/08/2020	10,543	8,422	79.9%	13:23	7.8%	11:13	98.9%	79.3%
10/08/2020	8,665	6,994	80.7%	13:23	7.9%	11:04	98.9%	83.5%
17/08/2020	7,535	6,326	84.0%	11:42	10.4%	11:18	98.8%	79.8%
24/08/2020	7,022	6,233	88.8%	6:33	9.1%	11:02	97.5%	76.8%
31/08/2020	7,165	6,128	85.5%	8:45	10.9%	11:54	98.7%	82.3%

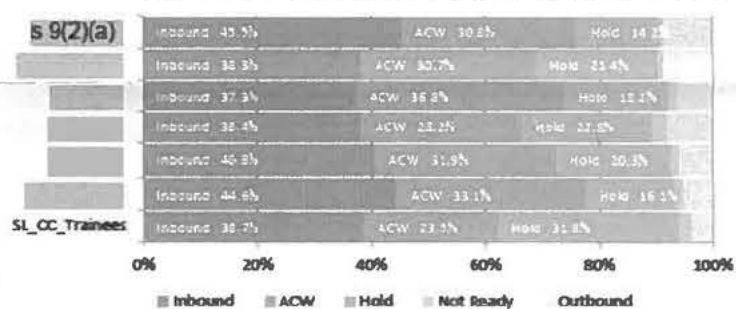
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
27/07/2020	12,040	10,654	11.5%
3/08/2020	10,543	8,997	14.7%
10/08/2020	8,665	7,445	14.1%
17/08/2020	7,535	7,035	6.6%
24/08/2020	7,022	6,243	11.1%
31 Aug 2020	7,165	6,067	15.3%
TOTAL	52,970	46,441	12.3%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	8:44	11.0%	84.7%	93.5%
	13:15	23.0%	84.6%	96.4%
	13:11	3.4%	83.7%	96.2%
	11:00	7.4%	81.7%	93.0%
	10:12	26.9%	71.4%	80.2%
	10:15	17.8%	85.8%	102.4%
SL_CC Trainees	16:54	0.0%	0.0%	0.0%
TOTAL	11:54	10.9%	82.3%	123.2%

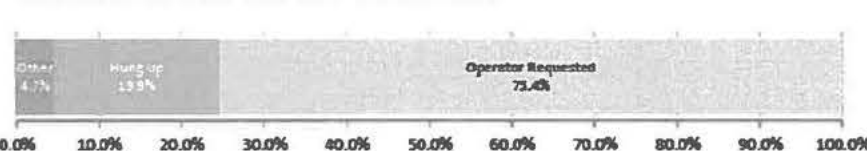
Agent States (Proportion of logged in time spent in each state)



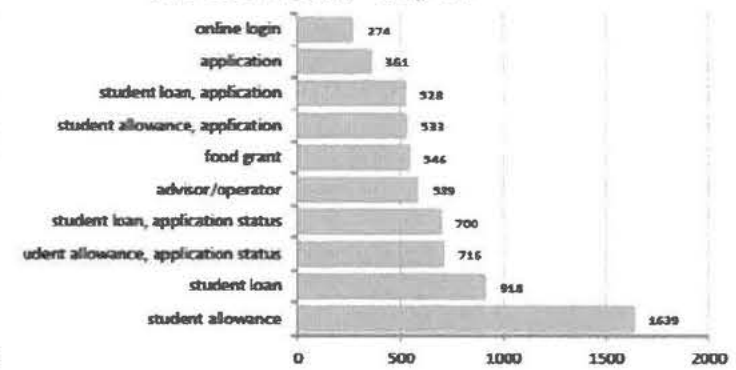
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	195	193		99.0%
Application Information	558	550		98.6%
TOTAL	753	743		98.7%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 7 September 2020

Trainees continued taking live JSSH calls as the final part of their Grad School training, coupled with low unplanned on some days and reducing calls offered resulted in some good results for ASA as well as good levels of support for other business lines.

A few SLOs were logged off over the week to process Workstreams and UCV checks.

Calls Offered is 43.9% less than forecast for last week and 15.5% more than offered in the same week last year.

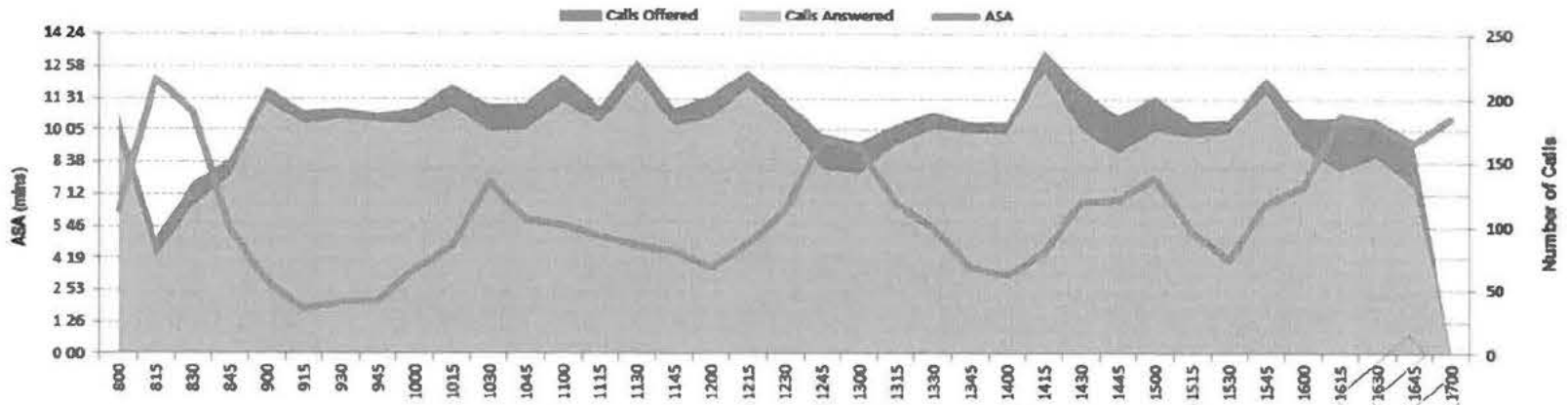
Despite CIRP expiring, the StudyLink Contact Centre answered 5 specifically CIRP calls. Overall, StudyLink answered 90.4% of calls offered.

Average Call Handling Time decreased to 11:32 (-22 seconds). Likely due to the new StudyLink operators taking less time on their live JSSH calls as they progress through Grad School. The reduction in CHT, with fewer calls offered and more Operators on the queues will flow onto ASA.

Average Speed Answered decreased by 2:50 from the week before. This is likely due to the new SLOs taking less time on their live JSSH calls as part of Grad School, which caused an decrease in average CHT which, when combined with lower calls offered and a decrease in Unplanned leave, flowed on to ASA.

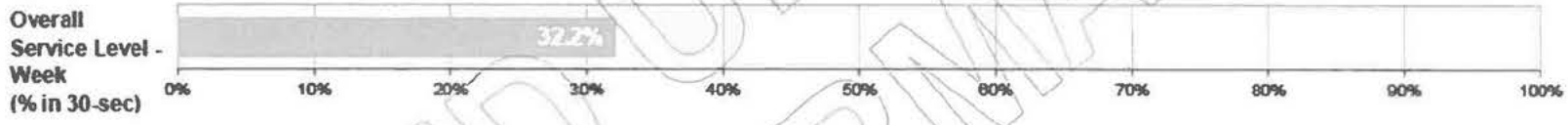
Sick leave decreased to 4.1%, this is below the target of >6%.

Call Profile and ASA by Interval

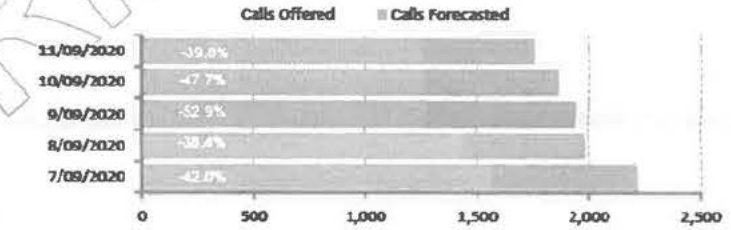


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,040	945	90.9%	6:17	29.1%	22.0%	22.0%
Allowance_Applications	649	575	88.6%	7:17	24.5%	17.6%	16.7%
Childcare	56	52	92.9%	0:28	75.0%	73.8%	57.8%
COVID Income Relief Payment	5	5	100.0%	0:17	80.0%	81.6%	61.5%
Fees_Free	138	136	98.6%	0:17	78.7%	77.2%	65.1%
Hardship	269	246	91.4%	7:30	19.1%	14.5%	6.3%
JSSH	122	121	99.2%	0:23	69.4%	69.2%	56.1%
JSSH_Applications	39	39	100.0%	0:18	64.1%	61.2%	52.0%
Loan	988	909	92.0%	6:31	28.2%	22.1%	23.2%
Loan_Applications	580	518	89.3%	6:54	24.7%	18.9%	18.9%
Multi	2,201	1,983	90.1%	5:15	36.7%	31.7%	28.4%
Multi_Applications	185	168	90.8%	7:33	22.0%	15.5%	17.4%
Online	143	116	81.1%	7:13	22.4%	15.9%	11.4%
Personal_Details	16	14	87.5%	8:08	28.6%	15.6%	8.0%
Repeat Caller	357	309	86.6%	6:50	23.3%	18.2%	23.4%
SJS	0	0	100.0%	0:00	0.0%	0.0%	0.0%
TOTAL	6,788	6,136	90.4%	5:55	32.2%	26.6%	25.1%



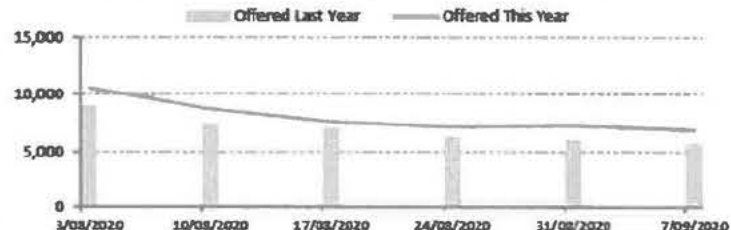
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
7/09/2020	2,215	1,560	-42.0%
8/09/2020	1,987	1,436	-38.4%
9/09/2020	1,946	1,273	-52.9%
10/09/2020	1,865	1,263	-47.7%
11/09/2020	1,756	1,256	-39.8%
TOTAL	9,769	6,788	-43.9%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
3/08/2020	10,543	8,422	79.9%	13:23	7.8%	11:13	98.9%	79.3%
10/08/2020	8,665	6,994	80.7%	13:23	7.9%	11:04	98.9%	83.5%
17/08/2020	7,535	6,326	84.0%	11:42	10.4%	11:18	98.8%	79.8%
24/08/2020	7,022	6,233	88.8%	6:33	9.1%	11:02	97.5%	76.8%
31/08/2020	7,165	6,128	85.5%	8:45	10.9%	11:54	98.7%	82.3%
7/09/2020	6,788	6,136	90.4%	5:55	4.1%	11:32	97.7%	80.6%

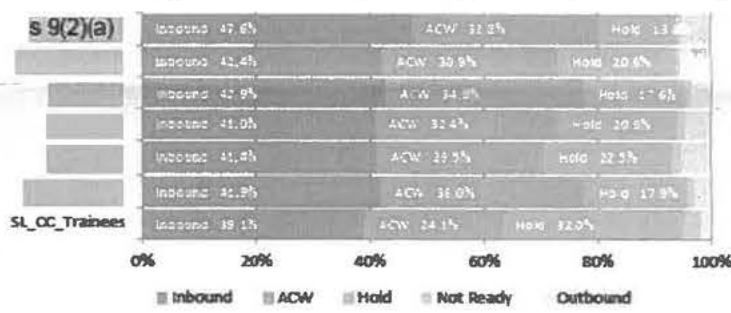
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
3/08/2020	10,543	8,997	14.7%
10/08/2020	8,665	7,445	14.1%
17/08/2020	7,535	7,035	6.6%
24/08/2020	7,022	6,243	11.1%
31/08/2020	7,165	6,067	15.3%
07 Sep 2020	6,788	5,739	15.5%
TOTAL	47,718	41,526	13.0%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
S 9(2)(a)	8:43	6.2%	82.6%	91.0%
	12:27	4.3%	84.0%	94.8%
	11:25	5.7%	80.7%	91.5%
	9:54	5.6%	81.5%	93.0%
	11:01	2.6%	69.8%	80.1%
	10:45	8.7%	85.0%	95.7%
SI_CC_Trainees	18:00	0.0%	0.0%	0.0%
TOTAL	11:32	4.1%	80.6%	116.2%

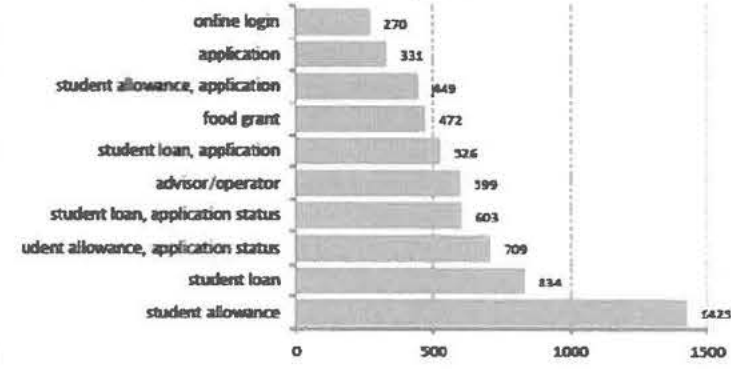
Agent States (Proportion of logged in time spent in each state)



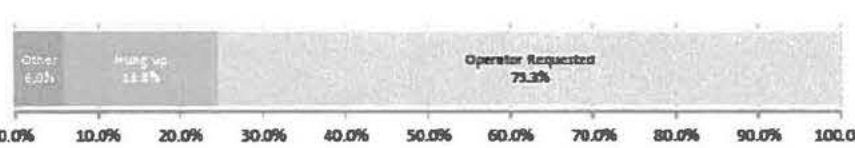
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	169	167		98.8%
Application Information	521	517		99.2%
TOTAL	690	684		99.1%

VET Need Data - Top 10



Successful Self-Service Outcomes



Studylink Weekly Performance

14/09/2020

Call Profile and ASA by Interval



Notes for StudyLink Weekly Performance Report, dated 14 September 2020

The reducing level of calls offered resulted in some good results for ASA as well as good levels of support for other business lines. Studylink Officers answered 4880 Work and Income calls across the Advance/Appointment/Online Help and Apply Queues

A few SLOs were logged off over the week to process Workstreams and UCV checks.

Calls Offered is 16.9% less than forecast for last week and 12.2% more than offered in the same week last year.

Overall, StudyLink answered 87.1% of calls offered.

Average Call Handling Time decreased to 11:16 (-16 seconds). Likely due to the new StudyLink Officers continuing to improve their call handling skills. The reduction in CHT, with fewer calls offered and more Operators on the queues will flow onto ASA.

Average Speed Answered increased by 1:20 from the week before. Sick leave increased to 7.0%, this is above the target of >6%.

Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
10/08/2020	8,665	7,445	14.1%
17/08/2020	7,535	7,055	6.6%
24/08/2020	7,022	6,243	11.1%
31/08/2020	7,165	6,067	15.3%
7/09/2020	6,788	5,739	15.5%
14 Sep 2020	6,871	6,033	12.2%
TOTAL	44,046	38,562	12.5%

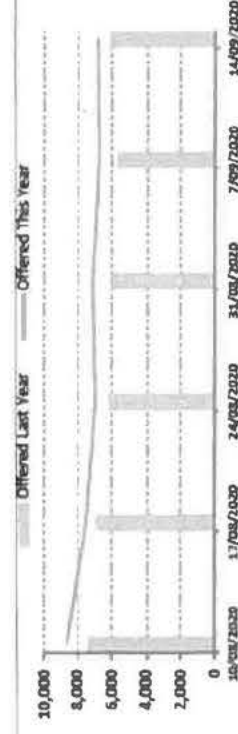
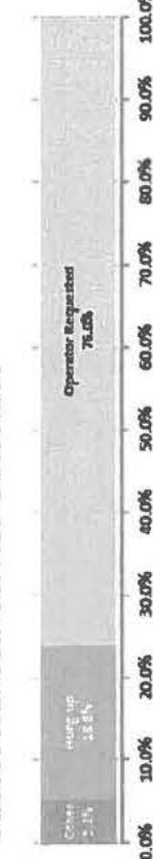
Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	10:40	11.3%	79.0%	90.7%
	8:20	4.4%	65.7%	93.5%
	12:54	0.0%	76.2%	87.7%
	13:17	7.4%	67.6%	78.0%
	9:52	3.8%	72.8%	81.1%
	16:07	11.3%	52.7%	67.1%
	11:04	10.5%	66.0%	79.0%
TOTAL	11:16	7.0%	70.9%	81.9%

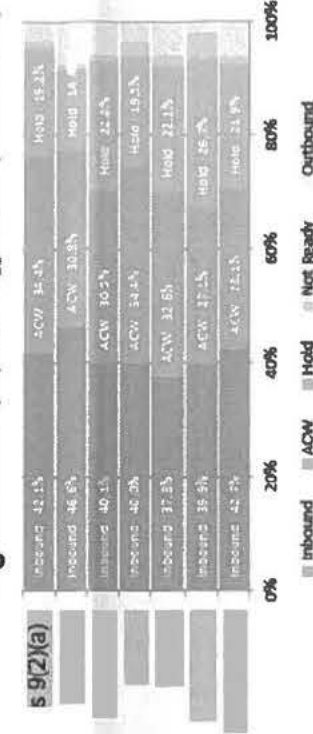
Self-Service Interactions

Service	Application Information	Enquiries	Payment Information	Success%
Payment Details		155	153	98.7%
Application Information	444	439	439	98.9%
TOTAL	589	592	592	98.8%

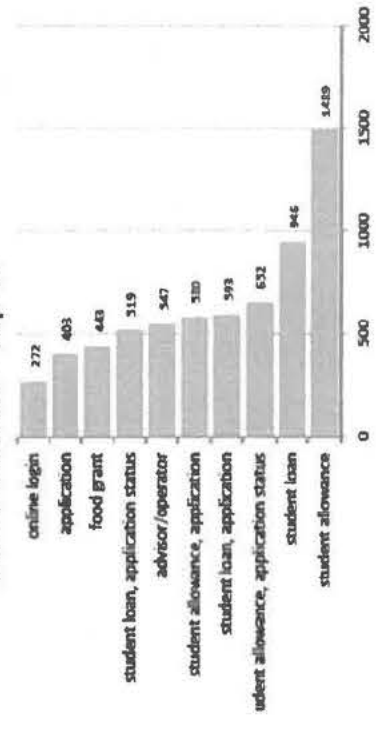
Successful Self-Service Outcomes



Agent States (Proportion of logged in time spent in each state)



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 21 September 2020

There were some minor technical issues with VET on Monday.
28 SLOs had WI_Advances added to their skill set
Emergency housing training was conducted for the staff in the office.

The reducing level of calls offered resulted in good levels of support for other business lines, Studylink Officers answered 3,972 Work and Income calls across the Advance/Appointment/Online Help and Apply Queues. Additional training is being given to SLOs where possible to increase the capacity of StudyLink CC to take WI calls going forward.

A few SLOs were logged off over the week to process Workstreams and UCV checks.

Calls Offered is 17.8% less than forecast for last week and 11.9% more than offered in the same week last year.

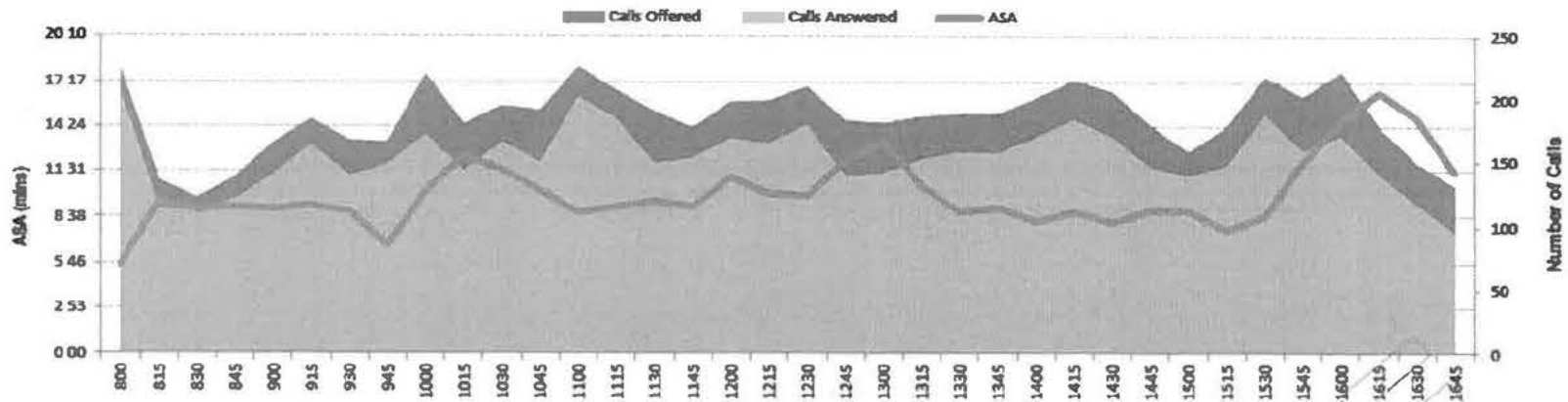
Overall, StudyLink answered 83.3% of StudyLink calls offered.

Average Call Handling Time increased to 11:40 (+24 seconds). This increase will flow on to ASA.

Average Speed Answered increased by 2:48 from the week before. Most likely due to the increase in CHT and the SLOs taken off the queues to under-go training.

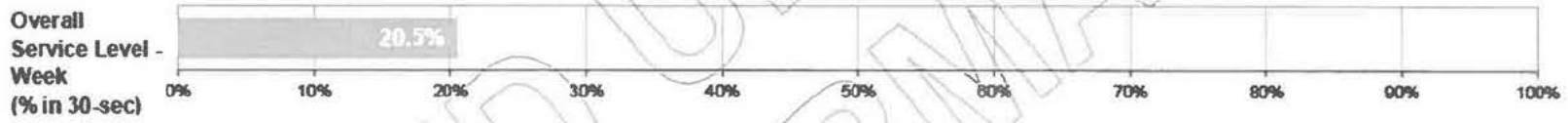
Sick leave decreased to 4.3%, this is above the target of >6%.

Call Profile and ASA by Interval

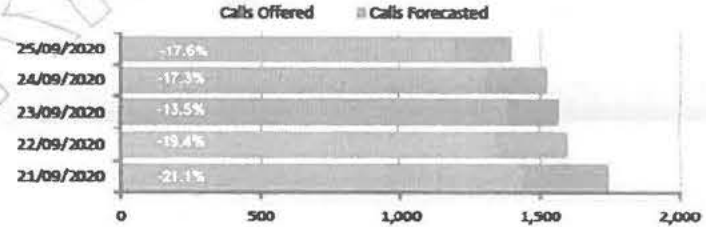


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,092	912	83.5%	10:50	16.2%	19.7%	21.5%
Allowance_Applications	647	532	82.2%	12:02	12.8%	16.4%	16.5%
Childcare	63	62	98.4%	0:35	58.1%	70.3%	59.1%
COVID Income Relief Payment	8	8	100.0%	0:25	7.5%	81.0%	63.0%
Fees_Free	159	153	96.2%	0:30	66.7%	74.4%	65.7%
Hardship	279	234	83.9%	14:11	2.8%	11.9%	6.7%
JSSH	134	131	97.8%	0:39	57.3%	66.9%	57.2%
JSSH_Applications	39	38	97.4%	0:26	68.4%	70.3%	55.7%
Loan	1,026	848	82.7%	11:14	14.7%	19.5%	22.6%
Loan_Applications	568	444	78.2%	11:16	10.6%	16.9%	18.5%
Multi	2,045	1,707	83.5%	8:58	27.0%	30.1%	28.4%
Multi_Applications	181	143	79.0%	14:00	6.3%	11.7%	16.4%
Online	127	98	77.2%	13:32	0.0%	13.3%	11.3%
Personal_Details	20	14	70.0%	11:06	7.1%	15.2%	9.0%
Repeat Caller	270	224	83.0%	11:34	12.5%	17.1%	22.5%
SJS	1	1	100.0%	11:42	0.0%	0.0%	0.0%
TOTAL	6,659	5,549	83.3%	10.03	20.5%	24.8%	24.8%



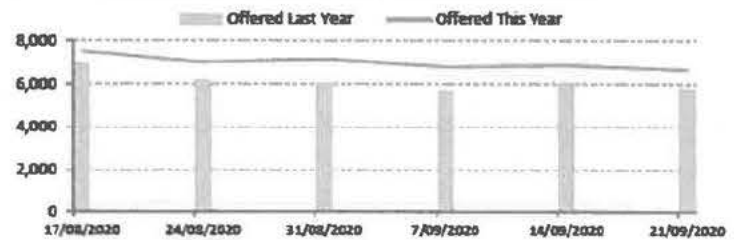
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
21/09/2020	1,745	1,441	-21.1%
22/09/2020	1,603	1,342	-19.4%
23/09/2020	1,573	1,386	-11.9%
24/09/2020	1,526	1,301	-14.8%
25/09/2020	1,398	1,189	-14.9%
TOTAL	7,845	6,659	-15.2%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
17/08/2020	7,535	6,326	84.0%	11:42	10.6%	11:16	98.8%	81.0%
24/08/2020	7,022	6,233	88.8%	6:33	9.1%	11:02	97.5%	76.8%
31/08/2020	7,165	6,128	85.5%	8:45	10.9%	11:54	98.7%	82.3%
7/09/2020	6,788	6,136	90.4%	5:55	5.6%	11:32	97.7%	83.5%
14/09/2020	6,871	5,982	87.1%	7:15	7.0%	11:16	98.3%	70.9%
11/09/2020	6,659	5,549	83.3%	10:03	4.3%	11:40	98.2%	78.0%

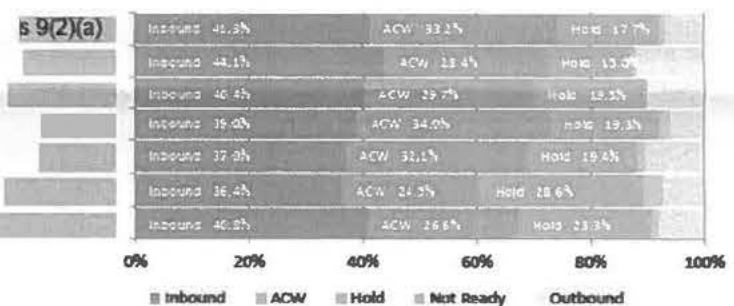
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
17/08/2020	7,535	7,035	6.6%
24/08/2020	7,022	6,243	11.1%
31/08/2020	7,165	6,067	15.3%
7/09/2020	6,788	5,739	15.5%
14/09/2020	6,871	6,033	12.2%
11 Sep 2020	6,659	5,867	11.9%
TOTAL	42,040	36,984	12.0%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	11:43	1.7%	81.5%	105.4%
	8:44	0.6%	85.2%	94.6%
	13:14	8.4%	80.5%	106.4%
	13:41	2.7%	80.1%	108.4%
	10:39	5.4%	81.6%	91.0%
	16:13	4.8%	52.6%	259.9%
	11:00	7.0%	63.6%	87.0%
TOTAL	11:40	4.3%	78.0%	107.2%

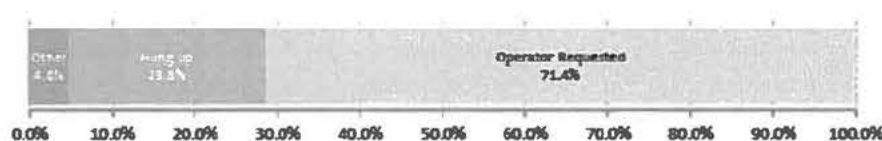
Agent States (Proportion of logged in time spent in each state)



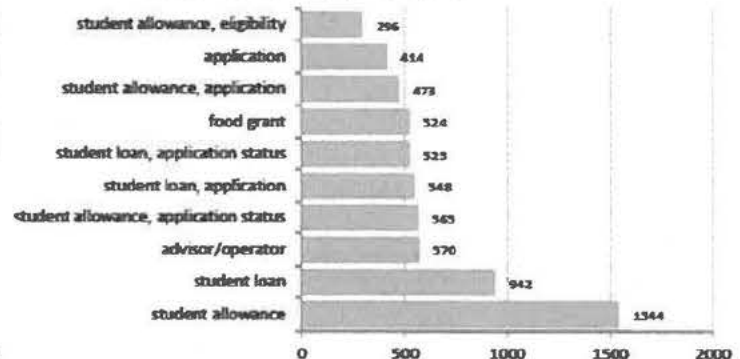
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	185	185	100.0%	
Application Information	430	424	98.6%	
TOTAL	615	609	99.0%	

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 28 September 2020

A few SLOs were logged off over the week to process Workstreams and UCV checks.

Calls Offered is 13.7% less than forecast and 12.7% more than offered in the same week last year.

Overall, StudyLink answered 81.2% of StudyLink calls offered.

Average Call Handling Time increased to 12:29 (+49 seconds). This increase will impact ASA.

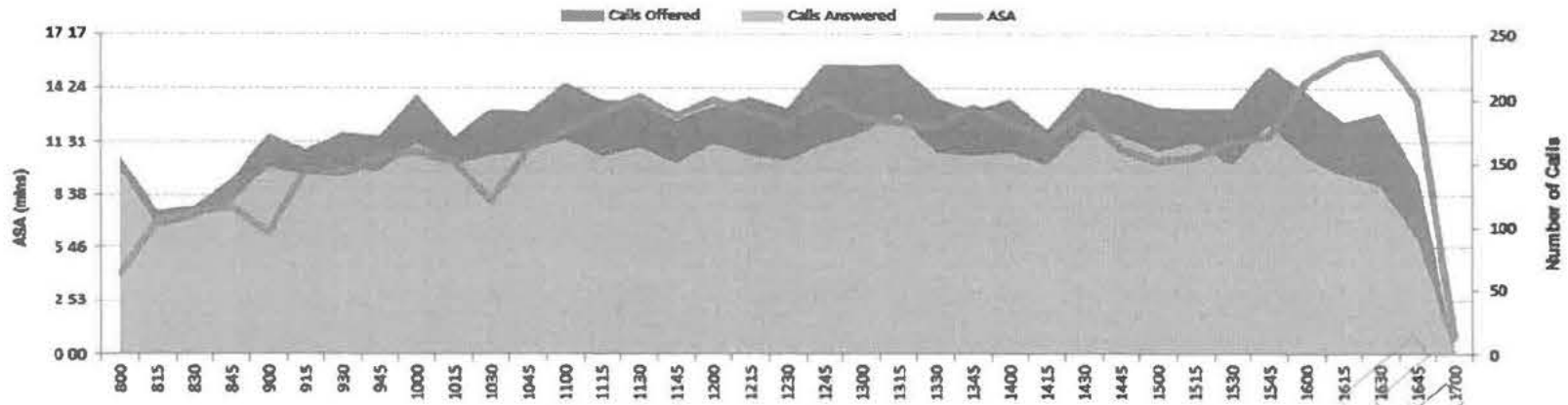
Average Speed Answered increased by 1:36 from the week before. Most likely due to the increase in CHT, an increase in Sick leave and proactive Annual Leave management.

Sick leave increased to 8.4%, this is above the target of >6%.

Calls answered was impacted by the Annual Leave allocation being exceeded each day, particularly on Monday and Friday.

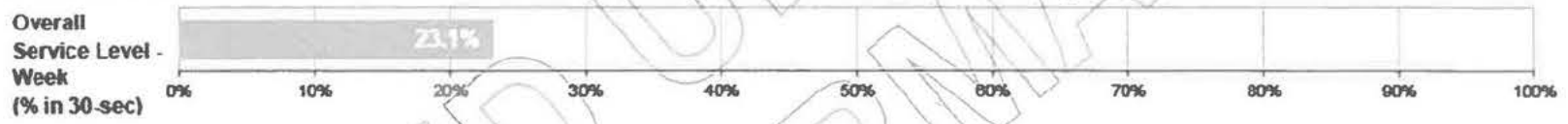
RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Call Profile and ASA by Interval

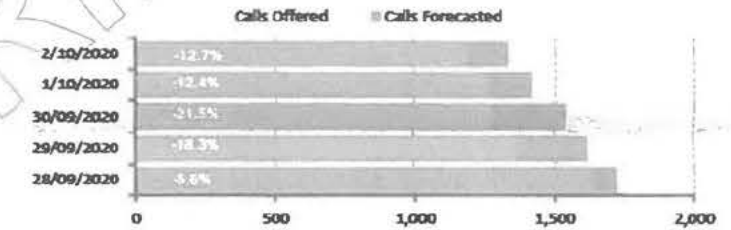


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,235	1,030	83.4%	12:40	18.3%	24.9%	21.4%
Allowance_Applications	648	496	76.5%	14:06	11.5%	15.6%	16.2%
Childcare	42	41	97.6%	0:27	65.9%	60.0%	59.5%
COVID Income Relief Payment	4	4	100.0%	0:33	50.0%	50.0%	62.1%
Fees_Free	142	139	97.9%	0:31	68.3%	68.6%	65.9%
Hardship	264	194	73.5%	16:36	3.6%	25.6%	7.4%
JSSH	159	157	98.7%	0:27	66.9%	73.7%	58.3%
JSSH_Applications	71	70	98.6%	0:32	58.6%	63.2%	56.7%
Loan	921	744	80.8%	12:49	18.7%	21.8%	22.5%
Loan_Applications	645	493	76.4%	13:53	14.4%	15.3%	18.2%
Multi	1,983	1,614	81.4%	10:29	28.9%	30.7%	28.5%
Multi_Applications	191	150	78.5%	15:11	12.7%	17.8%	16.2%
Online	161	119	73.9%	15:44	5.0%	5.4%	10.9%
Personal_Details	27	20	74.1%	17:00	15.0%	14.3%	9.8%
Repeat Caller	225	181	80.4%	12:20	19.3%	28.0%	22.5%
SJS	2	2	100.0%	10:24	0.0%	0.0%	0.0%
TOTAL	6,720	5,454	81.2%	11:39	23.1%	27.8%	24.8%



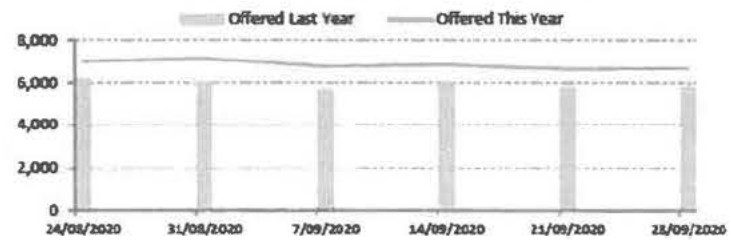
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
28/09/2020	1,723	1,631	-5.6%
29/09/2020	1,620	1,369	-18.3%
30/09/2020	1,544	1,271	-17.5%
1/10/2020	1,418	1,262	-12.4%
2/10/2020	1,338	1,187	-12.7%
TOTAL	7,643	6,720	-13.7%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
24/08/2020	7,022	6,233	88.8%	6:33	9.1%	11:02	97.5%	76.8%
31/08/2020	7,165	6,128	85.5%	8:45	10.9%	11:54	98.7%	82.3%
7/09/2020	6,788	6,136	90.4%	5:55	5.6%	11:32	97.7%	83.5%
14/09/2020	6,871	5,982	87.1%	7:15	7.0%	11:16	98.3%	70.9%
21/09/2020	6,659	5,549	83.3%	10:03	4.3%	11:40	98.2%	78.0%
28/09/2020	6,720	5,454	81.2%	11:39	8.4%	12:29	98.9%	82.0%

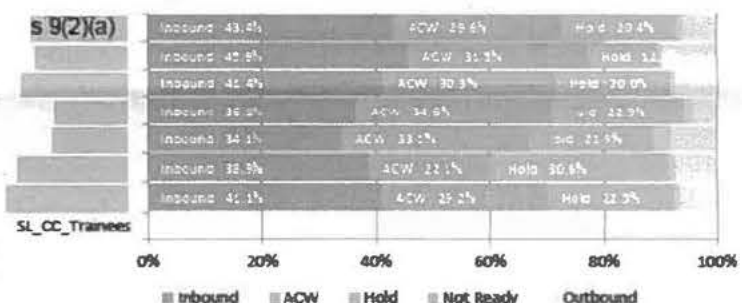
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
24/08/2020	7,022	6,243	11.1%
31/08/2020	7,165	6,067	15.3%
7/09/2020	6,788	5,739	15.5%
14/09/2020	6,871	6,033	12.2%
21/09/2020	6,659	5,867	11.9%
28 Sep 2020	6,720	5,866	12.7%
TOTAL	41,225	35,815	13.1%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	12:10	15.6%	85.2%	97.1%
	8:05	7.9%	86.8%	96.4%
	14:44	11.7%	79.6%	90.2%
	15:38	6.8%	86.4%	98.2%
	11:15	7.3%	74.1%	84.0%
	16:44	13.3%	85.3%	97.8%
TOTAL	12:29	9.7%	75.4%	86.1%

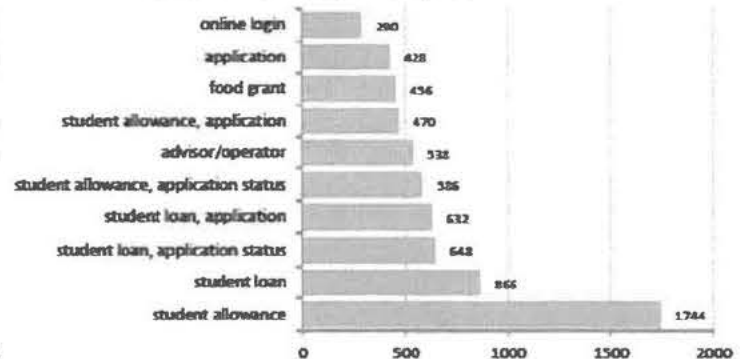
Agent States (Proportion of logged in time spent in each state)



Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	174	172		98.9%
Application Information	492	488		99.2%
TOTAL	666	660		99.1%

VET Need Data - Top 10



Successful Self-Service Outcomes

