

TELEPHONE RESPONSE RATE REPORT

% Telephone Response Rate Aug 2015 - Apr 2016		
RESPONSE RATE	Total No Of Calls	% Of Total Calls
0-5 seconds	28636	62.63%
6-14 seconds	10959	23.97%
15-24 seconds	3038	6.64%
25-34 seconds	1718	3.76%
35-44 seconds	688	1.50%
45-59 seconds	363	0.79%
over 60 seconds	319	0.70%
GRAND TOTAL	45721	100%

