#### Contact Centre Quarterly Performance April to June 2012 Contact Centres' Overall Bereavement PAYE ADI FHI Quarter May Quarter Quarter Quarter May April June April May June April May Δnri Call Attempts 22,126,296 8,219,148 7,499,998 6,407,150 349,197 124,552 121,448 103,197 824,452 282,793 319,174 222,485 n/a n/a n/a n/a %Call Attempts Handled 67% 71% 72% n/a n/a n/a 90% 87% 92% 92% 60% 67% 53% 61% Callers 15,250,294 5,270,423 5,266,336 4,713,535 n/a n/a n/a n/a 210,831 73,163 76,154 61,514 527,354 178,078 200,948 148,328 Queue Time - % Answered in 99% Less than 2 mins 43% 43% 46% 30% 94% 85% 100% 100% 99% 99% 99% 22% 13% 36% 16% 02:00 to 04:59 11% 9% 12% 12% 2% 4% 0% 0% 1% 1% 1% 1% 11% 11% 11% 10% 05:00 to 09:59 18% 18% 18% 18% 2% 5% 0% 0% 38% 57% 40% 0% 0% 0% 0% 19% 10:00 to 19:59 22% 22% 18% 25% 2% 6% 0% 0% 0% 0% 0% 0% 28% 19% 32% 34% 20:00 to 29:59 5% 6% 5% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1% 0% 30:00 to 44:59 1% 2% 1% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 45:00 to 59:59 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1:00:00 to 1:59:59 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 2 hours and ove 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 100% 100% 100% 90% 90% 90% 90% 80% 80% 80% 80% 70% 70% 70% 70% 60% 60% 60% 60% 50% 50% 50% 50% 40% 40% 40% 40% 30% 30% 30% 30% % Call Attempts Handled 20% 20% 20% 20% 10% 10% 10% 10% 0% 0% 0% 0% May May ■%Call Attempts Handled ■%Call Attempts Handled ■%Call Attempts Handled ■%Call Attempts Handled 70% 70% 70% 70% **Queue Time Profile** 60% 60% 60% 60% Contact Centre Overall 50% 50% 50% 50% 40% 40% 40% 40% 30% 30% 30% 30% 22% 20% 20% 20% 20% 10% 10% 10% 10% **0%** 0% 0% 0% Quarter Quarter May ē 18% I ess than 2 mins ■02:00 to 04:59 □10:00 to 19:59 □30:00 to 44:59 □1:00:00 to 1:59:59 □10:00 to 19:59 □30:00 to 44:59 05:00 to 09:59 20:00 to 29:59 □10:00 to 19:59 □30:00 to 44:59 05:00 to 09:59 20:00 to 29:59 □10:00 to 19:59 □30:00 to 44:59 ■20:00 to 29:59

### Call attempts

This is the number of calls made to HMRC or to the relevant helpline. The term 'call attempts' is used because not all calls get through, for example, a customer may hear a message advising them that all of our lines are busy and asking them to call back later.

■45:00 to 59:59

2 hours and ove

This is the percentage of all call attempts that are either answered by an advisor or dealt with successfully by an automated message. We count a call as being dealt with successfully by an automated message if the customer terminates the call directly after listening to the particular message.

■1:00:00 to 1:59:59

■1:00:00 to 1:59:59

■45:00 to 59:59

2 hours and ove

■1:00:00 to 1:59:59

■45:00 to 59:59

#### Callers

This is the number of individual callers that attempted to call HMRC or the relevant helpline within a business day. We measure this by identifying the number of unique telephone numbers used to attempt to call us.

■45:00 to 59:59

2 hours and ove

## Queue time

This is the amount of time that customers who opted to speak to an advisor waited to be connected, measured from the time that the customer finished listening to our automated messages and completed their selection from our automated menu.

Coll Attempts   Earlie   22,192.928   8,219,148   7,249,948   0,407,149   0,407,149   2,562,670   1,577,479   2,552,771   2,513,403   3,028,503   1,149,142   3,044,90   398,322   493,1403   3,028,503   1,149,142   3,044,90   398,322   493,1403   3,028,503   1,149,142   3,044,90   3,028,503   1,149,142   3,044,90   3,028,503   1,149,142   3,044,90   3,028,503   1,149,142   3,044,90   3,028,503   1,149,142   3,044,90   3,028,503   1,149,142   3,044,90   3,028,503   1,149,142   3,044,90   3,028,503   1,149,142   3,044,90   3,028,503   1,149,142   3,044,90   3,028,503   1,149,142   3,044,90   3,028,503   1,149,142   3,044,90   3,028,503   1,149,142   3,044,90   3,028,503   1,149,142   3,044,90   3,028,503   1,149,142   3,044,90   3,028,503   1,149,142   3,044,90	Contact Centre Quarterly Performance April to June 2012																
Call Attempts Handled   22,124,298   8,219,148   7,409,098   6,407,150   8,119,888   3676,446   2,582,580   1,877,670   8,413,777   2,552,773   2,577   2,578   7,27										Tax Credits					Child B	enefit	
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Callers		, .,			-, - ,						,,				,		403,159
Cuester Time - % Answered in -																	69%
Less than 2 mins		15,250,294	5,270,423	5,266,336	4,713,535	5,388,491	2,241,245	1,774,620	1,372,626	6,039,128	1,723,301	2,077,580	2,238,247	825,662	247,628	281,523	296,511
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0.00 10 10-05-50 189% 199% 199% 299% 299% 199% 299% 299% 29																	
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1.00.00 to 1.59.59						-											0%
2 hours and over						-				-							0%
% Call Attempts Handled  © % Ca	2 hours and over	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
22% 43% 50% 40% 40% 40% 40% 40% 30% 40% 30% 20% 10% 20% 10% 40% 10% 40% 40% 40% 40% 40% 40% 40% 40% 40% 4	% Call Attempts Handled	70% 60% 50% 40% 30% 20% 10%	•	-	June	70% 60% 50% 40% 30% 20% 10%		,	June	70% 60% 50% 40% 30% 20% 10%		,	June	70% 60% 50% 40% 30% 20% 10%		.,	June
□ 05:00 to 09:59 □ 10:00 to 19:59 □ 10:	Contact Centre Overall  22%  43%	50% 40% 30% 20% 10% 0% Qua	an 2 mins 0 09:59	■02:00 to 04: ■10:00 to 19:	59 59	50% 40% 30% 20% 10% 0% Qua	an 2 mins 0 09:59	■02:00 to 04:	59 59	50% 40% 30% 20% 10% 0% Qua	an 2 mins 0 09:59	■02:00 to 04: ■10:00 to 19:	59 59	50% 40% 30% 20% 10% 0% Qua	an 2 mins 0 09:59	■02:00 to 04: ■10:00 to 19:	June 39 39 39 39 39 39 39 39 39 39 39 39 39

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# % call attempts handled

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