

## Reception desk telephone answering times - June

Week	Total number of calls	Average time to answer call
1	96	1.10
2	59	0.81
3	74	0.95
4		

## Time to answer telephone (minutes)

### Week 4

### Call

number	Mon	Tue	Wed	Thu	Fri	Sat
1	0.8	1.1	0.0	1.8	0.1	1.5
2	0.7	0.4	0.6	1.4	1.3	1.4
3	0.4	0.5	1.0	0.7	0.2	1.3
4	1.0	0.9	0.1	0.9	1.7	0.4
5	1.3	0.7	1.5	1.4	0.3	0.1
6	0.5	0.2	2.0	0.5	1.2	1.9
7	1.0	1.1	2.0	1.6	0.9	
8	1.4	0.5	1.5	0.2	0.6	
9	0.6	0.8	1.1		1.4	
10	1.7	1.2	2.0		0.0	
11	1.8		0.3		2.0	
12	1.3		1.0		0.5	
13	0.2		0.2			
14			0.4			
15			0.3			
16			0.6			

### Number of calls

L2 ICT 'Customers' data file