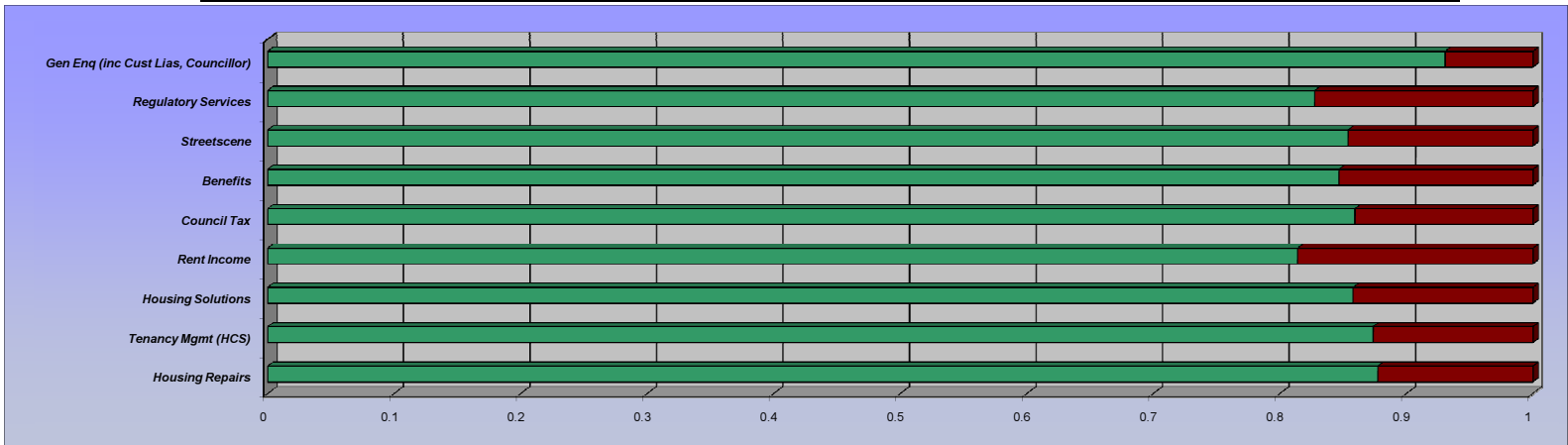


CONTACT CENTRE PERFORMANCE AGAINST TARGET BY SERVICE AREA 2011



Customer Contact Centre Time Distribution October - December 2011

Training	1425.25 hours
Emails	192.5 hours
Sickness	711.25 hours

