

# Communications - Quarterly Operational KPIs



Quarter	80% of calls to be answered in less than 2 minutes	90% of calls to be answered in less than 5 minutes	90% of decisions issued within 6 weeks of the case accept	Less than 1% of decisions after 8 weeks of accept	100% of written correspondence to be replied to within ten days
<b>Qtr 3 2021</b>	<b>81.97</b> 80% of calls to be answered in less than 2 minutes	<b>96.30</b> 90% of calls to be answered in less than 5 minutes	<b>95.30</b> 90% of decisions issued within 6 weeks of the case accept	<b>0.87</b> Less than 1% of decisions after 8 weeks of accept	<b>100%</b> 100% of written correspondence to be replied to within ten days
<b>Qtr 2 2021</b>	<b>82.77</b> 80% of calls to be answered in less than 2 minutes	<b>96.87</b> 90% of calls to be answered in less than 5 minutes	<b>52.40</b> 90% of decisions issued within 6 weeks of the case accept	<b>34.60</b> Less than 1% of decisions after 8 weeks of accept	<b>100%</b> 100% of written correspondence to be replied to within ten days
<b>Qtr 1 2021</b>	<b>83.17</b> 80% of calls to be answered in less than 2 minutes	<b>95.23</b> 90% of calls to be answered in less than 5 minutes	<b>20.90</b> 90% of decisions issued within 6 weeks of the case accept	<b>62.83</b> Less than 1% of decisions after 8 weeks of accept	<b>100%</b> 100% of written correspondence to be replied to within ten days
<b>Qtr 4 2020</b>	<b>79.10</b> 80% of calls to be answered in less than 2 minutes	<b>92.10</b> 90% of calls to be answered in less than 5 minutes	<b>32.33</b> 90% of decisions issued within 6 weeks of the case accept	<b>50.47</b> Less than 1% of decisions after 8 weeks of accept	<b>100%</b> 100% of written correspondence to be replied to within ten days