

2019/2020	Calls to IVR	Calls Offered	Calls Handled	MWS Completed	Chat Offered	Chat Handled
Feb-19	340,895	187,909	185,149	42,287	14,783	14,344
Mar-19	355,187	193,993	191,049	53,751	15,087	14,625
Apr-19	341,848	183,976	179,787	51,788	14,419	14,022
May-19	251,352	150,460	148,268	45,907	14,032	13,753
Jun-19	209,403	117,773	116,492	71,047	14,855	14,068
Jul-19	231,391	132,851	131,065	67,348	16,947	15,763
Aug-19	239,841	135,522	133,003	86,753	16,125	15,345
Sep-19	233,742	136,110	133,919	60,623	14,993	13,387
Oct-19	356,101	217,133	207,541	56,265	26,477	22,338
Nov-19	452,031	280,559	248,461	21,430	31,345	23,329
Dec-19	845,509	453,154	348,528	15,770	65,431	26,135
<b>Total</b>	<b>3,857,300</b>	<b>2,189,440</b>	<b>2,023,262</b>	<b>572,969</b>	<b>244,494</b>	<b>187,109</b>

2018/2019	Calls to IVR	Calls Offered	Calls Handled	MWS	Chat Offered	Chat Handled
Feb-18	427,815	240,714	228,506	60,860	25,178	24,033
Mar-18	425,283	234,950	231,007	95,729	23,496	23,226
Apr-18	376,190	197,460	192,465	90,710	22,075	21,876
May-18	306,141	175,302	169,955	75,598	16,438	16,187
Jun-18	285,659	150,613	138,948	82,321	13,684	13,513
Jul-18	266,150	144,057	136,046	81,279	13,441	13,296
Aug-18	249,626	139,114	136,328	87,509	13,420	13,305
Sep-18	241,988	138,050	135,957	36,576	12,872	12,740
Oct-18	384,847	243,931	238,755	36,503	22,904	22,634
Nov-18	372,261	229,506	227,076	78,169	22,709	22,401
Dec-18	599,911	352,250	324,814	19,492	33,693	29,504
Jan-19	534,234	300,904	285,755	76,520	24,398	23,287
<b>Total</b>	<b>4,470,109</b>	<b>2,546,851</b>	<b>2,445,612</b>	<b>821,266</b>	<b>244,308</b>	<b>236,002</b>

2017/2018	Calls to IVR	Calls Offered	Calls Handled	MWS	Chat Offered	Chat Handled
Feb-17	540,996	313,699	281,451	18,218	27,554	26,362
Mar-17	527,087	309,878	289,457	299,556	21,234	20,046
Apr-17	424,646	251,613	231,517	24,158	17,918	17,267
May-17	337,241	212,107	201,424	71,840	13,188	12,497
Jun-17	270,342	169,448	164,220	129,431	10,907	10,708
Jul-17	240,968	148,769	145,028	108,921	9,925	9,713
Aug-17	245,311	153,407	150,389	81,795	10,194	10,004
Sep-17	257,963	146,711	136,440	65,418	10,166	9,868
Oct-17	361,213	209,948	195,793	45,455	17,828	17,140
Nov-17	604,917	348,635	285,145	10,083	46,713	38,235
Dec-17	932,454	413,491	338,694	16,589	75,826	40,258
Jan-18	673,619	357,449	322,076	36,169	42,359	35,275
<b>Total</b>	<b>5,416,757</b>	<b>3,035,155</b>	<b>2,741,634</b>	<b>907,633</b>	<b>303,812</b>	<b>247,373</b>

2016/2017	Calls to IVR	Calls Offered	Calls Handled	MWS	Chat Offered	Chat Handled
Feb-16	616,455	358,856	332,743	32,491	26,182	24,214
Mar-16	643,517	350,202	305,614	58,613	26,682	23,794
Apr-16	485,193	265,532	201,610	72,101	18,752	16,727
May-16	314,373	179,982	174,409	86,425	11,670	11,462
Jun-16	289,525	164,769	160,682	96,714	14,109	13,686
Jul-16	255,261	142,065	138,313	103,697	11,758	10,747
Aug-16	277,583	156,532	152,129	72,857	14,261	13,847
Sep-16	268,602	148,171	142,124	47,295	13,546	13,271
Oct-16	400,021	225,020	211,895	17,679	26,465	25,824
Nov-16	506,392	298,096	278,154	20,283	39,912	38,267
Dec-16	988,371	421,437	360,458	29,398	79,850	64,590
Jan-17	814,189	393,384	358,027	35,604	59,891	50,703
<b>Total</b>	<b>5,887,534</b>	<b>3,104,046</b>	<b>2,816,158</b>	<b>673,157</b>	<b>343,078</b>	<b>307,132</b>

2015/2016	Calls to IVR	Calls Offered	Calls Handled	MWS	Chat Offered	Chat Handled
Feb-15	926,248	518,851	439,977	No Data Avail	No Data Avail	No Data Avail
Mar-15	529,703	310,007	290,948	No Data Avail	No Data Avail	No Data Avail
Apr-15	464,052	274,027	263,822	No Data Avail	No Data Avail	No Data Avail
May-15	271,926	168,151	163,772	No Data Avail	No Data Avail	No Data Avail
Jun-15	248,597	155,187	151,670	No Data Avail	No Data Avail	No Data Avail
Jul-15	237,813	148,653	139,662	No Data Avail	10,311	10,155
Aug-15	268,335	166,357	144,772	No Data Avail	11,650	11,292
Sep-15	259,022	162,633	135,256	No Data Avail	12,256	11,796
Oct-15	333,850	206,871	194,112	No Data Avail	16,676	15,020
Nov-15	503,442	313,384	284,364	No Data Avail	23,330	21,859
Dec-15	760,749	434,564	397,345	No Data Avail	34,663	30,979
Jan-16	831,123	457,552	407,586	46,093	41,545	38,207
<b>Total</b>	<b>5,634,860</b>	<b>3,316,237</b>	<b>3,013,286</b>	<b>46,093</b>	<b>150,431</b>	<b>139,308</b>