# **Child Maintenance Hotline Report – 25 November 2010 to 10 december 2010**

# **Overview**

The project started on 25 November 2010 with four [4] ambassadors and one [1] managing team leader. By the third day of operation [once news of the campaign and hotline number had spread] – 29th November 2010 – the volumes had increased dramatically and subsequently two additional ambassadors were included on the project.

The volumes were such that the ambassadors managing the Child Maintenance line were still not able to answer all calls. The solution was to drop the IVR and present to the caller an open platform where all eighteen [18] ambassadors employed to manage the PGWC Call Centre lines were available to answer calls.

As the statistics below indicate, an answer rate of 99.02% was achieved. Any calls lost were returned and the caller assisted.

1. **Staffing**

There are 6 Ambassadors and 1 Team Leader managing the project.

1. **Statistics:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Dates** | **Calls Received** | **Calls Lost** | **Calls Answered** |
| 25-11-2010 | 25 | 0 | 25 |
| 26-11-2010 | 52 | 1 | 51 |
| 29-11-2010 | 149 | 0 | 149 |
| 30-11-2010 | 100 | 0 | 100 |
| 01-12-2010 | 100 | 0 | 100 |
| 02-12-2010 | 88 | 2 | 86 |
| 03-12-2010 | 100 | 0 | 100 |
| 06-12-2010 | 221 | 2 | 219 |
| 07-12-2010 | 259 | 4 | 255 |
| 08-12-2010 | 249 | 1 | 248 |
| 09-12-2010 | 201 | 5 | 196 |
|  10- 12-2010 | 103 | 0 | 103 |
| **11 working days**  | **1647** | **15** | **1632** |