



# KPI Breakdown Q3 July– September 2023

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# KPI Breakdown

Q3 2023 (July – September)

KPI	Q3 2023 (July – September)
<b>More than 80% of calls to be answered in less than two minutes</b>	84%
<b>More than 90% of calls to be answered in less than five minutes</b>	98%
<b>100% of written correspondence to be replied to within ten days</b>	100%
<b>More than 90% of case decisions* to be issued within six weeks of the case being accepted</b>	99%
<b>Less than 1% of case decisions* to be issued later than eight weeks after the case has been accepted</b>	<1%