9 December 2021

Dear

Thank you for your request made under the Official Information Act 1982 (OIA), received on 12 November 2021. You requested the following for the past 12 months, by month:

1. …*average wait time for calls to call centre.*
2. *Maximum wait time for calls.*
3. *Number of calls abandoned.*
4. *Number of system disconnected calls if different from abandoned calls*
5. …*average wait time for messaging feature online.*
6. *Maximum wait time for messaging.*
7. *Number of messages.*

Questions 1, 2, 3 and 4.

Set out below is a table of voice wait time data for the 12-month period between November 2020 to October 2021.

As background, 'call capping' occurs when we receive a high volume of calls in a short amount of time. "Capping" is used as a last resort after exhausting other options, such customers entering a virtual queue or booking a call back for another day. Although we use historical data to profile when these peaks and troughs are likely to occur throughout the day, it can be variable. For example, as New Zealand was in COVID-19 Alert Level 4 during March and April 2020, it cannot be directly compared to the March and April 2021.

When a call is 'capped' customers are given a voice message to inform them that we are experiencing high demand and apologise for the inconvenience.

Inland Revenue measures average call wait time with its 'average speed to answer' (ASA) performance measure. This measures the time customers are actually waiting on the phone to talk to a staff member, so excludes the time between a call-back being booked and the call-back taking place.

Table 1: Call Centre data

	11/20	12/20	1/21	2/21	3/21	4/21	5/21	6/21	7/21	8/21	9/21	10/21
Average wait time	0:04:38	0:04:03	0:04:32	0:04:35	0:04:50	0:05:28	0:05:03	0:05:00	0:05:42	0:04:39	0:03:27	0:04:39
Maximum wait time	0:46:22	0:38:03	0:40:54	0:46:51	1:20:30	0:46:17	0:49:08	1:14:30	2:09:46	1:42:59	1:42:40	2:16:37
Abandoned	17,123	10,730	12,999	15,307	19,361	16,192	19,838	26,279	24,189	13,099	9,371	7,655
Capped	11,092	3,999	14,906	19,729	59,217	153,705	109,386	246,351	184,742	139,656	63,774	34,119

Questions 5,6 and 7

We have interpreted your question about "online messaging feature" as asking about web messages.

Set out below is a table showing the web messaging information for the 12-month period between November 2020 to October 2021. As we respond to messages based on different priorities, the answer to your questions does differ across the different types of messages.

The overall data shows that 94.3% of all web messages are completed within 20 days.

Table 2: Web message data

Web Messages 1/11/20 - 31/10/21			
Type	**Volume**	**Longest Days to Complete**	**Average Days to Complete**
Donation Tax Credits	33,276	106	10.1
Employers	123,994	317	7.8
Families - Child Support	48,257	158	6.2
Families - WfFTC	115,402	225	6.1
GST	151,202	306	6.7
Income Tax	659,643	372	9.8
KiwiSaver	24,144	192	8.7
Resurgence Support Payments	12,345	158	2.1
Small Business Cashflow Scheme	3,784	211	2.2
Student Loans	32,421	212	9.2
Other	29,530	238	9.4
None	176,648	247	6.4
Total	**1,410,646**	**372**	**7.1**

Thank you again for your request.

Yours sincerely

Bernadette Newman
Customer Segment Leader, Customer and Compliances Services, Individuals