



16 November 2022

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 24 October 2022. You requested the following:

*Can you please provide the below information for your contact centre/s by year for the past 6 years: 2022 Year to date, 2021, 2020, 2019, 2018, 2017.*

- *Total calls offered*
- *Total calls answered*
- *Total calls abandoned*
- *Total calls transferred*
- *Average speed of calls answered*
- *Maximum wait time*
- *Average handling time per call*
- *Total emails received*
- *Average wait time to answer an email*
- *How you determine successful performance, and your score of result against this measure*

### **Data on phone calls and web messages (emails)**

The information you have requested in relation to phone calls and web messages is provided in the Appendix.

The data for each year is reported by financial year (1 June – 31 July). For example, the data for the 2018 financial year is for the period 1 June 2017 to 31 July 2018.

The attempted calls are a combination of calls answered, abandoned, and capped. Abandoned calls are calls that were abandoned once accepted into the queue before the call was answered. Capped calls are calls that are attempted but not able to be accepted.

Prior to April 2019, web messages were being managed via two different systems. Due to co-existence for the 2017, 2018 and 2019 financial years, the data on web messages would not be an accurate reflection on how many web messages were received or completed as they could be counted twice when pulling the data. Post April 2019, web messages have been managed through one system, therefore data has only been provided from July 2019.

### **Determination of successful performance, and score of result against this measure**

Inland Revenue monitors its voice channel performance through the output measures provided in the following. These measures look at the timeliness of responding to customers. The 2023 year to date is as at 30 September 2022.

Financial Year	Performance Measure	Target	Result
2023	Average speed to answer telephone calls	4 minutes and 30 seconds or less	3 mins and 40 secs
2022			4 mins and 14 secs
2021			3 mins and 46 secs
2020			4 mins and 58 secs
2019	Percentage of telephone calls answered within 2 minutes	75%	57.2%
2018			63.5%
2017			67.0%

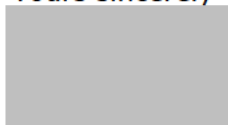
Inland Revenue also aims to respond to web messages within 15 working days. Please see the table in the appendix for data on timeliness of responding to web messages.

**Publishing of OIA response**

Please note that Inland Revenue regularly publishes responses to requests that may be of interest to the wider public on its website. We consider this response is of public interest so will publish this response in due course. Your personal details or any information that would identify you will be removed prior to it being published.

Thank you for your request. I trust that the information provided is of assistance to you.

Yours sincerely



Jane Elley  
**Customer Segment Leader - Individuals**

**Appendix**The number of phone calls and web messages

Measure	2017	2018	2019	2020	2021	2022	2023 YTD
Attempted	3,299,751	3,579,133	3,864,199	3,775,422	2,475,772	2,373,234	611,499
Answered	2,852,960	2,787,923	2,647,766	2,071,136	1,654,874	1,326,291	412,647
Abandoned	219,789	311,342	464,122	344,569	176,899	134,388	32,815
Capped	228,922	479,625	752,311	1,359,717	643,437	912,547	166,037
Transfers In/Out*	115,762	335,928	389,795	308,564	210,638	186,986	75,541
Avg. Speed to Answer (h:mm:ss)	0:02:50	0:03:25	0:04:48	0:04:58	0:03:46	0:04:14	0:03:40
Maximum Wait Time (h:mm:ss)	1:24:05	2:29:12	2:45:00	3:02:17	1:20:30	2:57:15	2:57:54
Avg. Customer Handling Time (h:mm:ss)**	0:13:45	0:18:28	0:21:45	0:23:16	0:20:30	0:18:44	0:15:05
Web Messages Received	Co-Existence Period***			1,281,516	1,303,436	1,559,159	384,530
Web Messages Completed	Co-Existence Period***			1,271,522	1,260,498	1,536,597	438,815
Web Messages % Completed Within 2 Weeks	Co-Existence Period***			85.8%	86.4%	71.2%	67.9%

\*Calls transferred to and from phone queues that are directly accessible to an external customer and queues that can only be accessed by the customer via an internal transfer.

\*\*From 1 November 2017, customer handling time was changed to be the time from when the customer joins the initial phone queue to the time they leave the last queue.