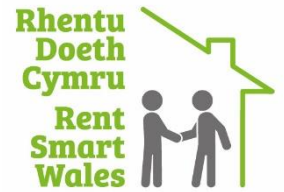


Perfformiad y Ganolfan Gyswilt

Contact Centre Performance



01 / 10 / 2021 – 31 / 10 / 2021

Galwadau a Gynigiwyd
Calls Offered:

9784

Galwadau a Atebwyd
Calls Answered:

6842

Amser Disgwyd ar Gyfartledd
Average Wait Time:

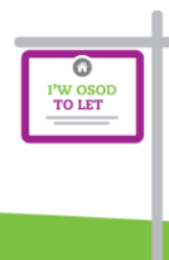
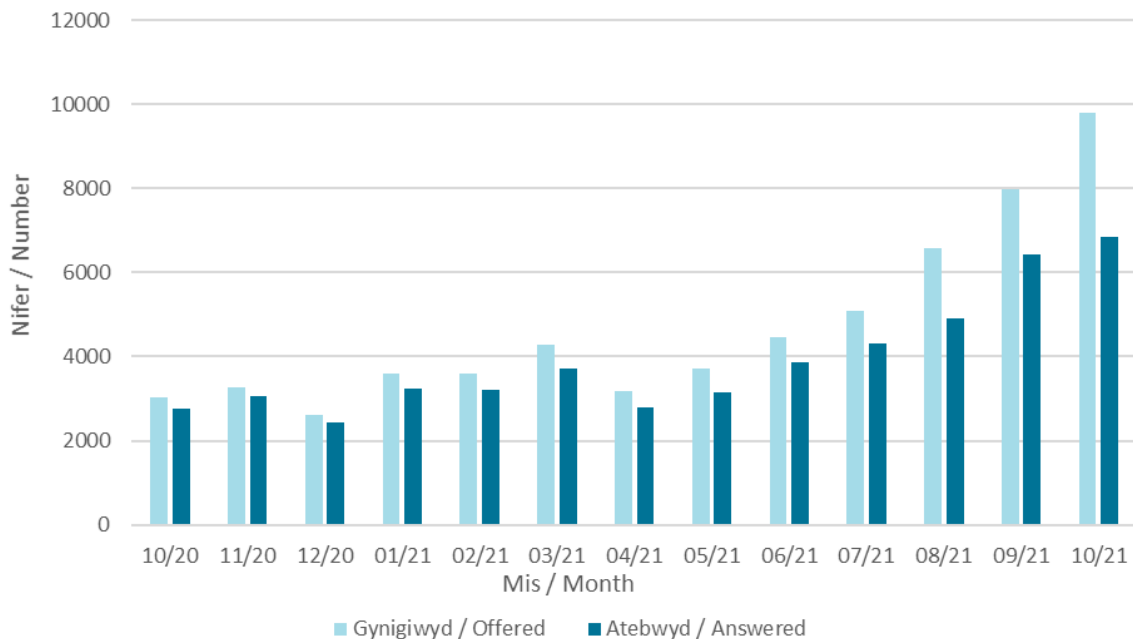
00:06:00

Cyfradd Ateb
Answer Rate:

69.93%

Galwadau Ffôn

Telephone Calls



Perfformiad y Ganolfan Gyswilt

Contact Centre Performance

01 / 10 / 2021 – 31 / 10 / 2021



E –byst a Gynigiwyd
Emails Offered:

2951

Amser Disgwyl ar Gyfartaledd
Average Wait Time:

389:09:45

