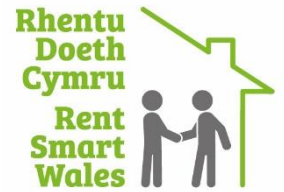


Perfformiad y Ganolfan Gyswilt

Contact Centre Performance



01 / 07 / 2022 – 31 / 07 / 2022

Galwadau a Gynigiwyd
Calls Offered:

3735

Galwadau a Atebwyd
Calls Answered:

2635

Amser Disgwyl ar Gyfartledd
Average Wait Time:

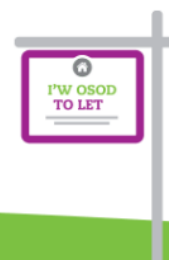
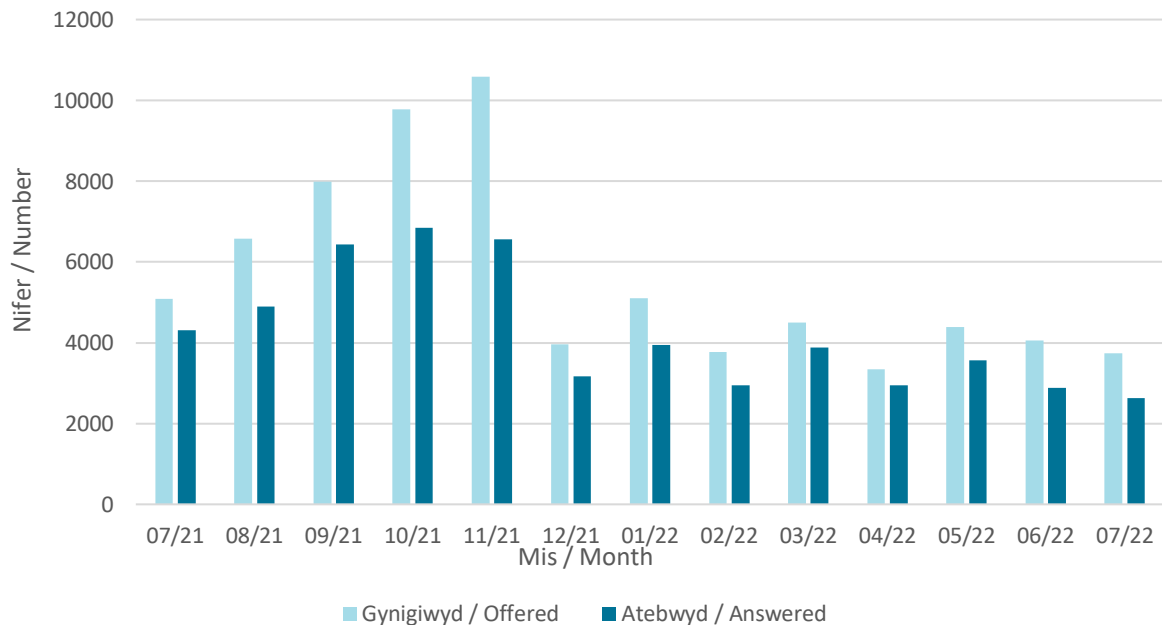
00:06:52

Cyfradd Ateb
Answer Rate:

70.55%

2021-2022 Galwadau Ffôn

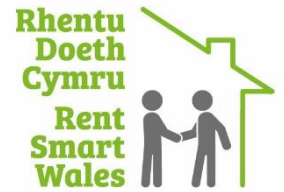
Telephone Calls



Perfformiad y Ganolfan Gyswilt

Contact Centre Performance

01 / 07 / 2022 – 31 / 07 / 2022



E –byst a Gynigiwyd
Emails Offered:

2198

Amser Disgwyl ar Gyfartaledd
Average Wait Time:

151:17:39

