

Perfformiad y Ganolfan Gyswilt

Contact Centre Performance



01 / 05 / 2022 – 31 / 05 / 2022

Galwadau a Gynigiwyd
Calls Offered:

4391

Galwadau a Atebwyd
Calls Answered:

3558

Amser Disgwyl ar Gyfartledd
Average Wait Time:

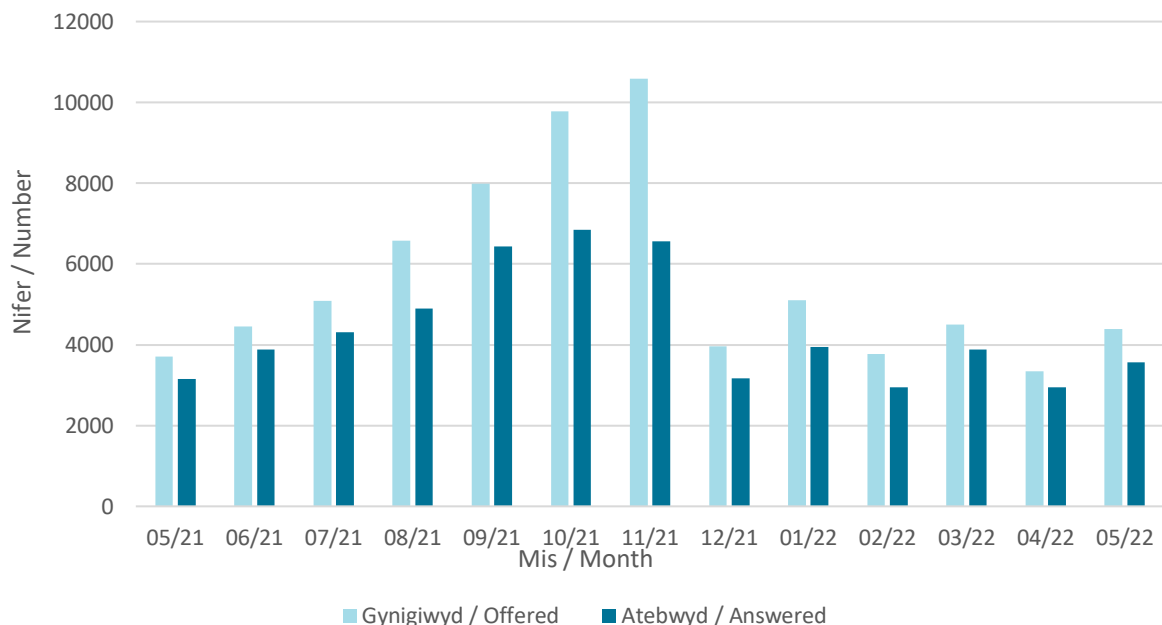
00:04:09

Cyfradd Ateb
Answer Rate:

81.03%

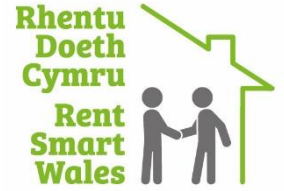
2021 - 2022 Galwadau Ffôn

Telephone Calls



Perfformiad y Ganolfan Gyswilt

Contact Centre Performance



01 / 05 / 2022 – 31 / 05 / 2022

E –byst a Gynigiwyd
Emails Offered:

2611

E - byst a Atebwyd
Emails Answered:

2611

Amser Disgwyl ar Gyfartaledd
Average Wait Time:

136:59:00

Cyfradd Ateb
Answer Rate:

100%

2021 - 2022

E-byst
Email

