

Perfformiad y Ganolfan Gyswilt

Contact Centre Performance



01 / 01 / 2020 – 31 / 01 / 2020

Galwadau a Gynigiwyd
Calls Offered:

5011

Galwadau a Atebwyd
Calls Answered:

4565

Amser Disgwyl ar Gyfartledd
Average Wait Time:

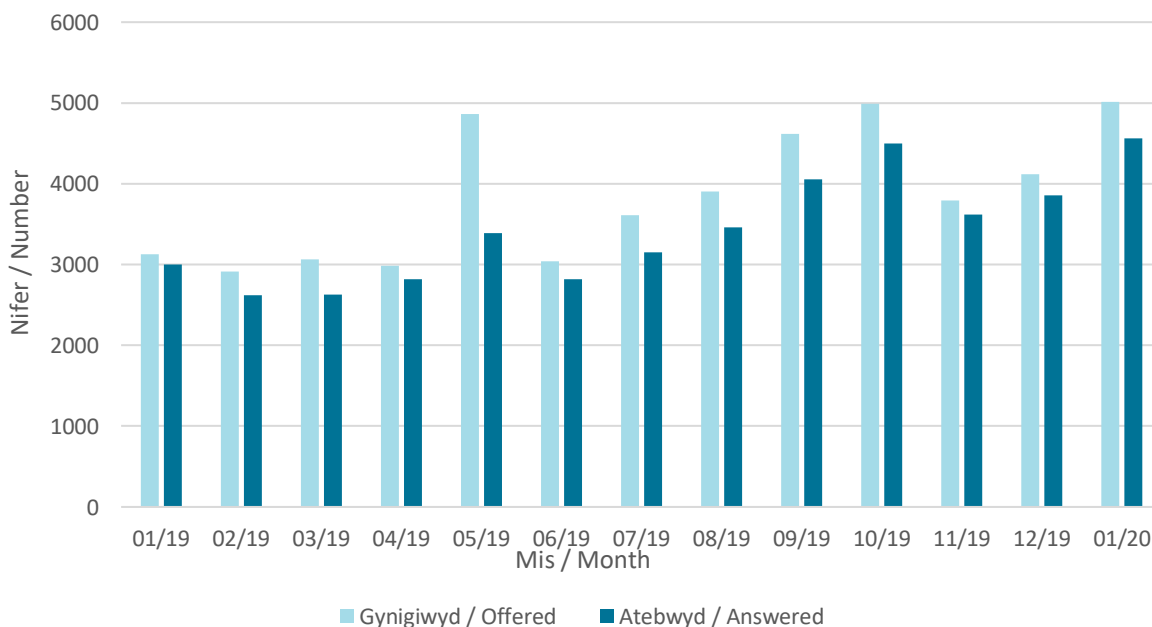
00:01:54

Cyfradd Ateb
Answer Rate:

91.10%

2019/2020 Galwadau Ffôn

Telephone Calls



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01 / 01 / 2020 – 31 / 01 / 2020

E –byst a Gynigiwyd
Emails Offered:

3716

E - byst a Atebwyd
Emails Answered:

3716

Amser Disgwyl ar Gyfartaledd
Average Wait Time:

61:47:38

Cyfradd Ateb
Answer Rate:

100%

2019/2020 E-byst Email

