



apse



apse

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Calls - Right first time

Phil Brennan, Principal Advisor

Issues



- Call centres
- Tenant expectations
- Software – call management, diagnosis, scripts
- Training
- When do problems arise
- Asset management info
- Emergencies
- Risk averse call handlers
- Capital investment information - data sharing

Performance Networks data

The logo for 'apse' is located in the top right corner. It consists of the word 'apse' in a white, lowercase, sans-serif font, centered within a purple, horizontally-oriented oval shape.

PI 01a % non-emergencies by appointment

- Average – 66.9%; Highest 96.2%; Lowest – 16.3%

PI 01b % appointments kept

- Average – 95.8%; Highest 100%; Lowest – 79.5%

PI 01f % appointments failed (no access or cancelled by tenant)

- Average – 9.5%; Highest 40.5%; Lowest – 0%

PI 36 % non-emergencies not subject to call back / complaint

- Average – 99.2%; Highest 99.9%; Lowest – 94.5%

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