

UNHCR
Service Desk SLAs (2017)[illegible]

UNHCR
Service Desk SLAs
2017 Tickets by Region

BaseCategory Request Tickets by Region

Count of Ref. No.	Column Labels													
Region and Site	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total	
Africa	39	47	56	40	74	51	45	79	73	139	85	59	787	
Americas and the Caribbean	395	271	321	230	351	310	343	358	400	485	342	345	4,151	
Asia & the Pacific	8	8	5	4	3	5	13	6	6	8	9	16	91	
Asia and the Pacific	505	358	452	353	536	539	459	487	461	608	498	499	5,755	
Central Africa and Great Lakes	409	430	426	320	492	470	469	402	447	556	505	503	5,429	
East Africa	996	926	990	780	954	1,025	965	1,007	1,015	1,428	1,139	924	12,149	
Europe	824	740	671	545	680	659	626	630	760	881	732	625	8,373	
External	19	11	5	2	3	6	8	2		3			59	
Headquarters	2,873	2,515	2,887	2,161	3,246	2,784	3,094	3,091	3,436	3,624	3,092	2,413	35,216	
Mena	1,010	887	913	642	1,169	975	964	971	946	1,541	1,104	1,017	12,139	
Southern Africa	100	105	167	118	124	120	134	159	187	202	158	160	1,734	
West Africa	242	236	250	227	258	242	233	223	274	357	334	268	3,144	
(blank)	399	345	356	297	314	338	413	408	438	384	917	548	5,157	
Grand Total	7,819	6,879	7,499	5,719	8,204	7,524	7,766	7,823	8,443	10,216	8,915	7,377	94,184	

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Service Desk SLAs

2017 Tickets by Phone

Note: Excludes E-mail-initiated Tickets

Count of Date	Column Labels													
Row Labels	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	(blank)	Grand Total
Americas and the Caribbean	6	9	7	3	6	6	2	4	7	3	5	1		59
Asia & the Pacific											2			2
Asia and the Pacific	8	4	5	1	2	6	5	4	3	2	4			44
Central Africa and Great Lakes	6	5	3	4	8	8	4	4	6	7	9	5		69
East Africa	23	19	15	16	12	17	10	8	12	11	7	6		156
Europe	35	34	22	17	19	19	11	29	24	18	9	4		241
External	1													1
Headquarters	288	186	233	168	262	180	182	123	210	159	162	86		2239
MENA	10	13	14	14	7	16	8	10	8	9	3	4		116
Southern Africa	3	1	8	3	1	2	1	1	3		1	2		26
West Africa	8	4	7	5	4	2	1	1		4	3	1		40
(blank)	3		1	1	1	1			2	2	4	1		16
Grand Total	391	275	315	232	322	257	224	184	275	215	209	110		3009

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Service Desk SLAs (2018)

SLA TYPE	2018		
	Jan	Feb	Mar
Ticketing-First contact resolution	MET	MET	MET
Ticketing-Time to accept	MET	MET	MET
Ticketing-Time to assign	MET	MET	MET
Ticketing-Time to resolve C3-95% in 2h	MET	MET	MET
Ticketing-Time to resolve C3-100% in 4h	MET	MET	MET
Ticketing-Time to resolve C4-C5-95% in 4h	MET	MET	MET
Ticketing-Time to resolve C4-C5-100% in 8h	BREACH	BREACH	BREACH
Ticketing-Time to respond	MET	MET	MET
Voice-Abandonment rate	MET	MET	MET
Voice-Average call duration	MET	MET	MET
Voice-Average speed to answer	MET	MET	MET
Voice-Call on hold time	MET	MET	MET

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Service Desk SLAs

2018 Tickets by Phone

Note: Excludes E-mail-initiated Tickets

Count of Date	Column Labels				
Row Labels	Jan	Feb	Mar	Apr	(blank) Grand Total
Americas and the Caribbean	6	2	6	12	26
Asia and the Pacific	1	3	6	8	18
Central Africa and Great Lakes	6	5	8	7	26
East Africa	13	12	8	25	58
Europe	14	30	27	24	95
External		2			2
Headquarters	311	218	187	221	937
Mena	12	11	8	13	44
Southern Africa	5	3	7	5	20
West Africa	3	9	6	2	20
(blank)	2	4	9	2	17
Grand Total	373	299	272	319	1263