

ANNEX 1

BT NGT REPORTED KPIS

Table 1				
Key Performance Indicators: Quarter 2 2017/18				
Measure	Target	Actual achieved		
		JUL 17	AUG 17	SEP 17
Standard relay calls answered within 15 seconds	>= 90% on average	92.1%	93.9%	94.3%
	>= 85% per 15 minute interval ¹	89.2%	91.4%	92.8%
Emergency relay calls answered within 5 seconds	>= 95%	96.0%	97.6%	98.0%
Customers surveyed expressing dissatisfaction with the relay service ²	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ³	< 3% Standard Calls Abandoned	1.4%	1.0%	0.8%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.1%	0.0%	0.1%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	98.8%	98.9%	98.1%
In conversation voice to text transcription speed for standard/emergency relay calls, per call ⁴	>= 40 words per minute (wpm) (when the user is able to receive 40wpm or faster)	99.7%	99.7%	99.5%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	75.3	73.4	72.4
Average voice to text transcription accuracy	>= 98%	99.2%	97.6%	97.5% ⁵
Complaints relating to the relay service	< one complaint per 1000 calls	0.09	0.05	0.09
Total calls to be subject to a relay assistant handover	< 2% of total calls	0.7%	1.0%	0.9%

All measures except for ">40 wpm" to be averaged over a monthly period

¹ This KPI demonstrates consistency of performance across each 24 hour period and limits the opportunity of long periods of poor performance being masked with one period of really good performance.

² This will be measured and reported on a bi-annual basis as part of agreed Customer Research programme.

³ "Abandoned" means that the call is ended by the caller before the relay assistant is brought in.

⁴ Figures based on relay assistant sessions where the average WPM is 41WPM or better, data not logged currently for individual calls

⁵ Reflects 6 discrepancies in each of August and September across all monthly checks; corrective action / coaching given in all cases