

Personal tax team customer service statistics 2018 – Q2 update

	January	February	March	April	May	June
PIT returns received	7675	8450	6518	7503	23226	1462
PIT assessed	3215	5126	6371	5069	6959	8202
Helpdesk visits	5097	3623	4295	4807	7990	3758
Helpdesk - Average wait time	00:24:58	00:10:24	00:09:34	00:12:54	00:10:28	00:14:27
Helpdesk - Average service time	00:08:23	00:08:00	00:07:57	00:08:37	00:06:27	00:08:07
PIT calls received	5956	3760	3741	3646	4372	3311
PIT calls - Average wait time	00:01:20	00:00:49	00:00:43	00:00:35	00:00:30	00:00:41
PIT calls - Average service time	00:03:07	00:03:29	00:03:55	00:03:36	00:02:49	00:03:36

Notes:

- Customer call wait time reduced from an average of 54 to just 35 seconds within the second quarter
- Calls duration is holding steady at around 3 minutes.
- Visits to the help desk predictably rocketed in May from the average 4,200 per month to almost 8,000.
- The initial flurry of ITIS effective rate queries generated a wait time of 25 minute for January but averaged out at just 13.5 minutes across the first 6 months.
- The average help desk query resolution time remains 8 minutes with the exception of May when service time dropped to 6.5 minutes owing to the number of tax form re-print requests from customers.