

status 0

Row Labels	Contact Centre		Self Service		Total Cases	Total Percentage Split
	Cases	Percentage Split	Cases	Percentage Split		
2018 04	1189	38.96%	1863	61.04%	3052	100.00%
2018 05	1318	35.56%	2388	64.44%	3706	100.00%
2018 06	1343	37.15%	2272	62.85%	3615	100.00%
2018 07	1466	37.76%	2416	62.24%	3882	100.00%
2018 08	1517	34.83%	2838	65.17%	4355	100.00%
2018 09	1231	38.49%	1967	61.51%	3198	100.00%
2018 10	1440	40.78%	2091	59.22%	3531	100.00%
2018 11	1259	39.25%	1949	60.75%	3208	100.00%
2018 12	986	40.20%	1467	59.80%	2453	100.00%
2019 01	1621	41.39%	2295	58.61%	3916	100.00%
2019 02	1070	34.56%	2026	65.44%	3096	100.00%
2019 03	1180	34.47%	2243	65.53%	3423	100.00%
2019 04	1088	31.31%	2387	68.69%	3475	100.00%
2019 05	1157	31.37%	2531	68.63%	3688	100.00%
2019 06	926	29.37%	2227	70.63%	3153	100.00%
2019 07	1499	36.23%	2639	63.77%	4138	100.00%
2019 08	1239	32.72%	2548	67.28%	3787	100.00%
2019 09	1171	32.53%	2429	67.47%	3600	100.00%
2019 10	1270	32.79%	2603	67.21%	3873	100.00%
2019 11	1143	32.09%	2419	67.91%	3562	100.00%
2019 12	810	29.32%	1953	70.68%	2763	100.00%
2020 01	1240	32.54%	2571	67.46%	3811	100.00%
2020 02	910	30.40%	2083	69.60%	2993	100.00%
2020 03	912	25.50%	2665	74.50%	3577	100.00%
2020 04	564	20.36%	2206	79.64%	2770	100.00%
2020 05	677	20.81%	2577	79.19%	3254	100.00%
2020 06	979	24.84%	2963	75.16%	3942	100.00%
2020 07	875	24.58%	2685	75.42%	3560	100.00%
2020 08	826	22.97%	2770	77.03%	3596	100.00%
2020 09	794	23.61%	2569	76.39%	3363	100.00%
2020 10	259	22.66%	884	77.34%	1143	100.00%
Grand Total	33959	32.19%	71524	67.81%	105483	100.00%

