



Data Source - Avaya

Date	% Service Level
Apr 2020	90.51
May 2020	95.53
Jun 2020	95.68
Jul 2020	91.20
Aug 2020	88.57
Sep 2020	87.82
Oct 2020	89.46
Nov 2020	93.73
Dec 2020	94.28
Jan 2021	94.79
Feb 2021	96.96
Mar 2021	98.27
Apr 2021	97.41
May 2021	94.52
Jun 2021	92.50
Jul 2021	79.11
Aug 2021	84.69
Sep 2021	84.19
Oct 2021	86.11
Nov 2021	93.01
Dec 2021	88.53
Jan 2022	92.63
Feb 2022	93.26
Mar 2022	90.27
Apr 2022	92.26
May 2022	92.49
Jun 2022	90.08
Jul 2022	83.97
Aug 2022	87.70
Sep 2022	93.02
Oct 2022	91.46
Nov 2022	91.92
Dec 2022	84.54
Jan 2023	90.57
Feb 2023	91.13
Mar 2023	87.86
Apr 2023	86.93
May 2023	85.32
Jun 2023	82.42
Jul 2023	80.66
Aug 2023	80.17
Sep 2023	82.14