

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for July to September 2020 inclusive is shown below.

Table 1				
Key Performance Indicators: Quarter 2 2020/21				
Measure	Target	Actual achieved		
		JUL 20	AUG 20	SEP 20
Standard relay calls answered within 15 seconds	>= 90% on average	90.1%	92.3%	90.8%
	>= 85% per 15 minute interval ¹	90.1%	90.6%	88.1%
Emergency relay calls answered within 5 seconds	>= 95%	97.7%	96.2%	97.5%
Customers surveyed expressing dissatisfaction with the relay service ²	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ³	< 3% Standard Calls Abandoned	1.9%	0.9%	1.3%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.0%	0.1%	0.0%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	96.5% ⁴	97.4%	98.3%
In conversation voice to text transcription speed for standard/emergency relay calls, per call ⁵	>= 40 words per minute (wpm) (when the user is able to receive 40wpm or faster)	99.7%	99.7%	99.8%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	69.6	69.2	69.0
Average voice to text transcription accuracy	>= 98%	97.4% ⁶	97.8%	99.1%
Complaints relating to the relay service	< one complaint per 1000 calls	0.06	0.10	0.13
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls ⁷	0.4%	0.3%	0.4%

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 an agreed Customer Research programme

³ "Abandoned" means that the call is ended by the caller before the Relay Assistant is brought in

⁴ Quality checks were based on reduced sample sizes in July and August due to operational challenges resulting from Covid-19

⁵ Figures based on Relay Assistant sessions where the average WPM is 41WPM or better; data not logged for individual calls

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

⁶ Transcription accuracy assessments were impacted in July and August by Covid-19 challenges, with the KPI target being narrowly missed in those two months

⁷ This measure records the % of calls transferred automatically between Advisors across the relay platform