

Calls Answered by Agents

2012 to 2026 Entry

Entry Year	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR 2021	TOTAL CALLS
2012 Entry	1,530	1,557	2,393	2,476	3,167	4,959	5,957	7,370	5,189	2,635	9,994	1,202		48,429
2013 Entry	1,421	1,713	2,328	3,338	3,519	5,399	6,144	6,606	3,619	1,991	11,607	1,717		49,402
2014 Entry	1,682	2,492	3,036	4,010	5,530	6,800	8,013	11,132	5,570	2,630	14,126	1,820		66,841
2015 Entry	2,120	3,002	3,353	5,988	6,952	8,037	10,454	10,152	6,616	3,390	11,031	1,575		72,670
2016 Entry	1,538	2,232	3,928	3,854	5,047	5,931	7,994	7,991	5,491	1,780	12,397	1,253		59,436
2017 Entry	1,731	3,086	2,953	4,253	4,695	7,402	10,596	7,195	6,148	4,155	14,726	2,070		69,010
2018 Entry	510	1,392	3,469	2,642	3,950	5,501	8,133	7,082	5,274	2,341	10,635	1,336		52,265
2019 Entry	1,819	2,391	3,956	3,887	4,430	5,815	7,746	8,603	6,002	2,638	13,100	1,105		61,492
2020 Entry	1,480	1,944	3,208	3,069	5,441	6,000	5,525	6,872	3,292	1,845	10,776	1,226		50,678
2021 Entry	688		903	1,556	3,416	3,678	5,348	3,742	2,457	934	2,250	6,075	19,205	50,252
2022 Entry	-	3,573	2,419	3,103	2,492	3,653	5,782	4,935	2,728	1,225	15,604	12,865		58,379
2023 Entry	2,742	1,553	2,663	2,442	2,488	3,448	5,209	3,541	2,329	860	14,181	10,066		51,522
2024 Entry	2,674	1,391	2,234	2,456	2,914	3,702	4,115	4,362	2,387	984	14,217	6,048		47,484
2025 Entry	1,538	1,840	1,902	1,745	2,868	2,971	3,945	2,823	2,060	852	16,106	4,468		43,118
2026 Entry	2,178	1,515	1,657	1,729	1,995	2,287	3,601	2,715	1,488	1,098	16,750	3,727		40,740

Notes:

The call centre was closed in April 2020 (affecting the 2021 entry cycle) due to the national lockdown during the COVID-19 pandemic.
As a result, the application cycle was extended until the end of March 2021.

Data used in the chart

Calls Answered by Agents (2022 - 2026 Entry)



2022 Entry	2023 Entry	2024 Entry	2025 Entry	2026 Entry