

SASSA: 06-23-GA-HO: PROVISION OF CALL CENTER SERVICES FOR A PERIOD OF THREE (3) YEARS QUESTIONS AND ANSWERS

1.	Bidder Name	Question	Answers
2.	Ison	What is the average handling time?	Average Call handling time is 3 to 5 minutes.
3.	Ison	What is the abandonment rate target?	Abandonment rate: less than 5%.
4.	n/a	What is the service level target?	Service Levels: > 80% (80% and above).

