

2023

Evaluation Helpdesk Professionals



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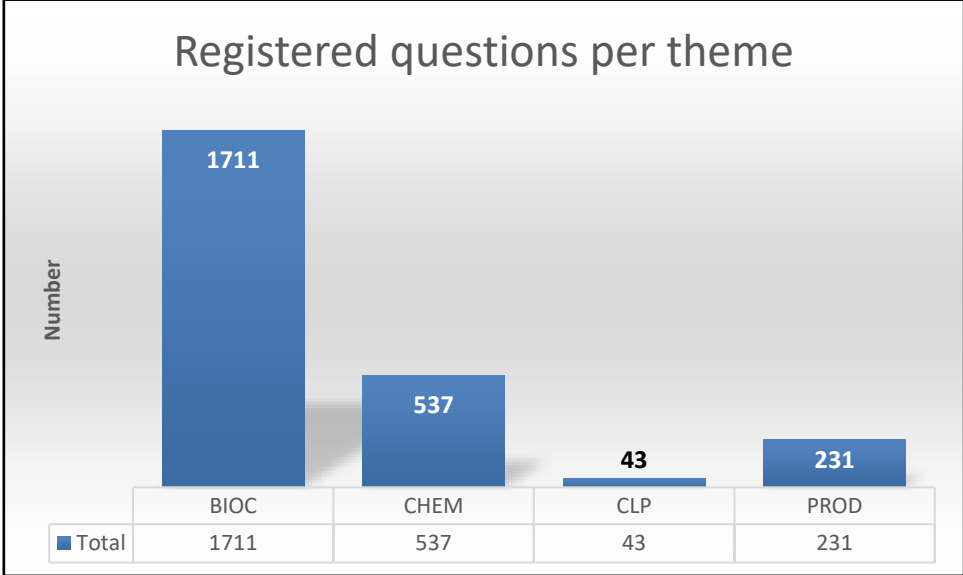
Helpdesk Professionals DGEM

FPS Environment

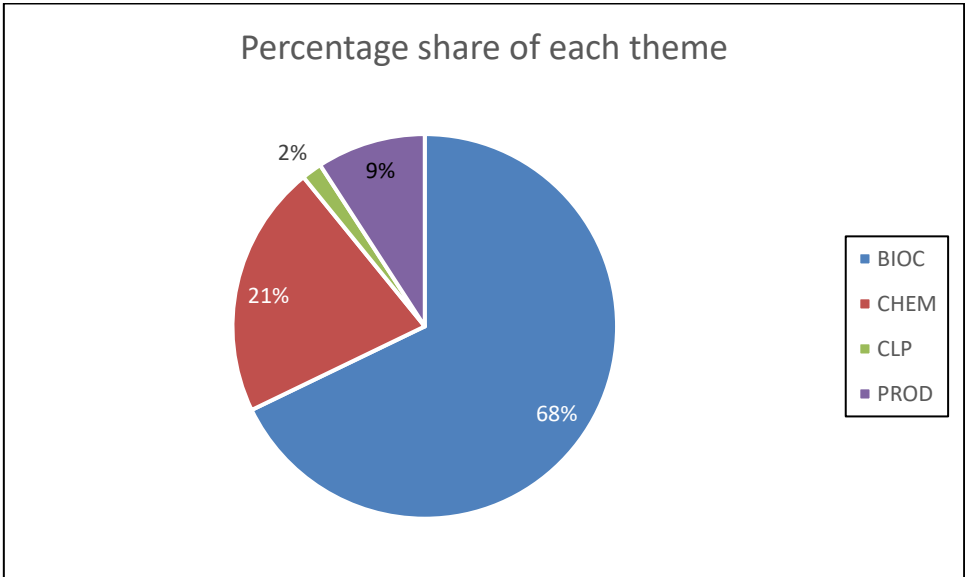
08/03/2024

GENERAL CONSIDERATIONS

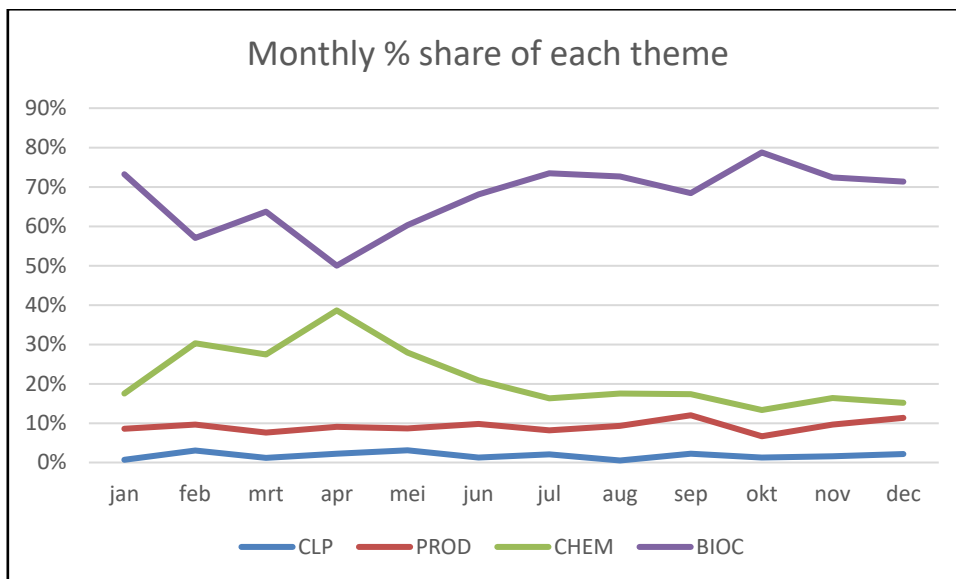
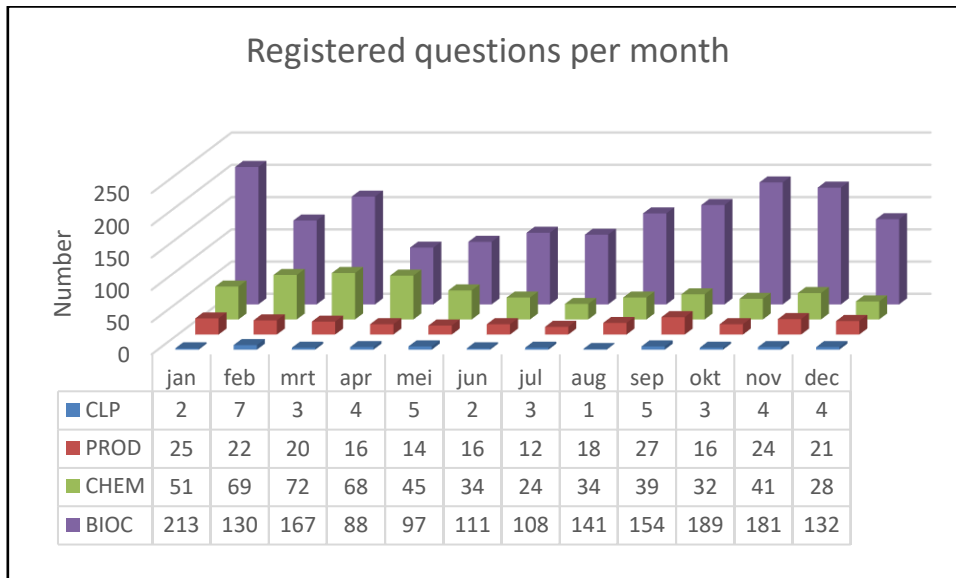
1. In 2023, 2522 questions were received (308 fewer than in 2022). The questions about CHEM also include the numbers about Fluorine & Ozone.



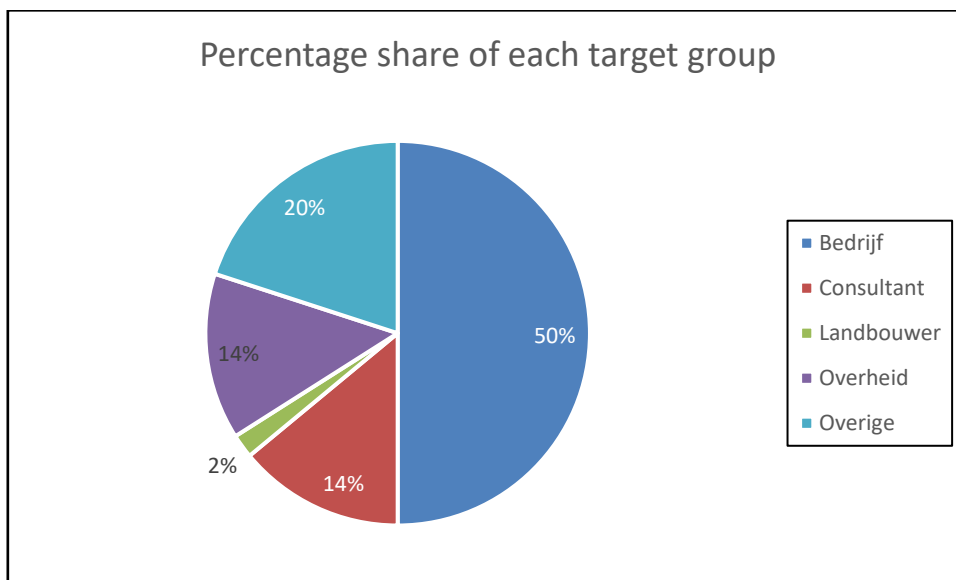
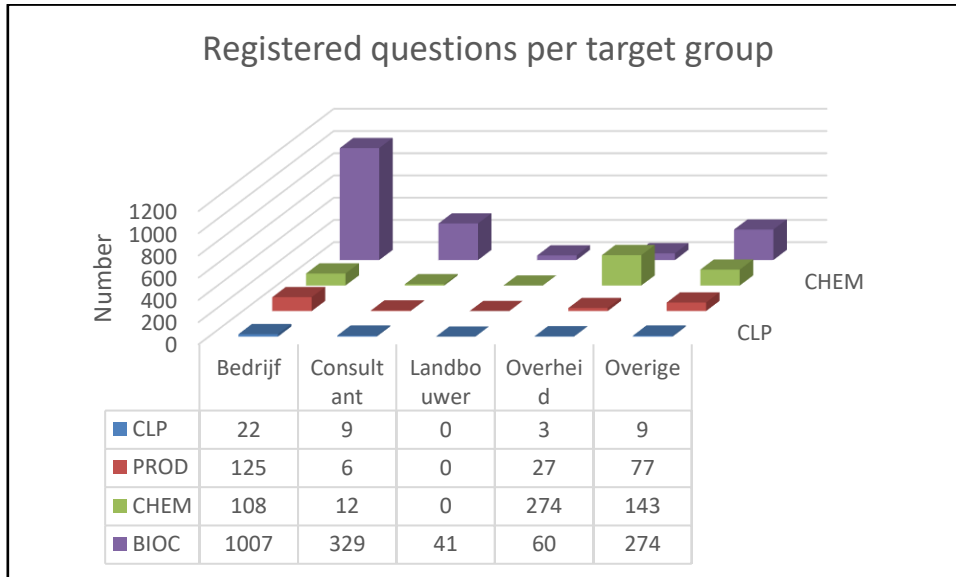
2. 68% of all registered questions were about biocides.



3. In the peak month of January, 291 questions were registered, 73% of which related to biocides.

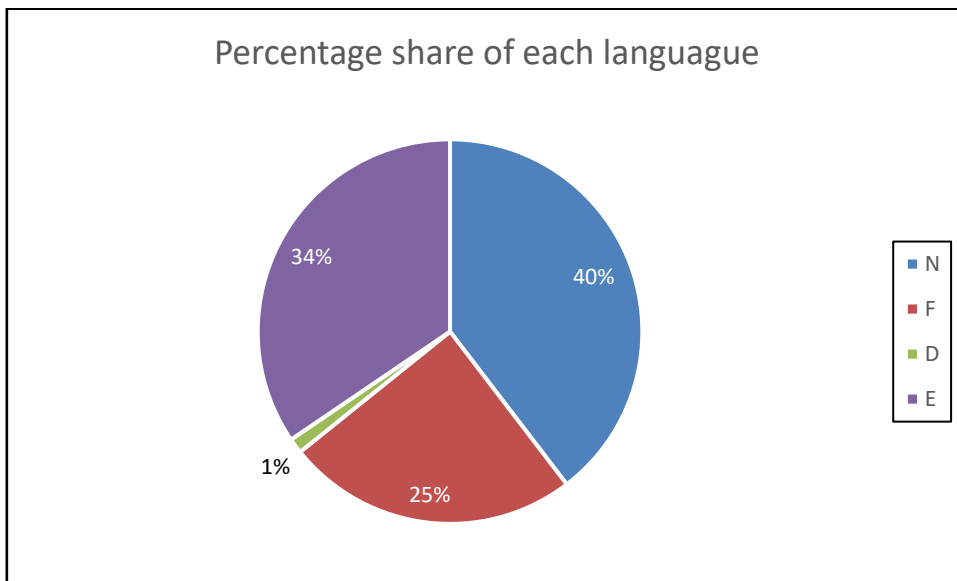
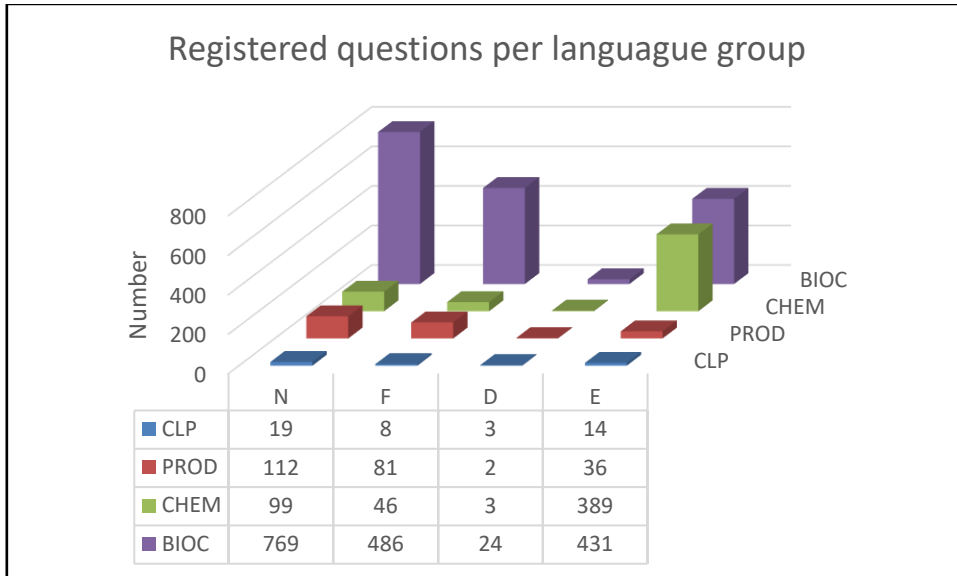


4. More than 1250 questions (= 50% of the total) came from companies from various sectors. Consultants and government services also regularly contacted us. Farmers are sometimes also registered as companies, which explains the lower share.



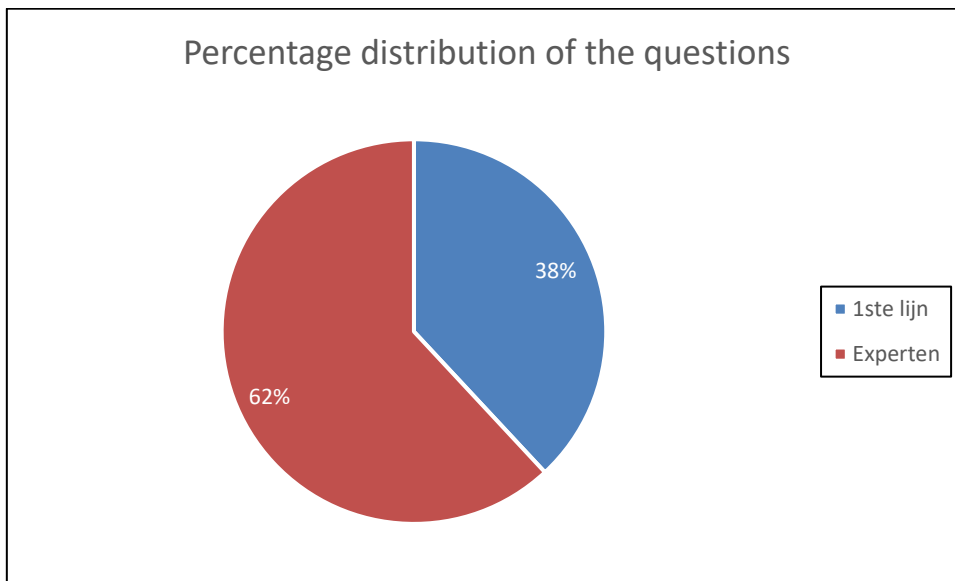
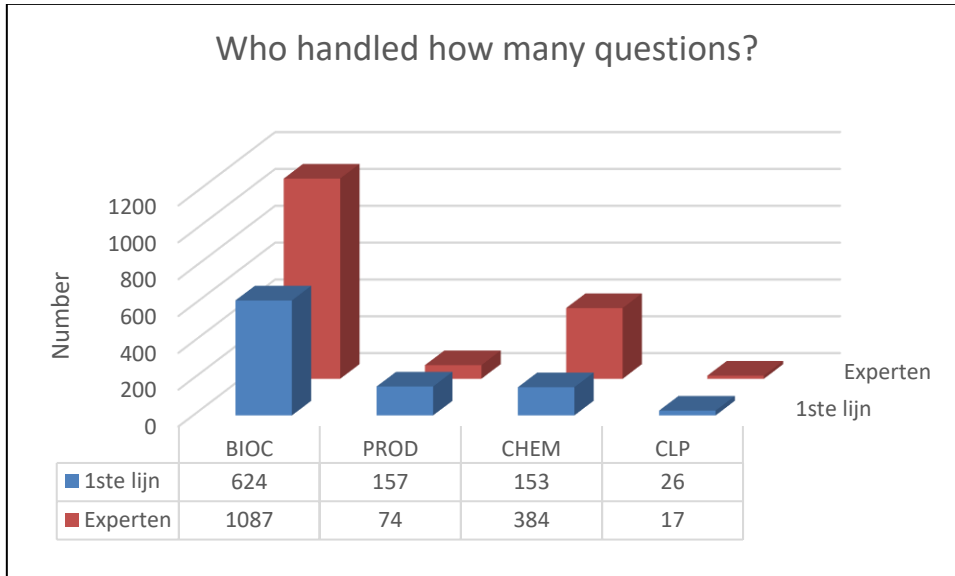
[Bedrijf = Company; Landbouwer = Agriculturer; Overheid = Government; Overige = Other]

5. 40% of the questions were in Dutch; 1 in 4 came from a French-speaking region.



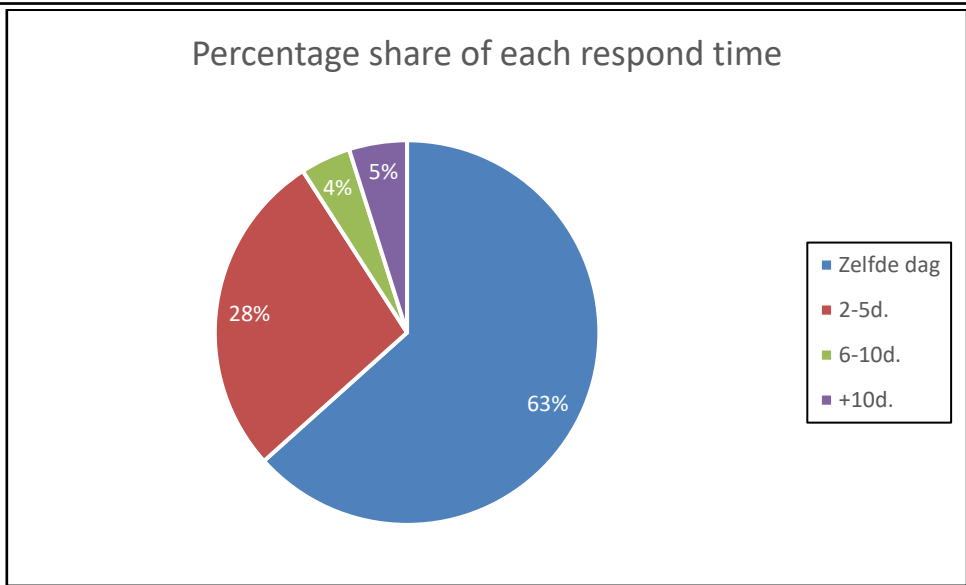
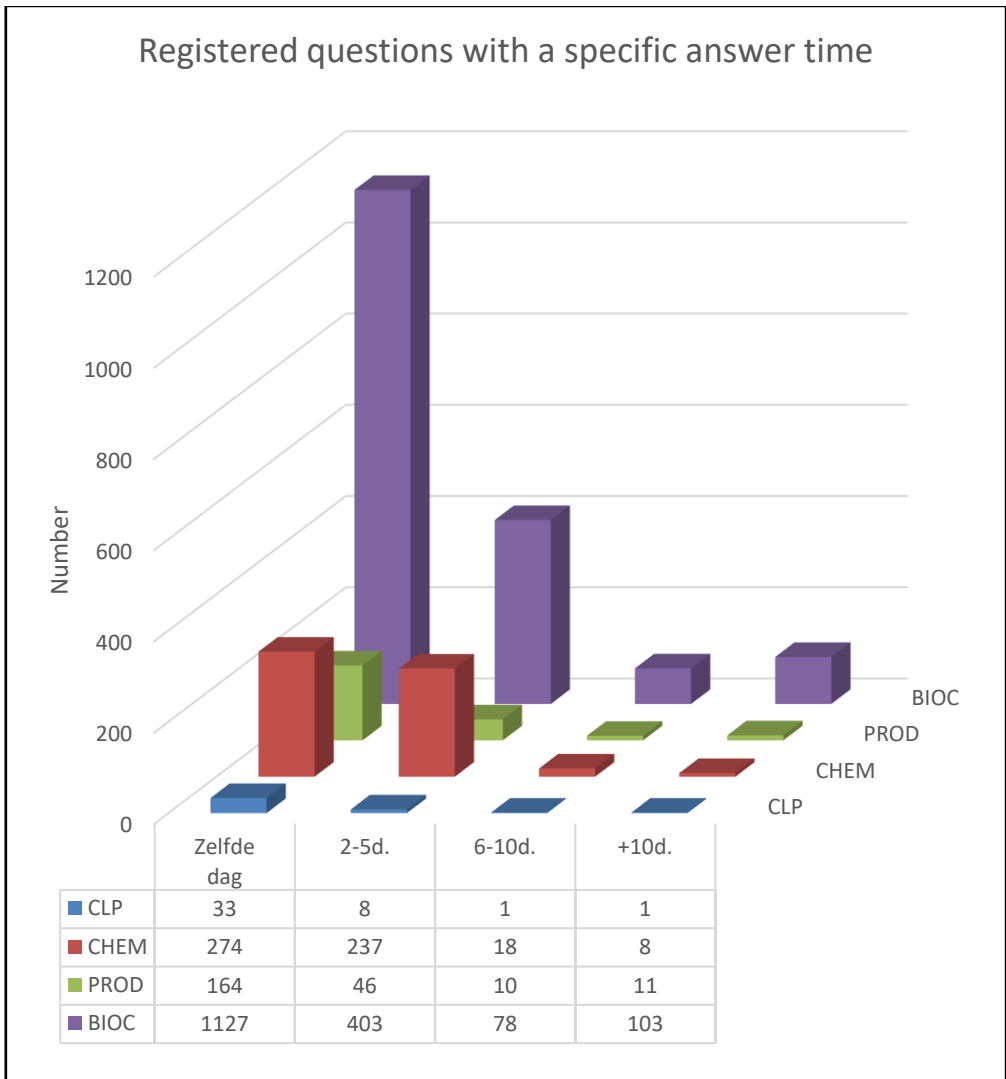
[N = Dutch; F = French; D = German; E = English]

6. The helpdesk was able to answer 38% of the incoming questions itself; 62% was transferred to an expert from the cell involved.



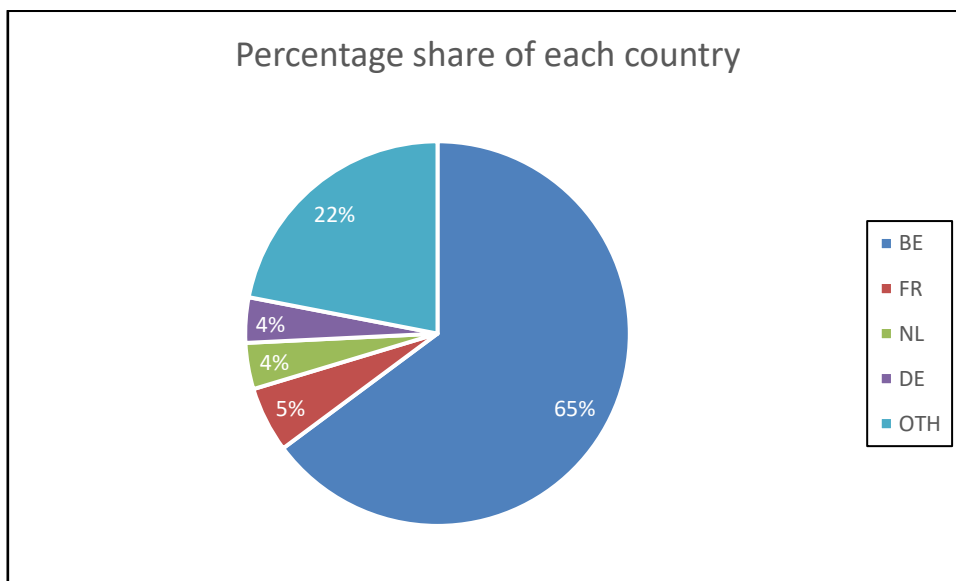
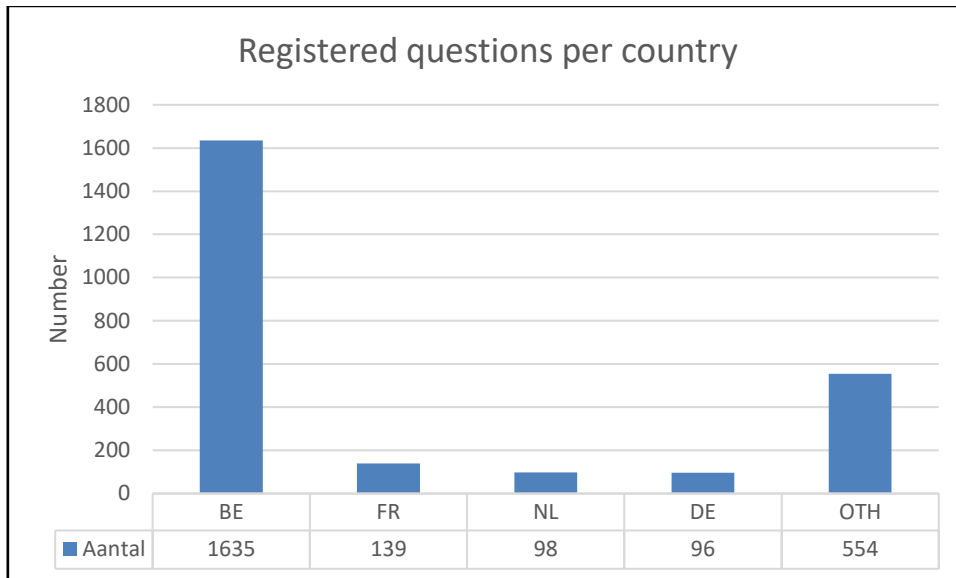
[1^{ste} lijn = 1st line; Experten = Experts]

7. 63% of questions received an answer the same day; 91% received a response within 5 days.



[Zelfde dag = Same day]

8. 65% of the questions came from Belgium; 13% came from our neighbouring countries.



[BE = Belgium; FR = France; NL = Netherlands; DE = Germany; OTH = Other]