

1. Monthly Summary

Call Summary

Inbound Received

3,995

Inbound Answered

2,920

Average Inbound Talk Time

2m 10s

Outbound Attempted

2,136

Outbound Connected

1,931 (90.4%)

Average Outbound Talk Time

2m 51s

Abandoned Summary

Abandoned Calls

975 (24.4%)

Average Abandoned Call Time

40s

Queue Summary

Calls That Queued

3,020

Answered From Queue

2,920 (96.7%)

Average Queue Time Answered

1m 6s

Missed From Queue

100 (3.3%)

Missed From Queue Excluding Repeat Callers

96 (3.2%)

Repeat Callers That Queued

4

Average Queue Time Missed

4m 55s

Callback Summary

Callbacks Requested

64

Callbacks Successful

62

Callbacks Unsuccessful

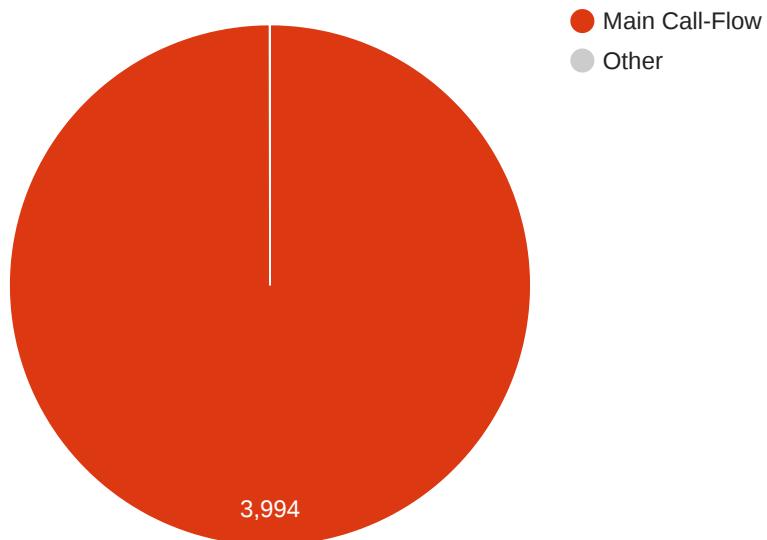
1

Patient Cancelled Callbacks

0

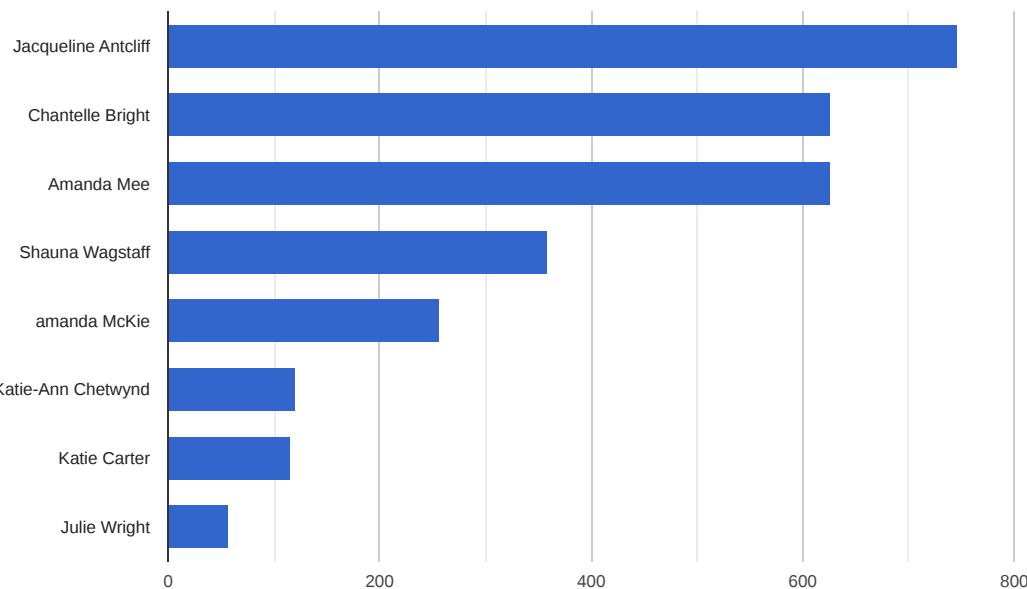
 This data helps inform the reporting for the GP Contract. Read [this article to learn more](#)

2. Which Numbers Took the Most Inbound Calls?



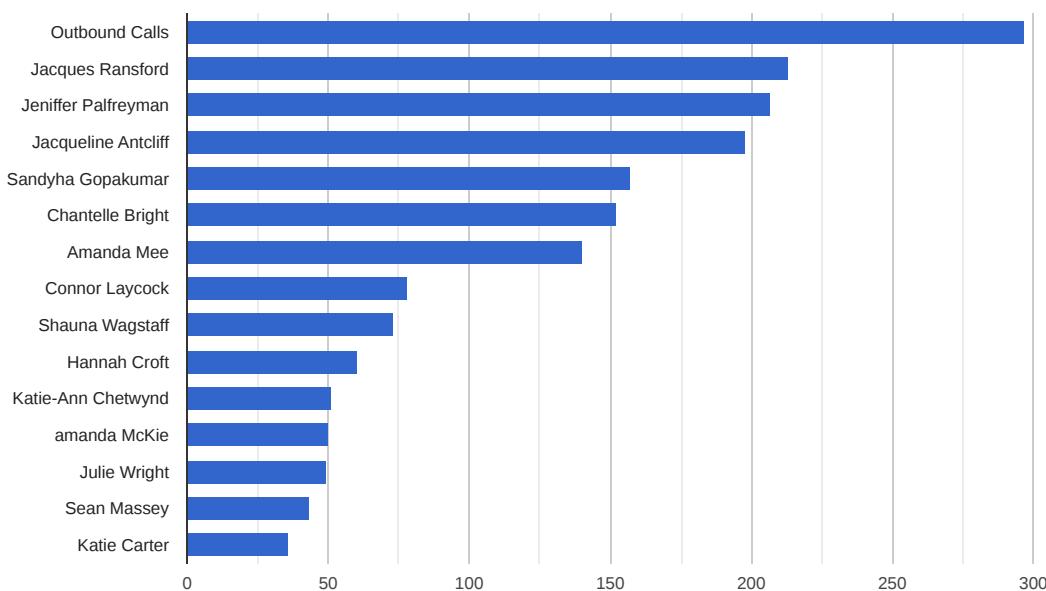
3. Which Users Answered the Most Inbound Calls?

Users Answering Calls

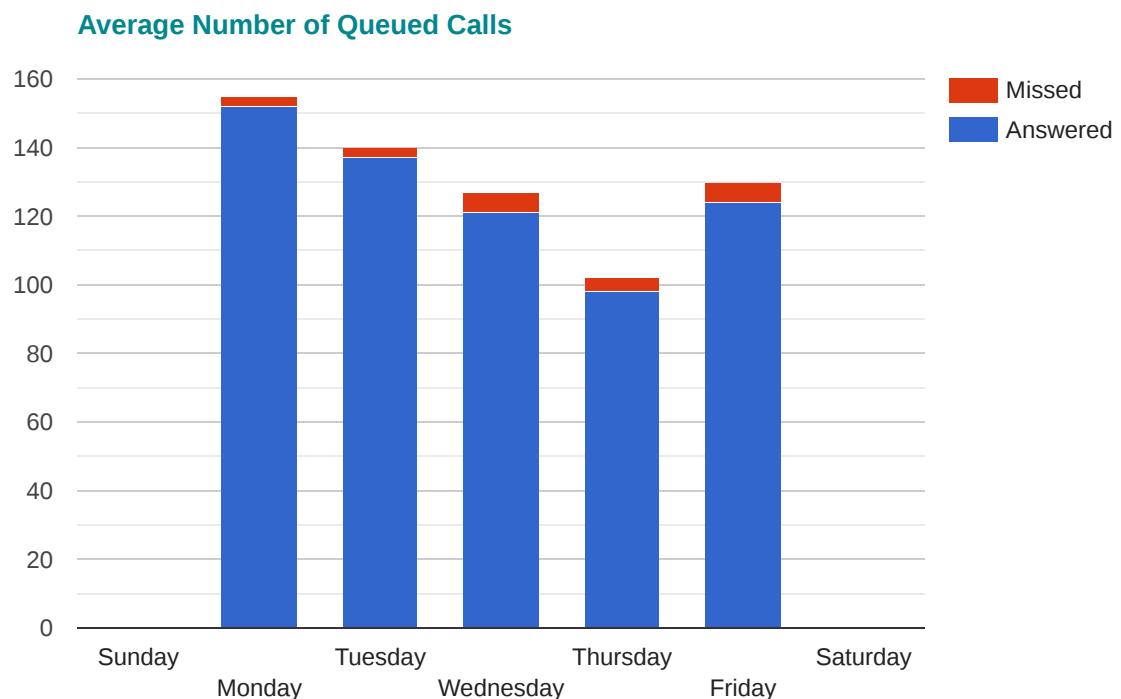


4. Which Users Dialled the Most Outbound Calls?

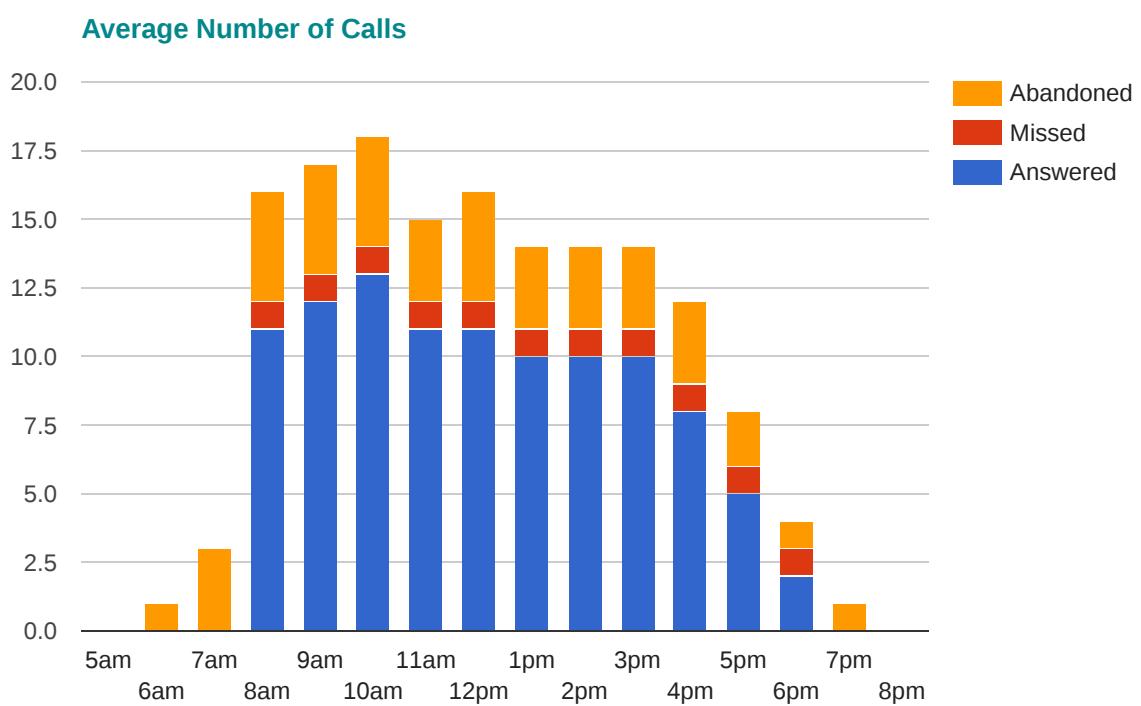
Top 15 Users Dialling Calls



5. Which Days of the Week are Busiest for Queued Calls?

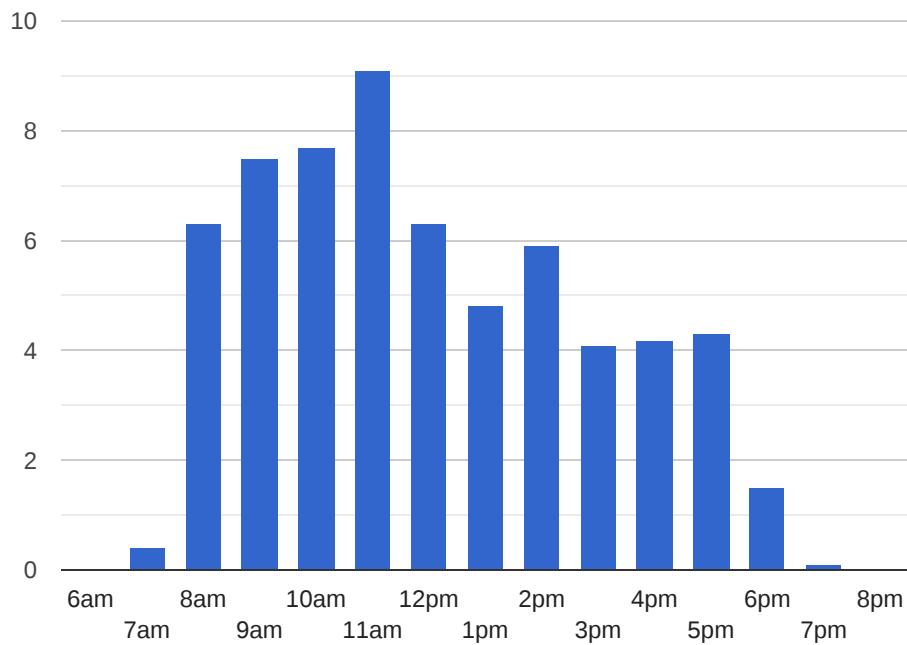


6. What Times of the Day are Busiest for Calls?

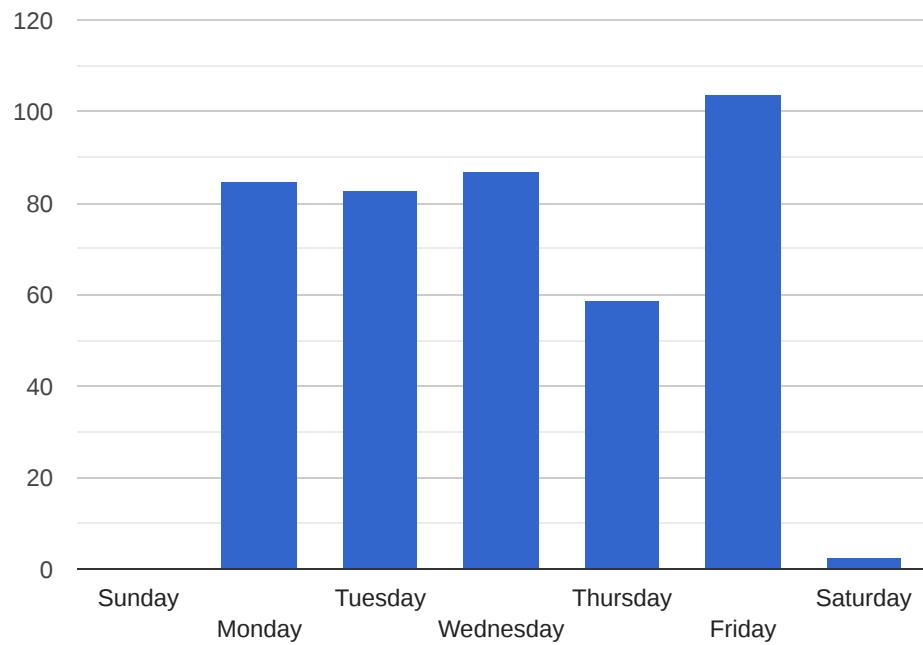


7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

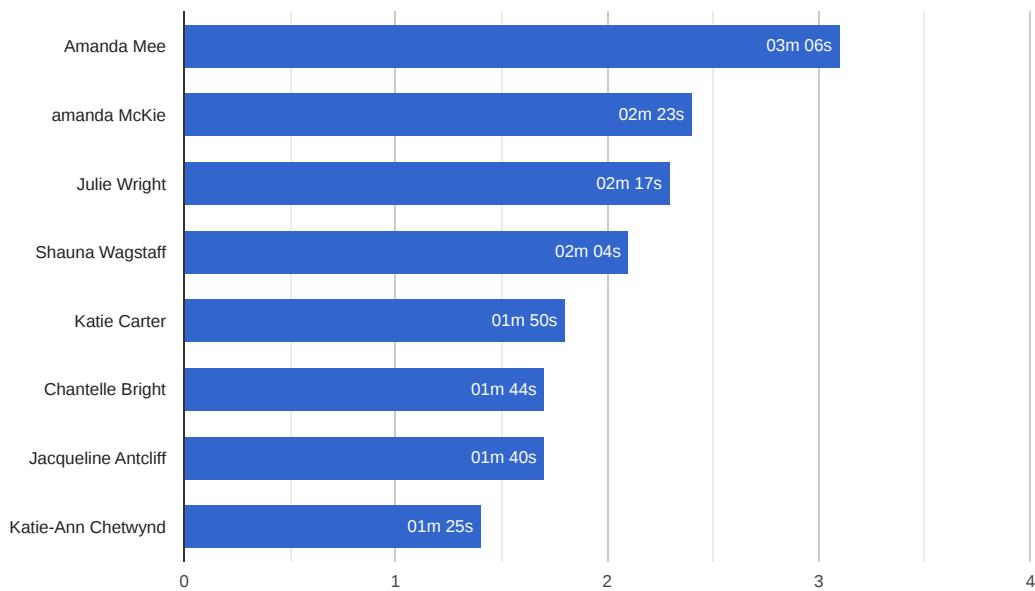


Average Outbound Calls By Day

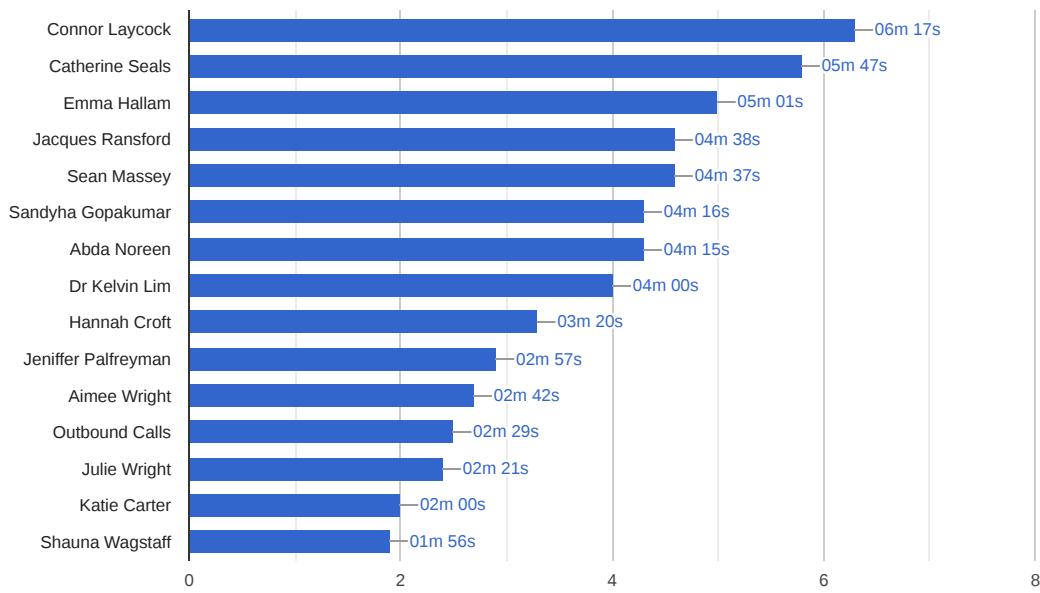


8. How Long do Users Spend on Calls?

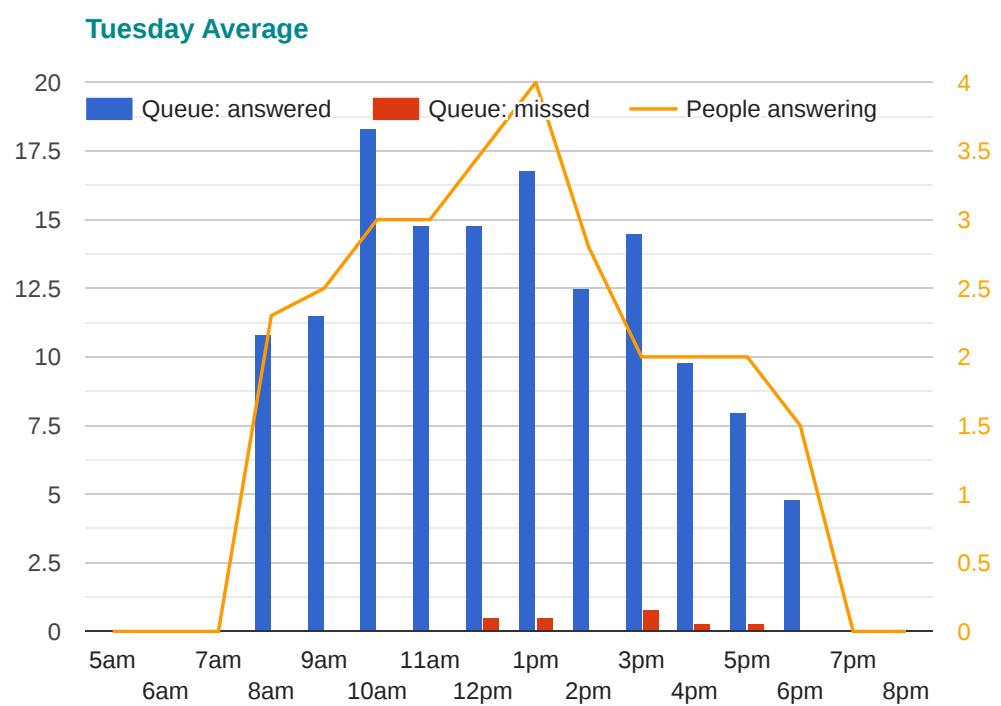
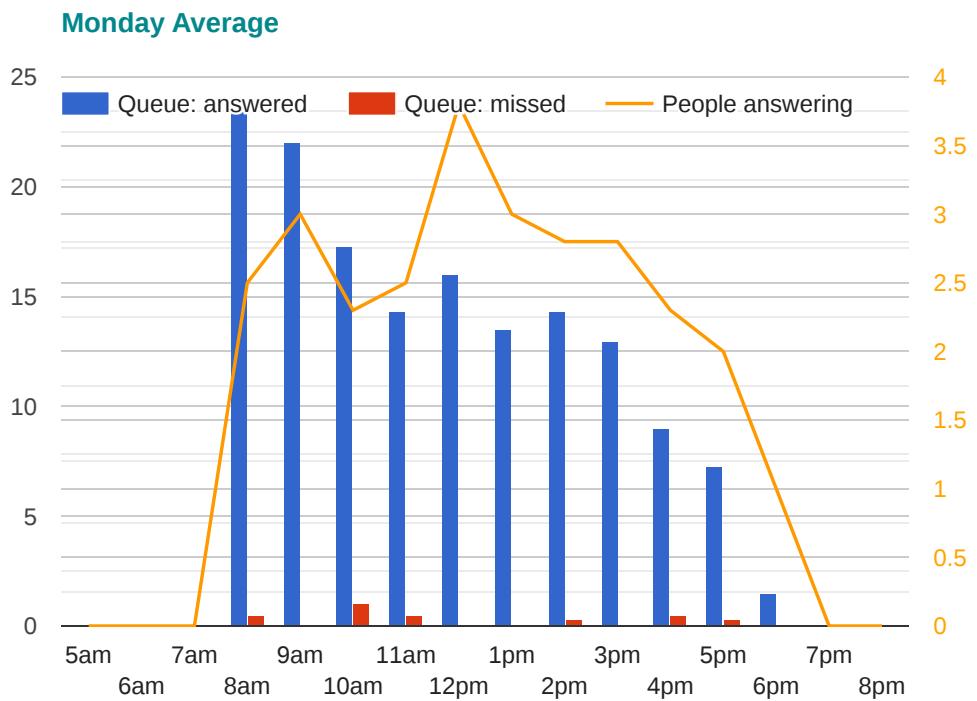
Inbound: Average Call Lengths



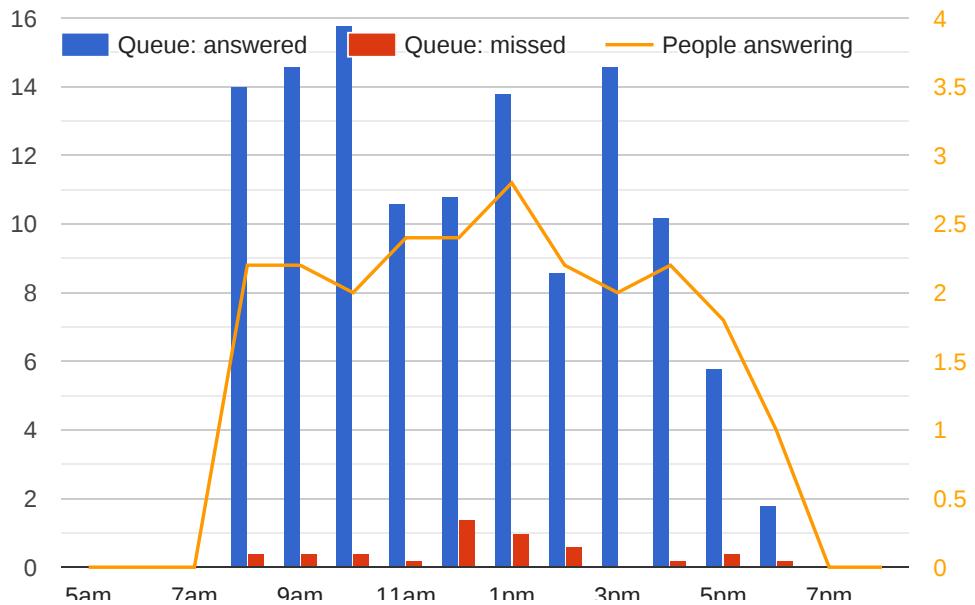
Outbound: Average Call Lengths



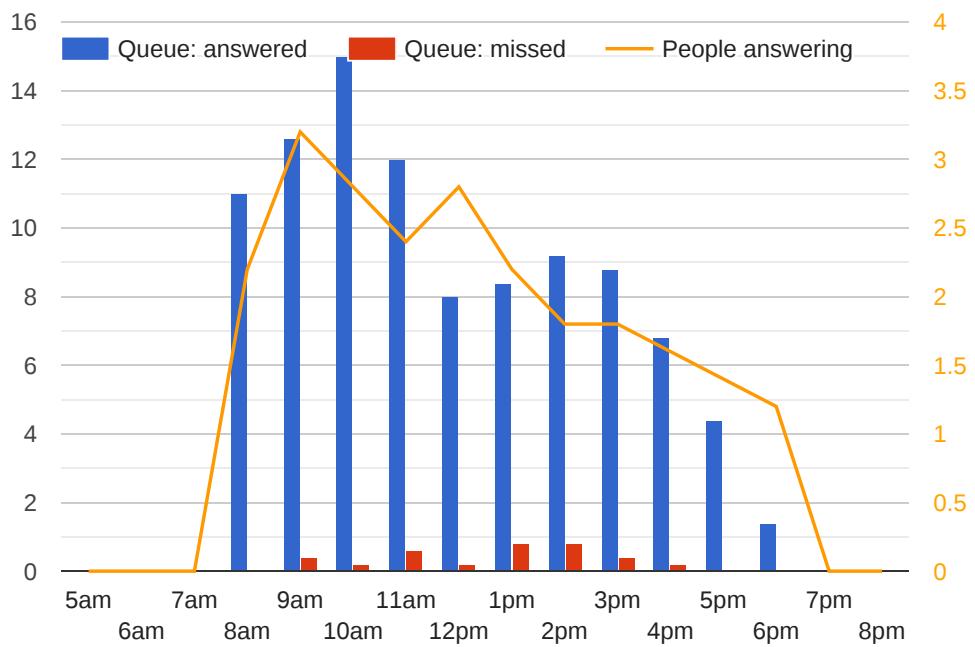
9. How Many People are Answering Queued Calls?



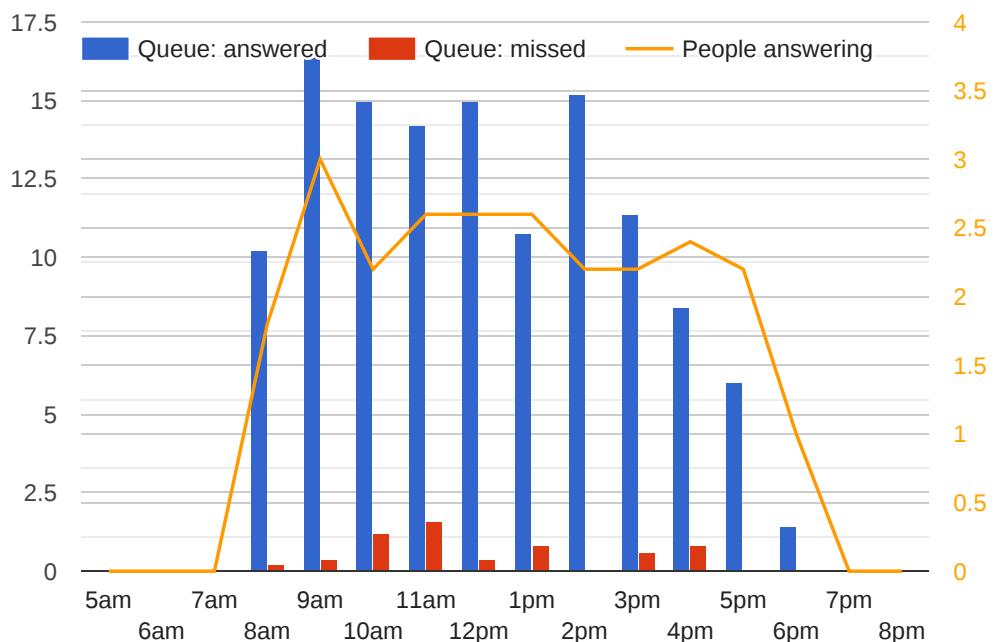
Wednesday Average



Thursday Average



Friday Average



11. Monthly Summary

