

1. Monthly Summary

Call Summary

Inbound Received

3,876

Inbound Answered

2,674

Average Inbound Talk Time

2m 14s

Outbound Attempted

1,855

Outbound Connected

1,634 (88.1%)

Average Outbound Talk Time

2m 55s

Abandoned Summary

Abandoned Calls

1,080 (27.9%)

Average Abandoned Call Time

41s

Queue Summary

Calls That Queued

2,788

Answered From Queue

2,673 (95.9%)

Average Queue Time Answered

1m 16s

Missed From Queue

115 (4.1%)

Missed From Queue Excluding Repeat Callers

106 (3.8%)

Repeat Callers That Queued

7

Average Queue Time Missed

4m 1s

Callback Summary

Callbacks Requested

59

Callbacks Successful


54

Callbacks Unsuccessful

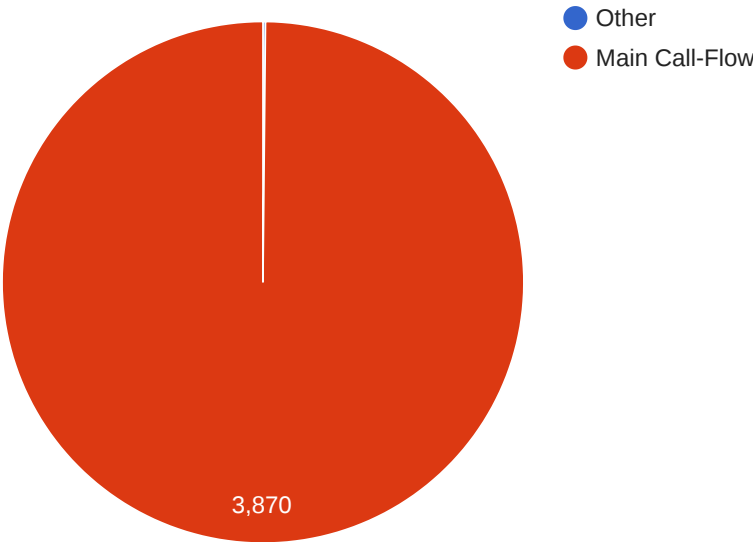
4

Patient Cancelled Callbacks

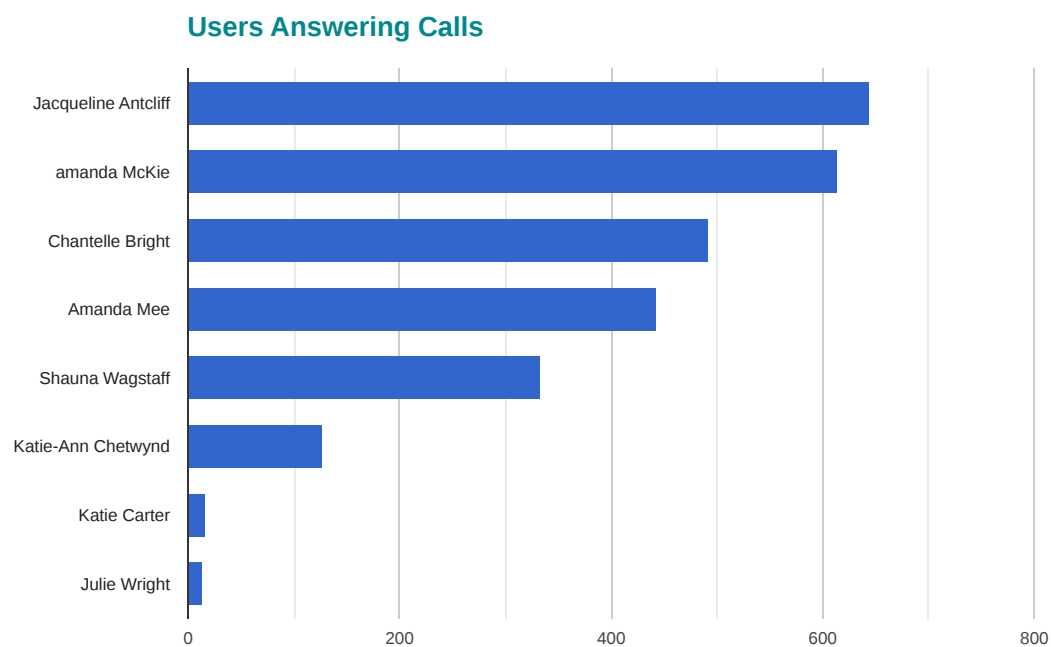
0

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

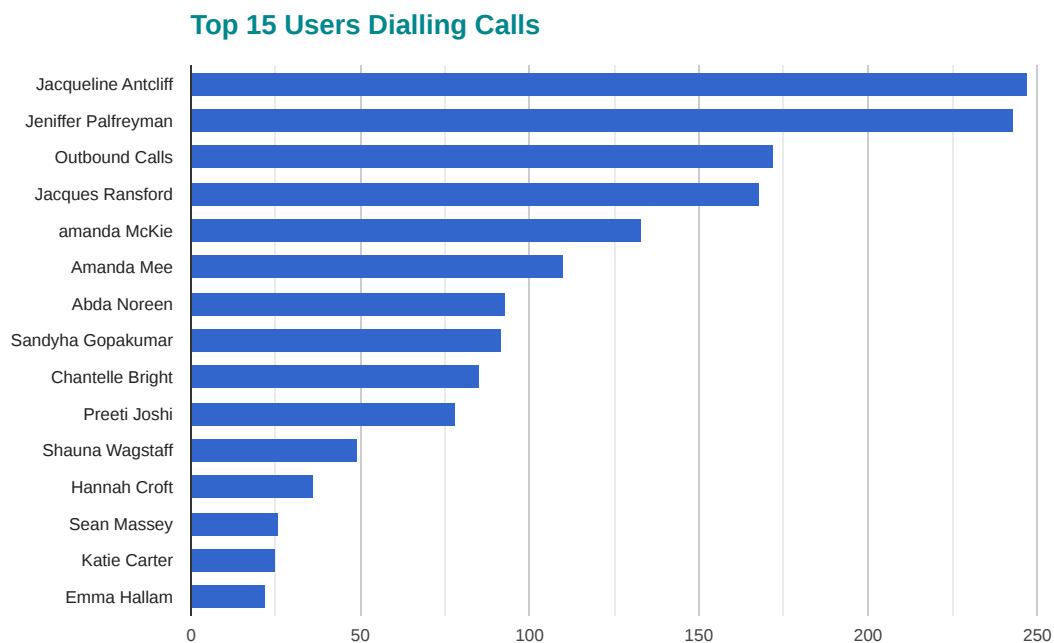
2. Which Numbers Took the Most Inbound Calls?



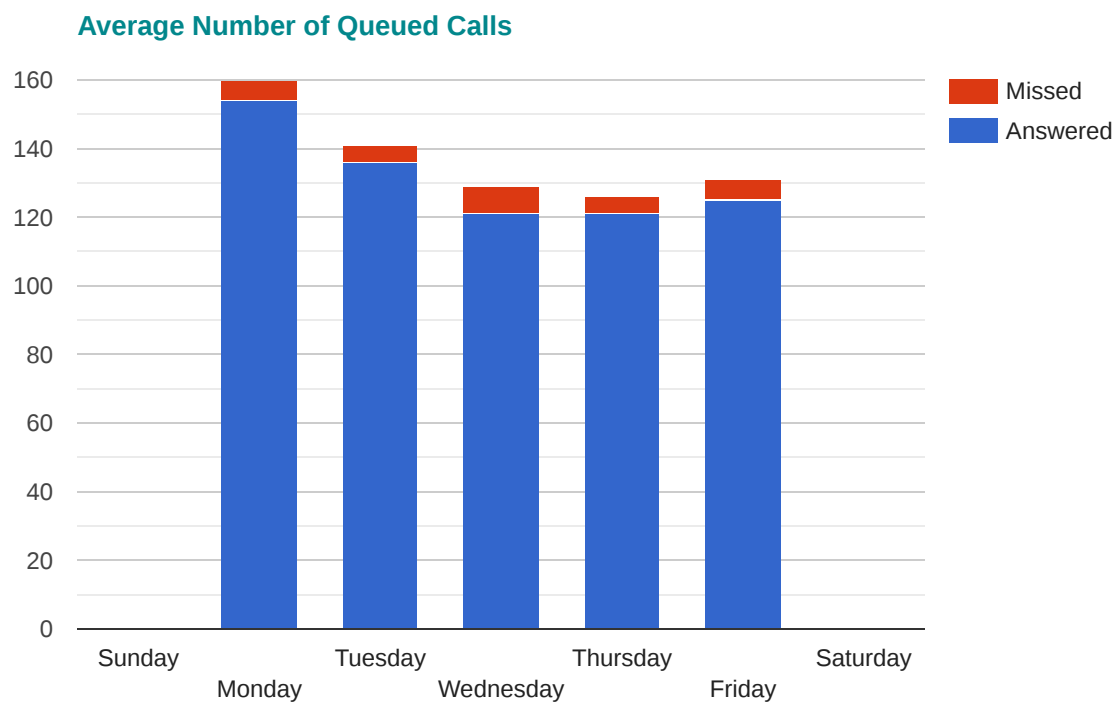
3. Which Users Answered the Most Inbound Calls?



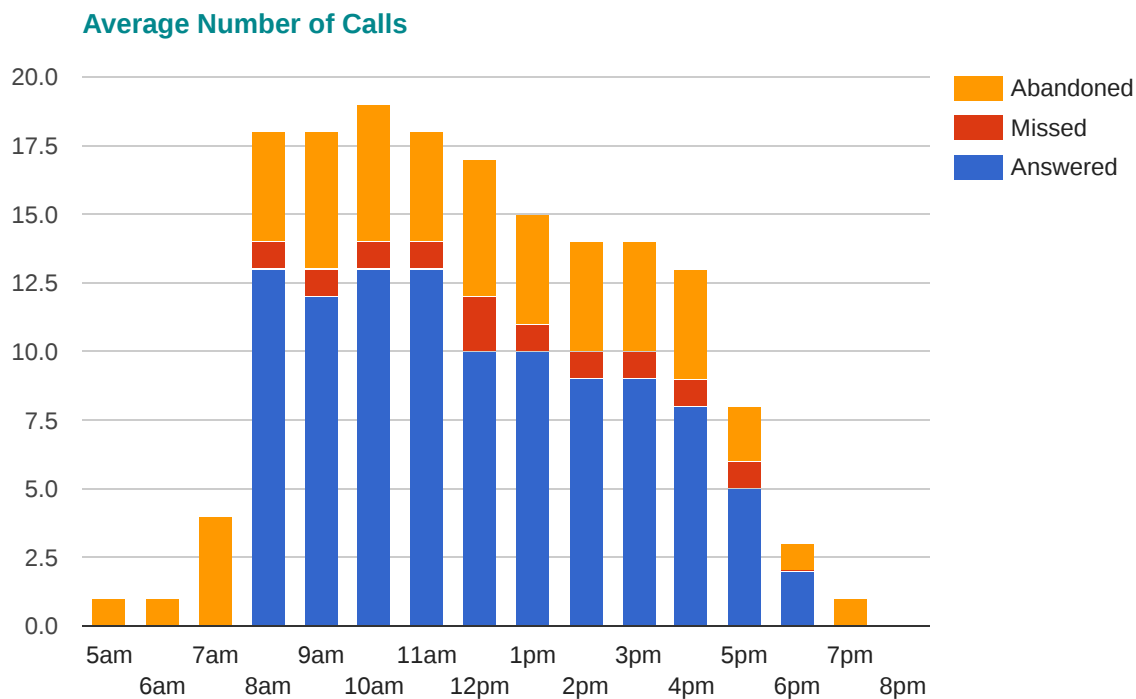
4. Which Users Dialed the Most Outbound Calls?



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

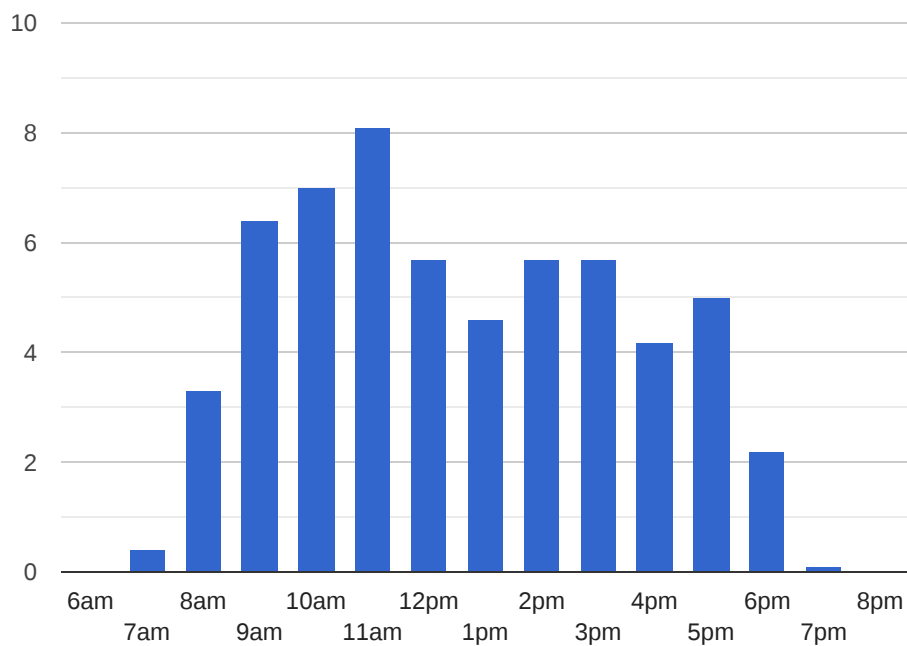


6. What Times of the Day are Busiest for Calls?

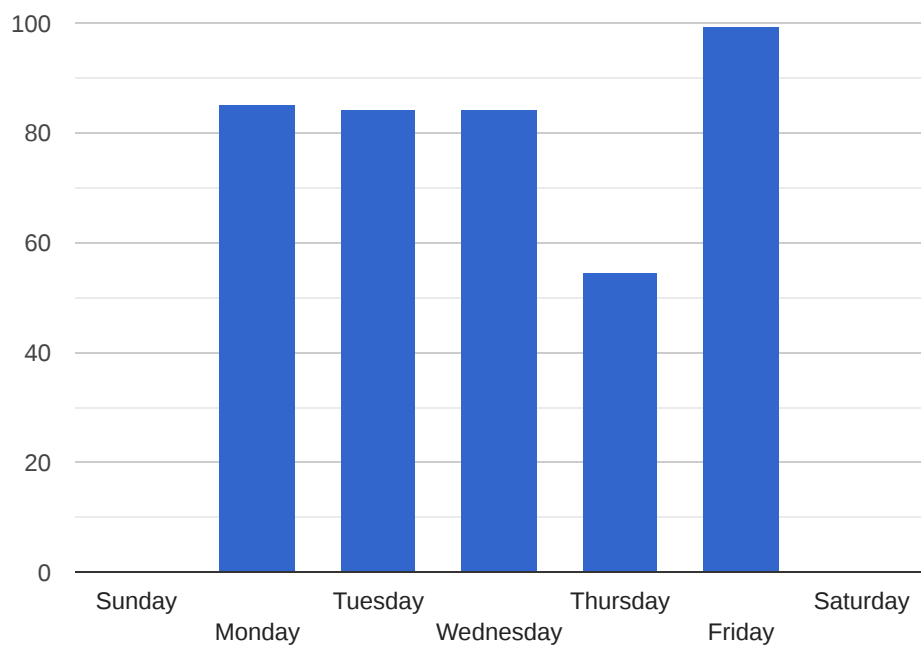


7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

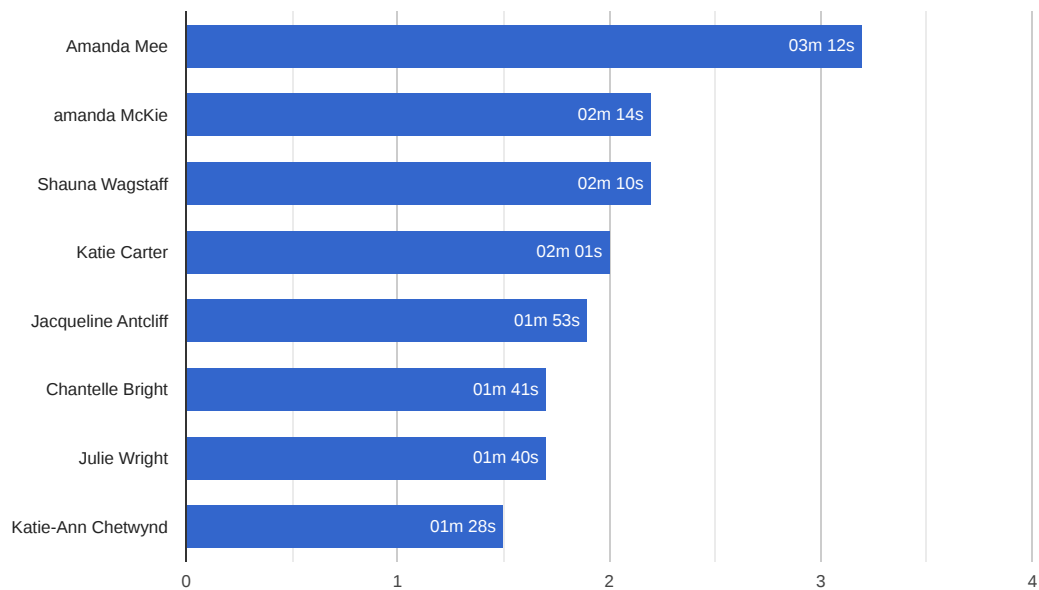


Average Outbound Calls By Day

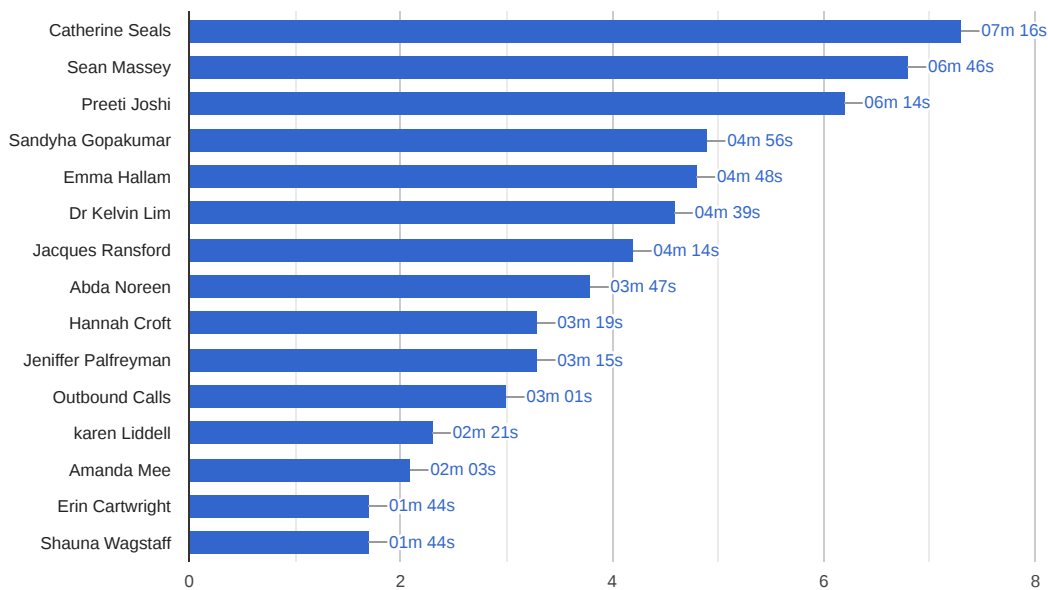


8. How Long do Users Spend on Calls?

Inbound: Average Call Lengths

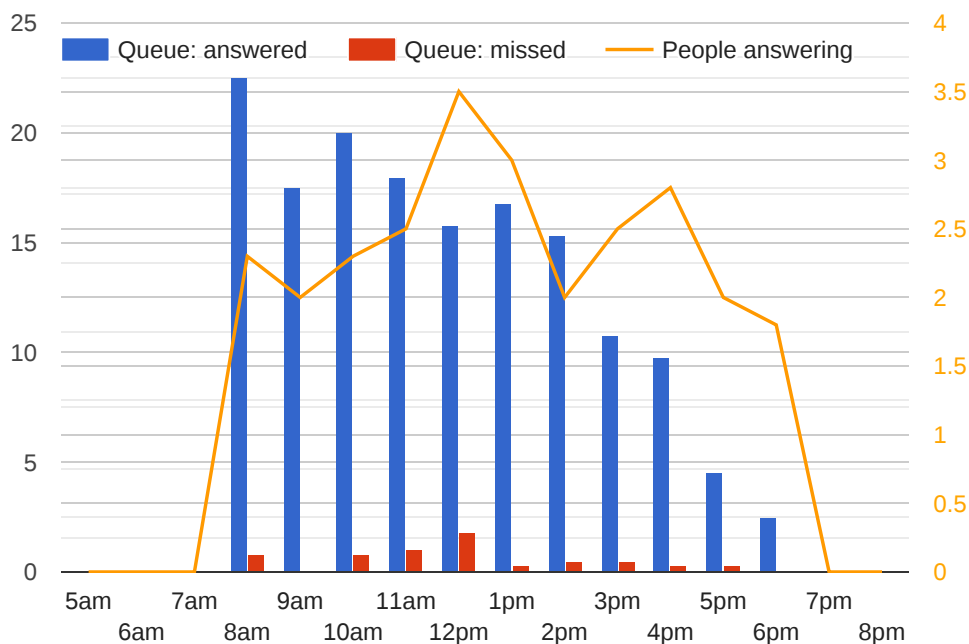


Outbound: Average Call Lengths

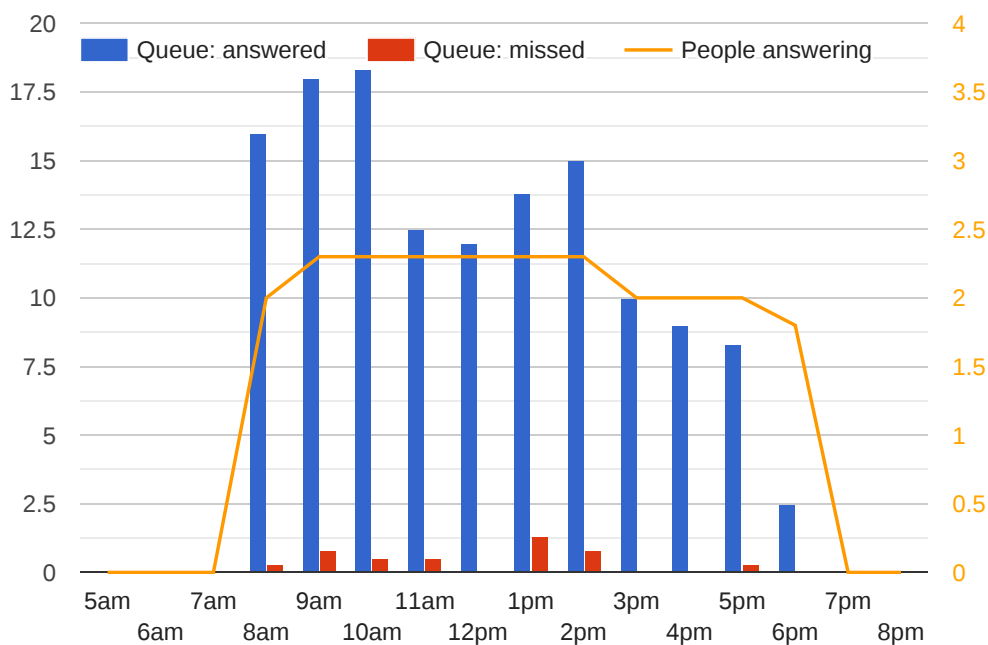


9. How Many People are Answering Queued Calls?

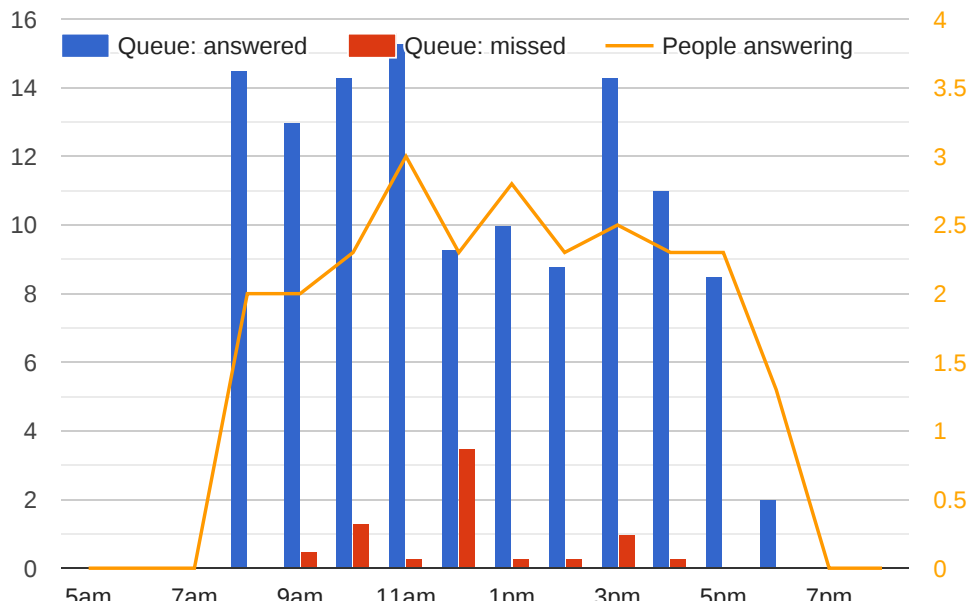
Monday Average



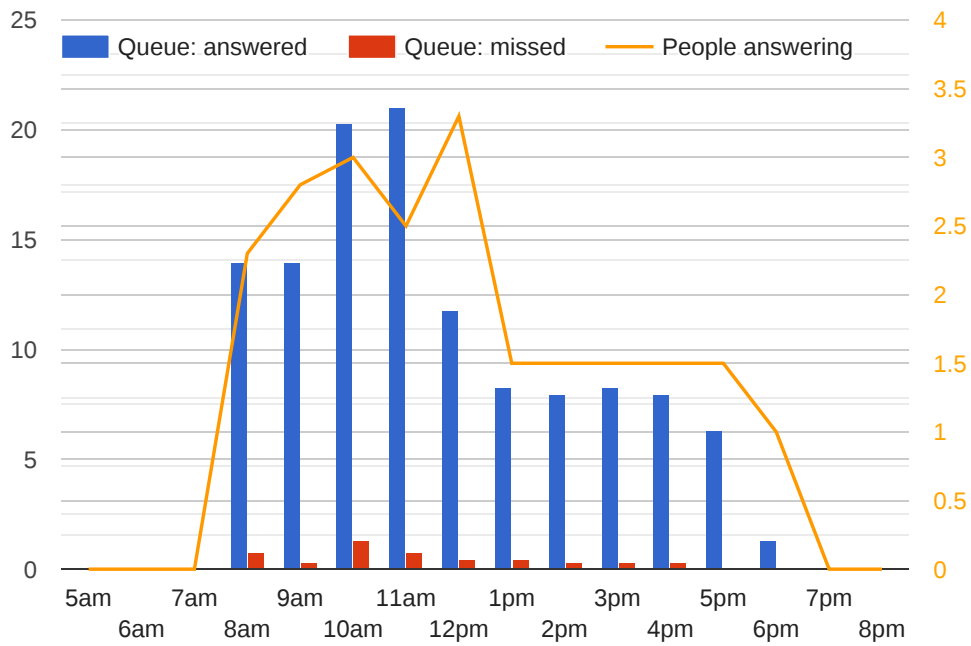
Tuesday Average



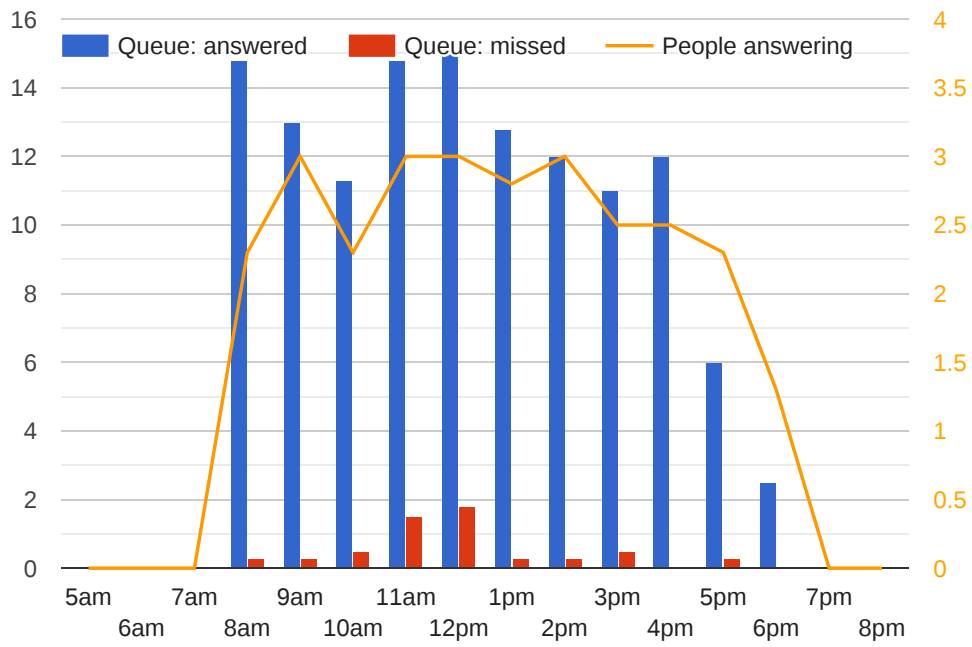
Wednesday Average



Thursday Average

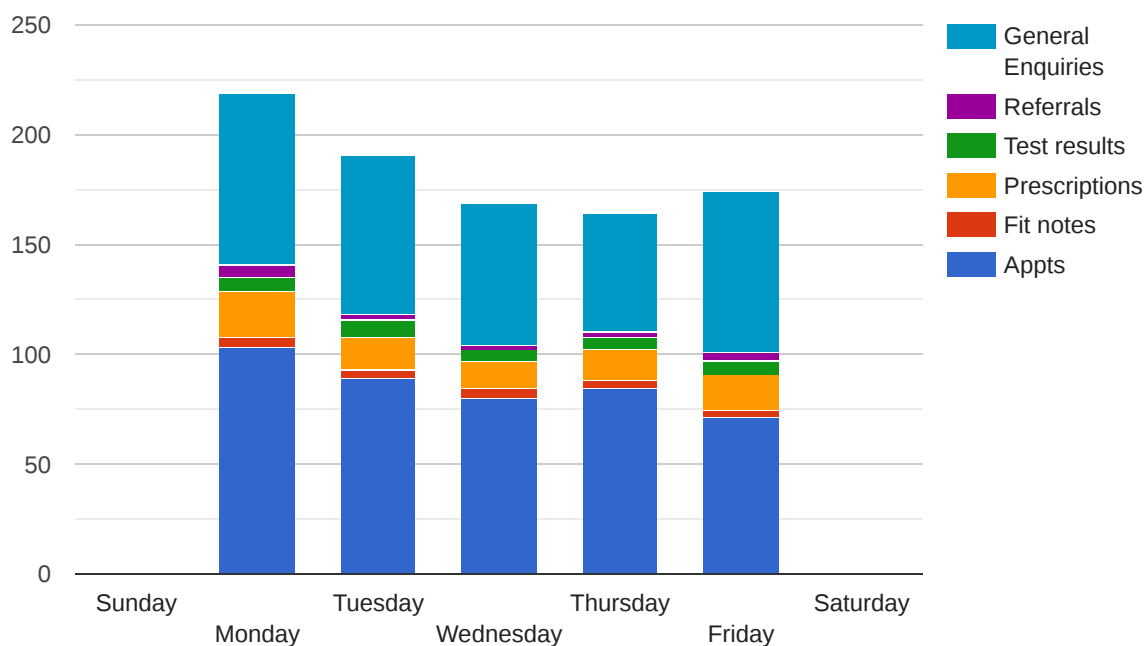


Friday Average

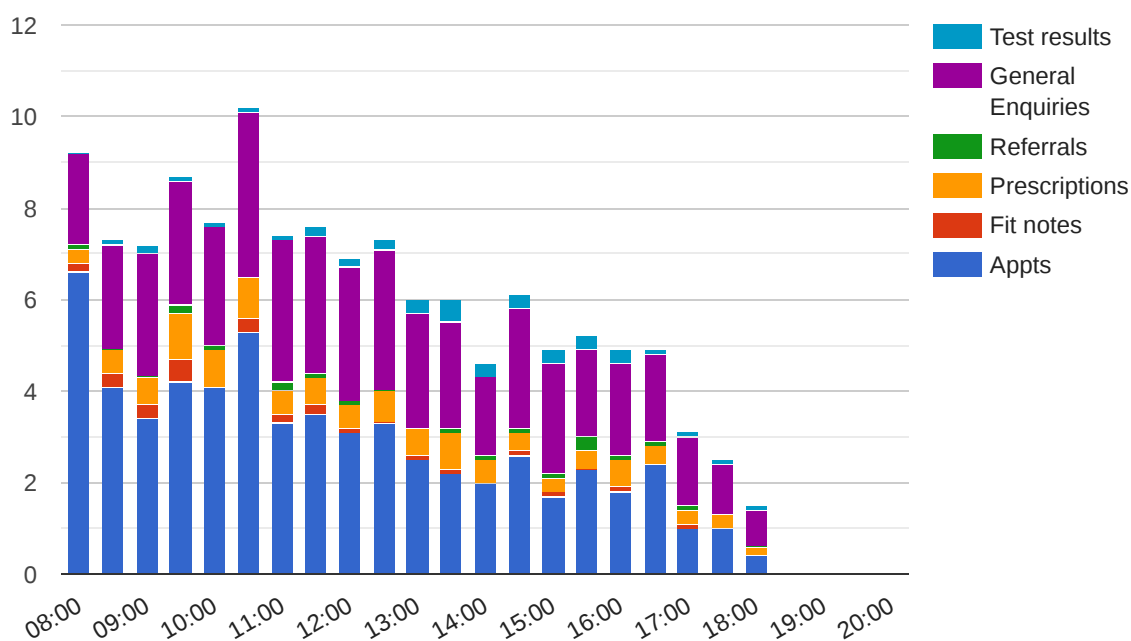


10. What Choices did Callers Make in the Busiest Menu?

Average Number of Callers Choosing



Average Number of Calls



11. Monthly Summary

