

1. Monthly Summary

Call Summary

Inbound Received	Inbound Answered	Average Inbound Talk Time
3,568	2,563	2m 9s
Outbound Attempted	Outbound Connected	Average Outbound Talk Time
1,777	1,560 (87.8%)	2m 59s

Abandoned Summary

Abandoned Calls
894 (25.1%)
Average Abandoned Call Time
45s

Queue Summary

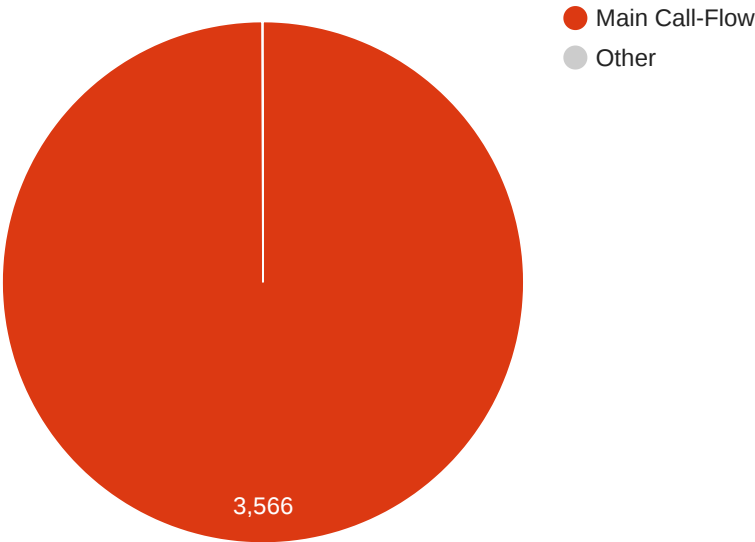
Calls That Queued	Answered From Queue	Average Queue Time Answered
2,672	2,562 (95.9%)	1m 13s
Missed From Queue	Missed From Queue Excluding Repeat Callers	Repeat Callers That Queued
110 (4.1%)	102 (3.8%)	6
		Average Queue Time Missed
		2m 37s

Callback Summary

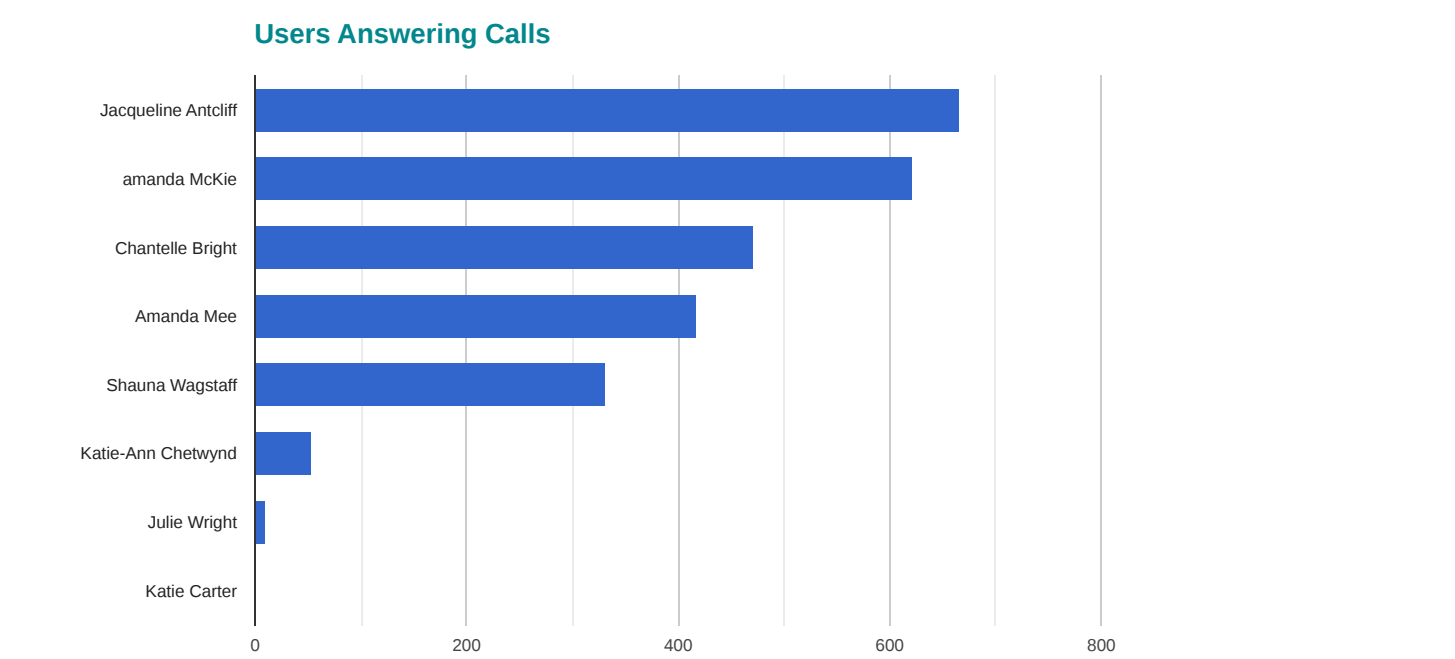
Callbacks Requested	Callbacks Successful	Callbacks Unsuccessful	Patient Cancelled Callbacks
62	59	2	0

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

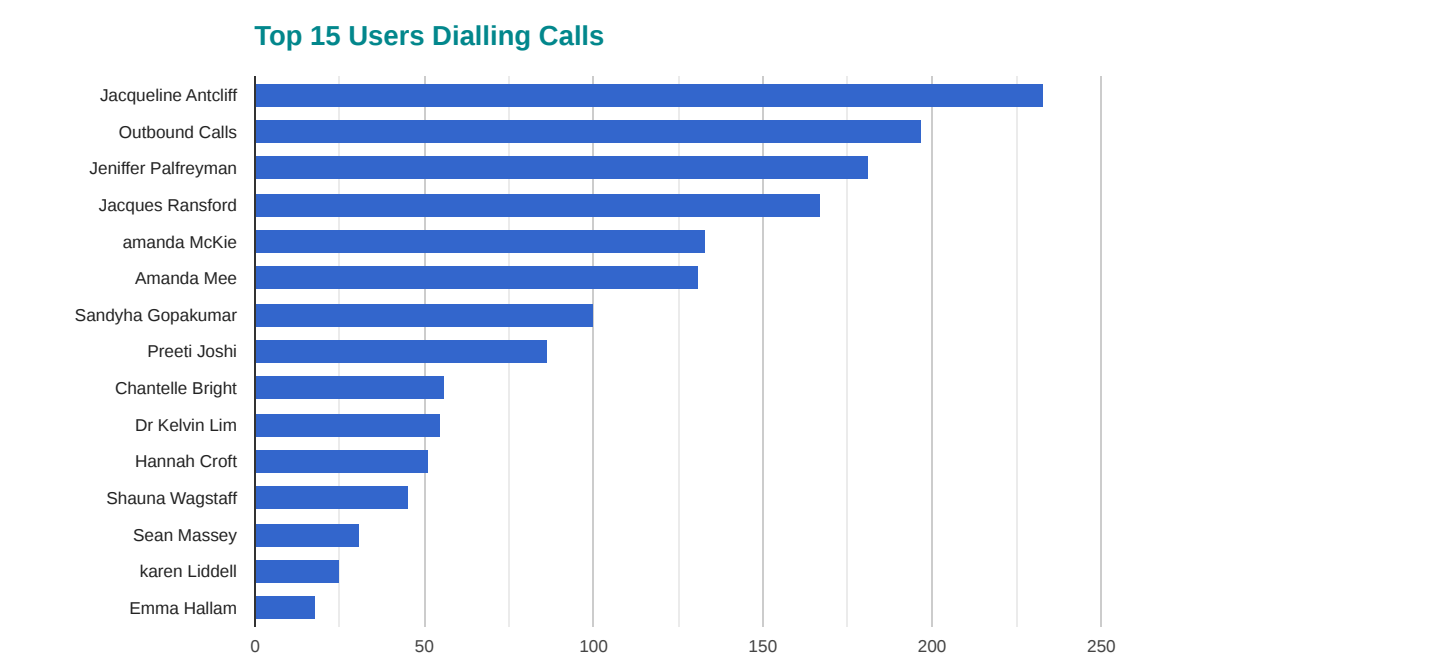
2. Which Numbers Took the Most Inbound Calls?



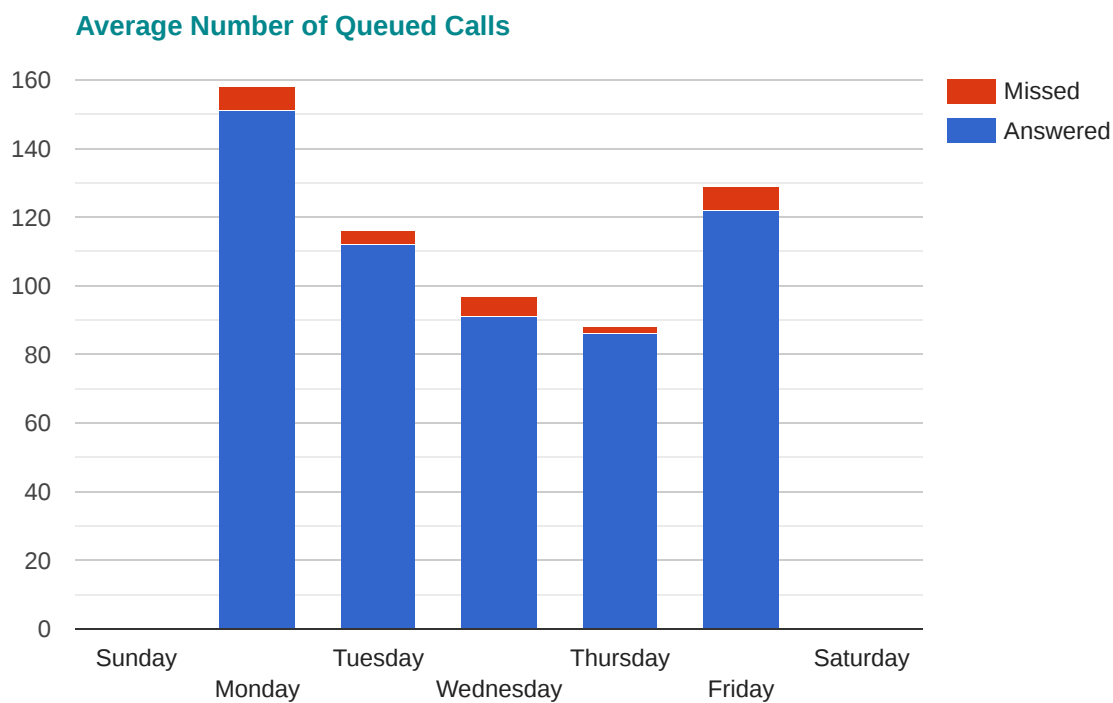
3. Which Users Answered the Most Inbound Calls?



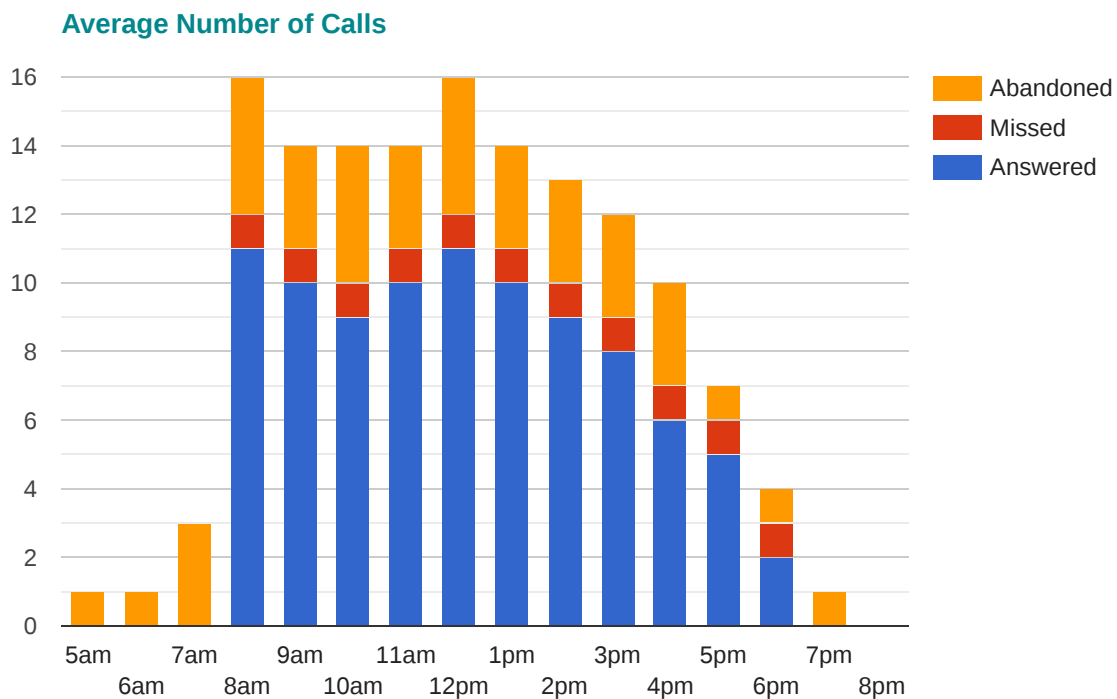
4. Which Users Dialed the Most Outbound Calls?



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

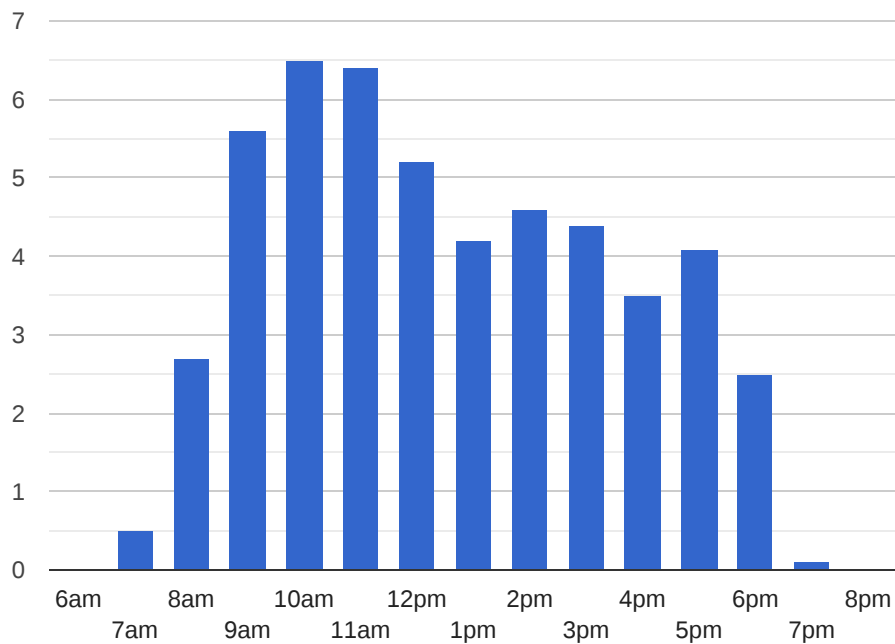


6. What Times of the Day are Busiest for Calls?

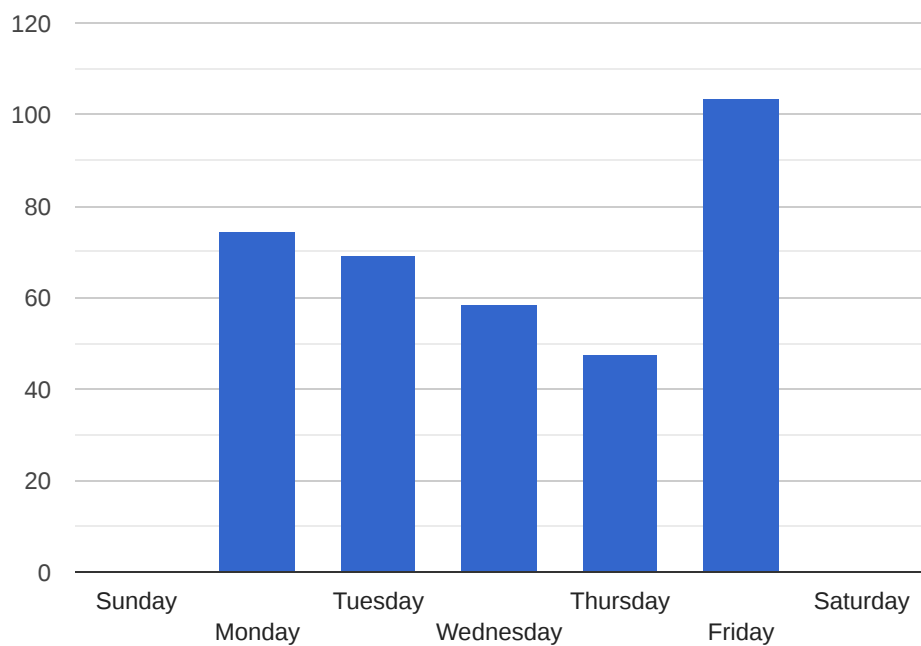


7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

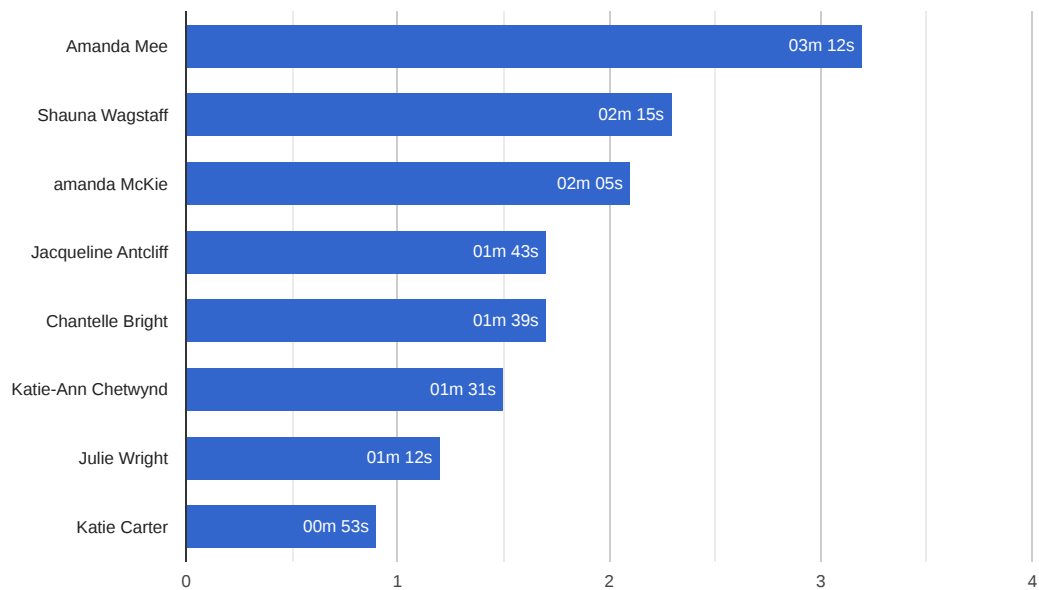


Average Outbound Calls By Day

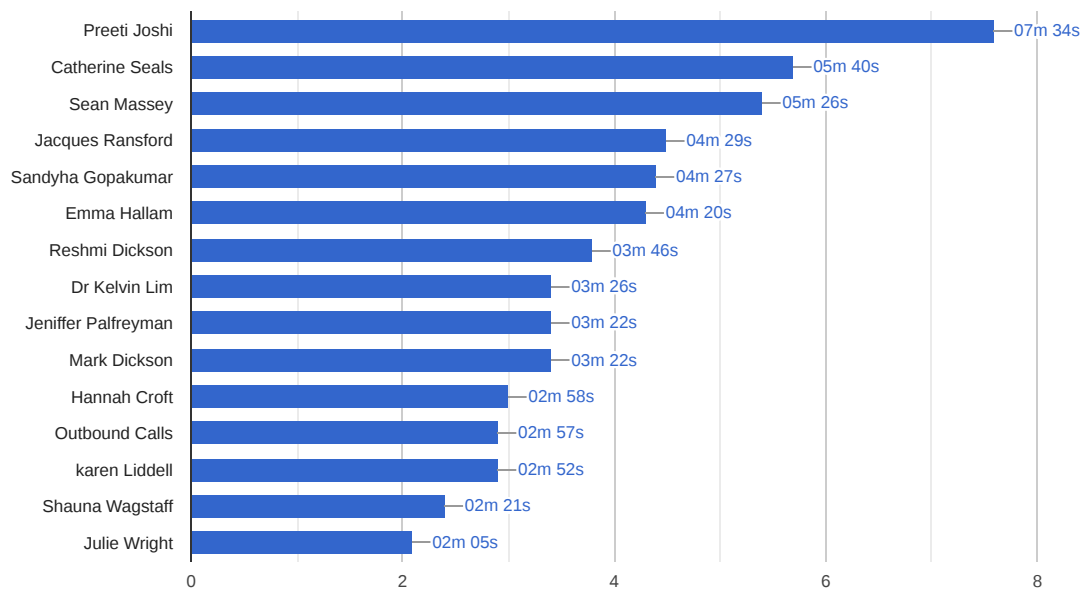


8. How Long do Users Spend on Calls?

Inbound: Average Call Lengths

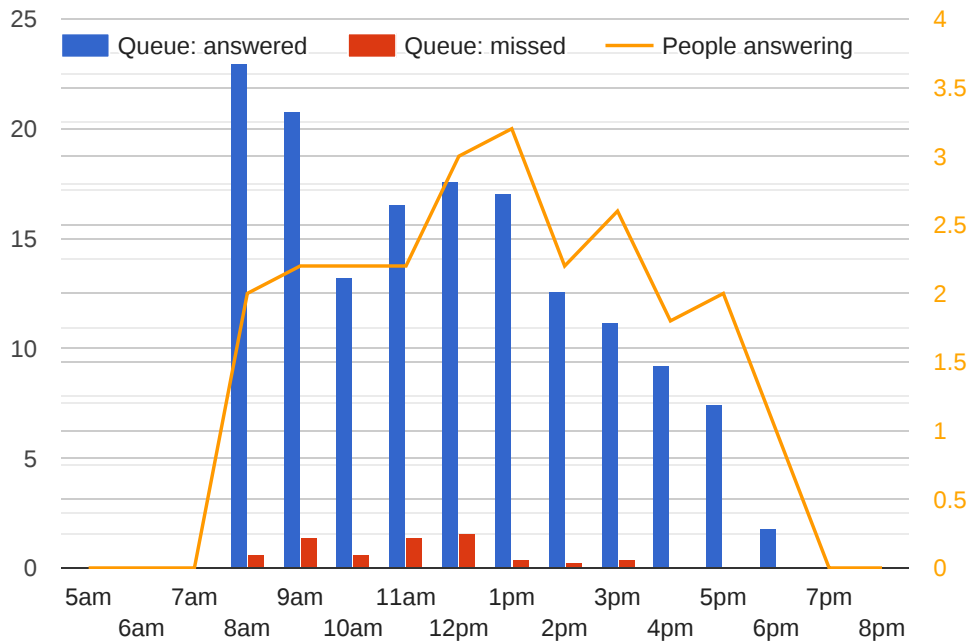


Outbound: Average Call Lengths

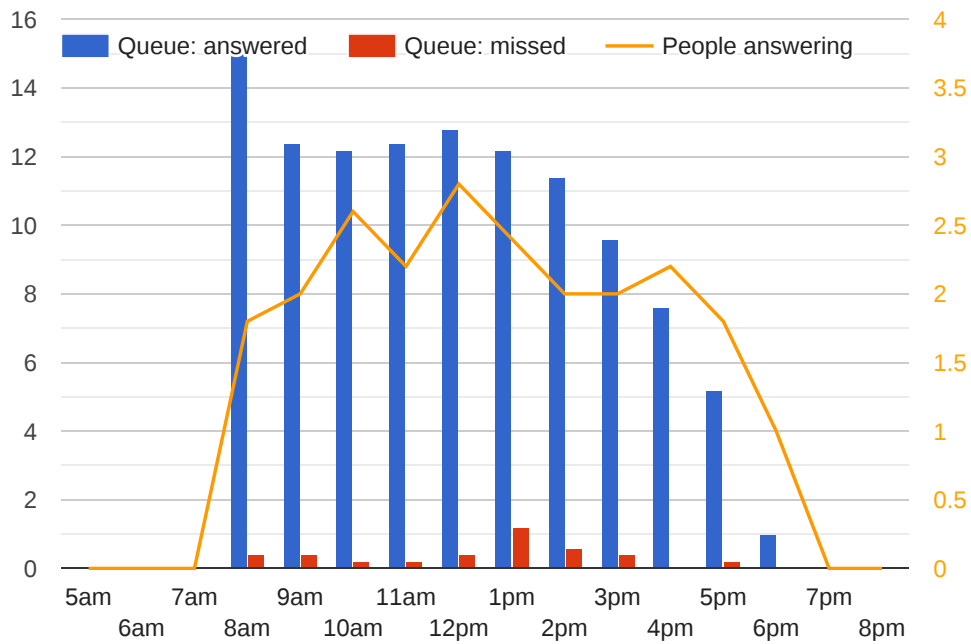


9. How Many People are Answering Queued Calls?

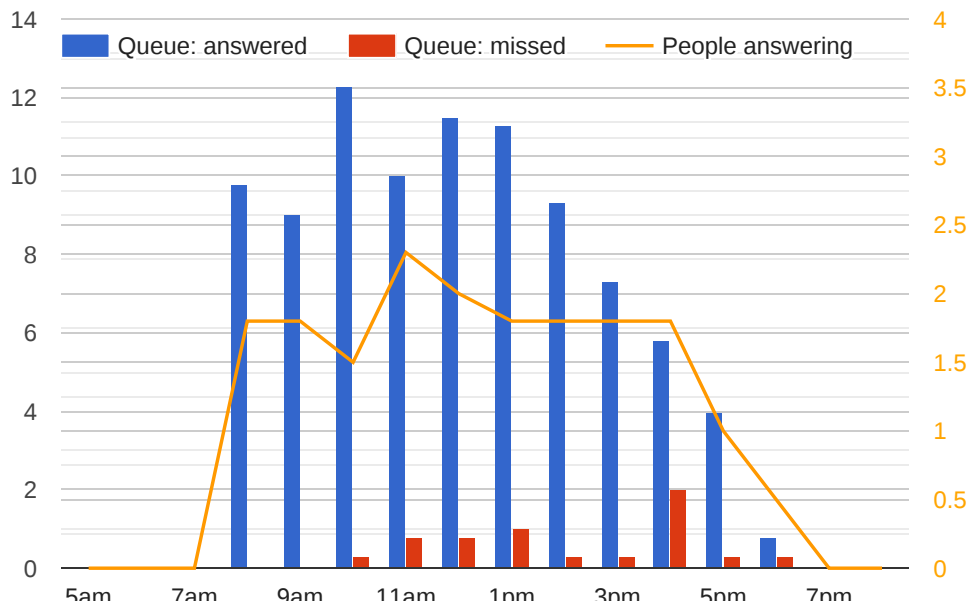
Monday Average



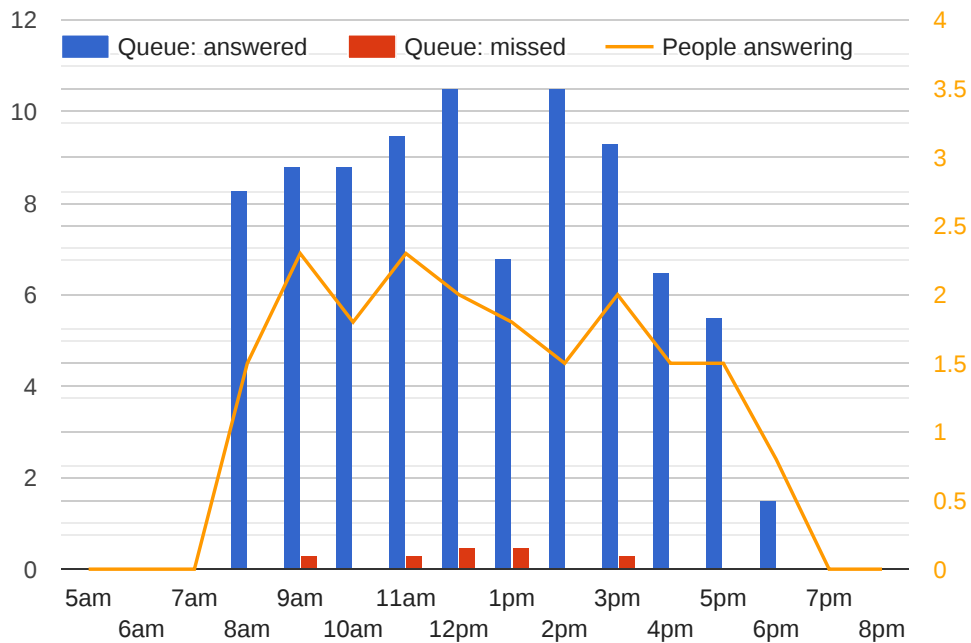
Tuesday Average



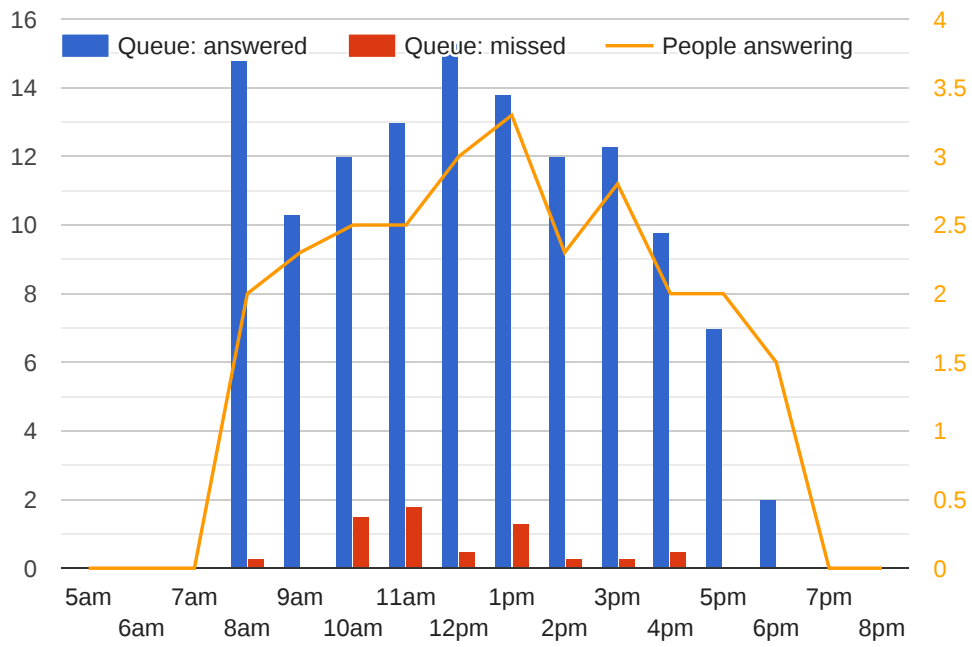
Wednesday Average



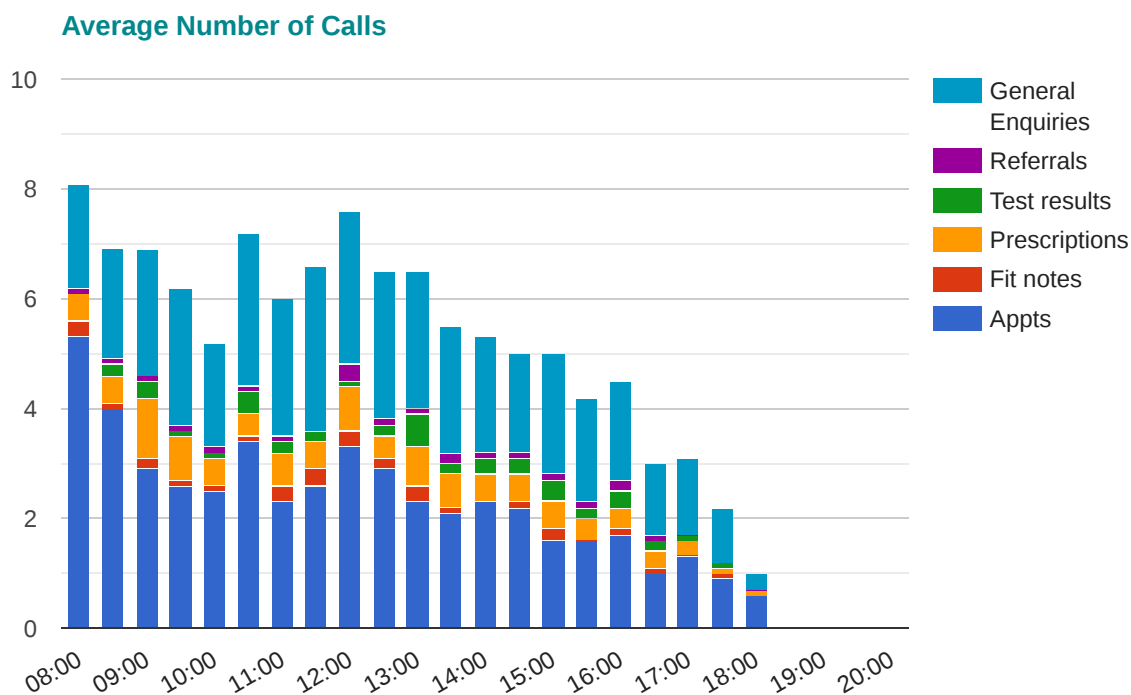
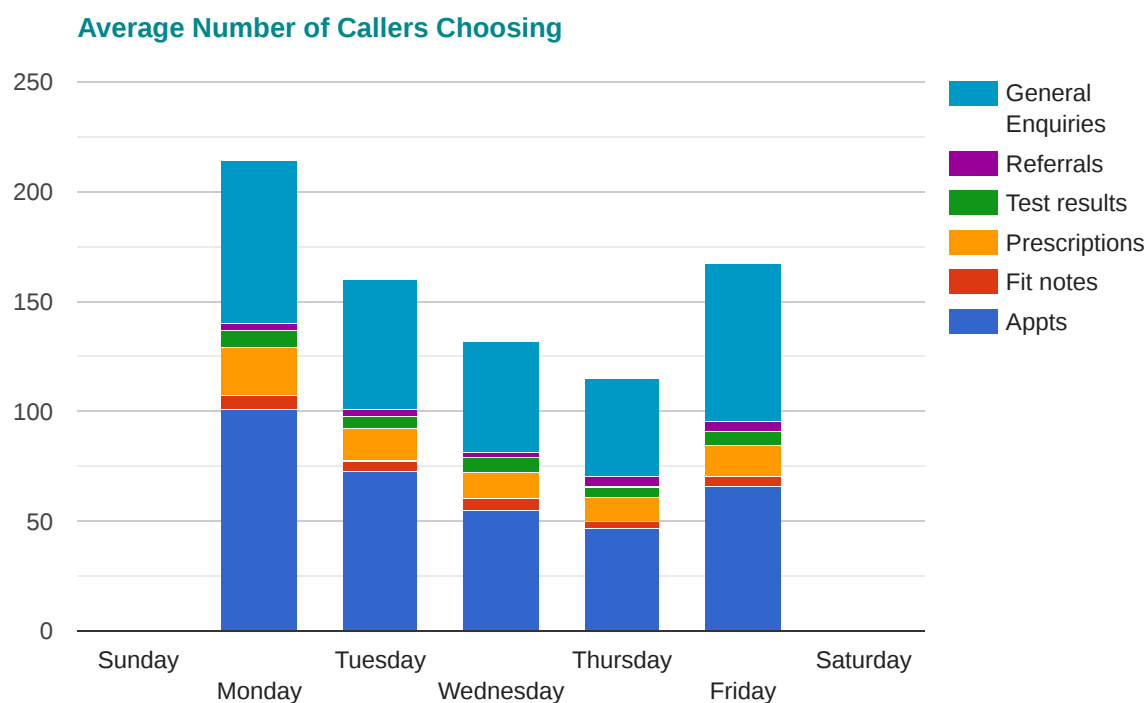
Thursday Average



Friday Average



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



11. Monthly Summary

