

1. Monthly Summary

Call Summary

Inbound Received

3,784

Inbound Answered

2,871

Average Inbound Talk Time

2m 12s

Outbound Attempted

2,014

Outbound Connected

1,737 (86.2%)

Average Outbound Talk Time

2m 57s

Abandoned Summary

Abandoned Calls

808 (21.4%)

Average Abandoned Call Time

45s

Queue Summary

Calls That Queued

2,974

Answered From Queue

2,871 (96.5%)

Average Queue Time Answered

1m 12s

Missed From Queue

103 (3.5%)

Missed From Queue Excluding Repeat Callers

99 (3.3%)

Repeat Callers That Queued

4

Average Queue Time Missed

3m 38s

Callback Summary

Callbacks Requested

66

Callbacks Successful

63

Callbacks Unsuccessful

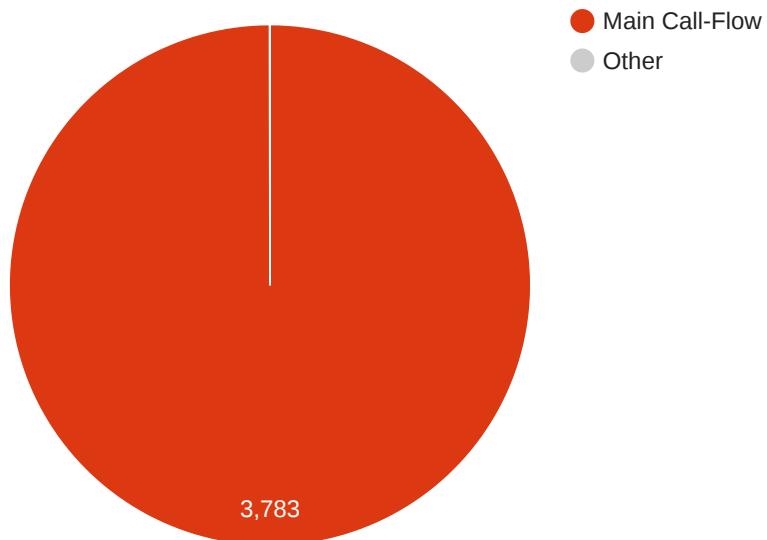
3

Patient Cancelled Callbacks

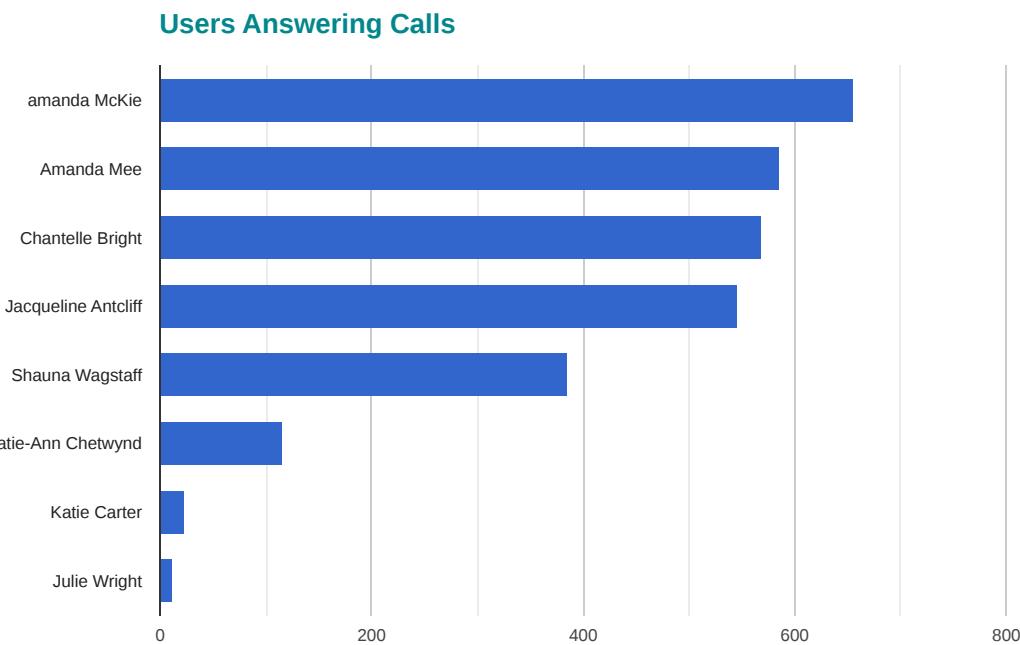
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 This data helps inform the reporting for the GP Contract. Read [this article to learn more](#)

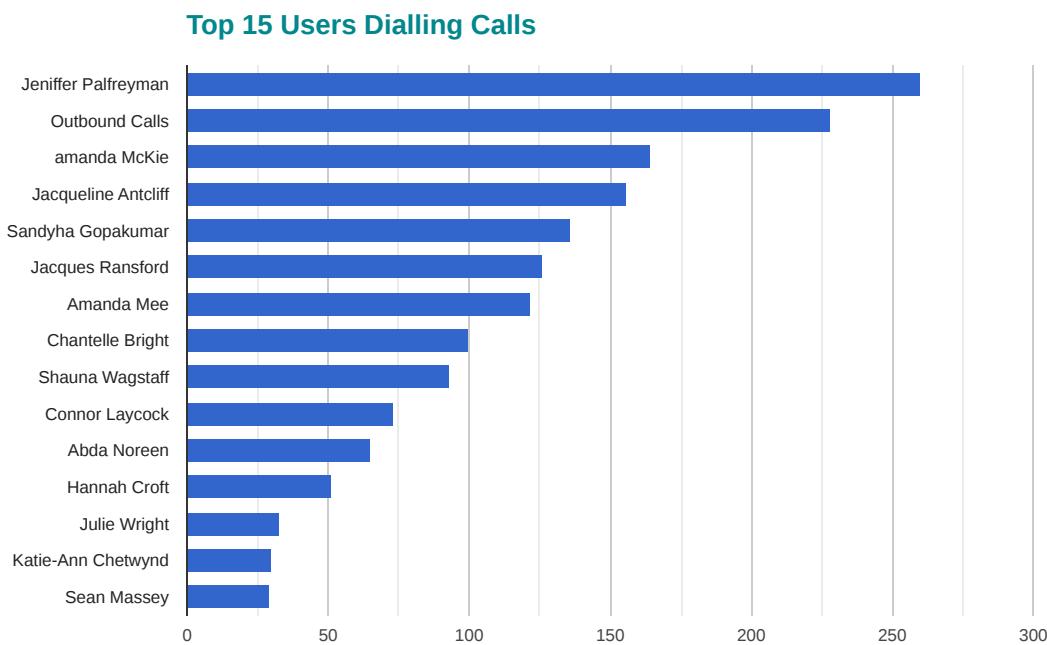
2. Which Numbers Took the Most Inbound Calls?



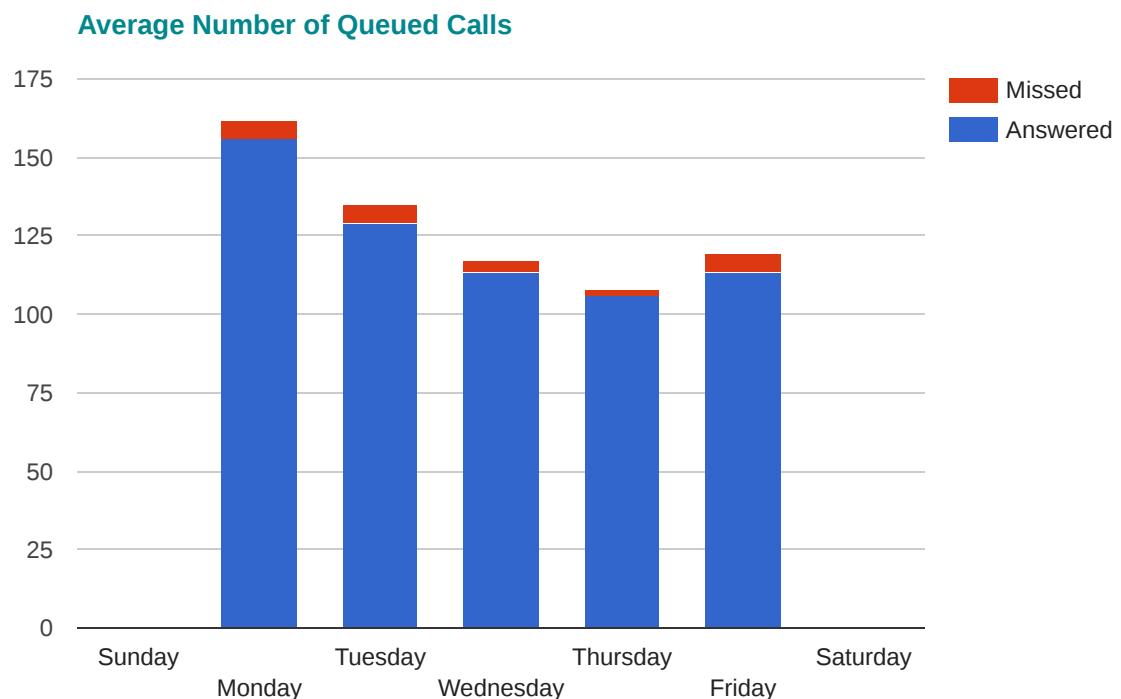
3. Which Users Answered the Most Inbound Calls?



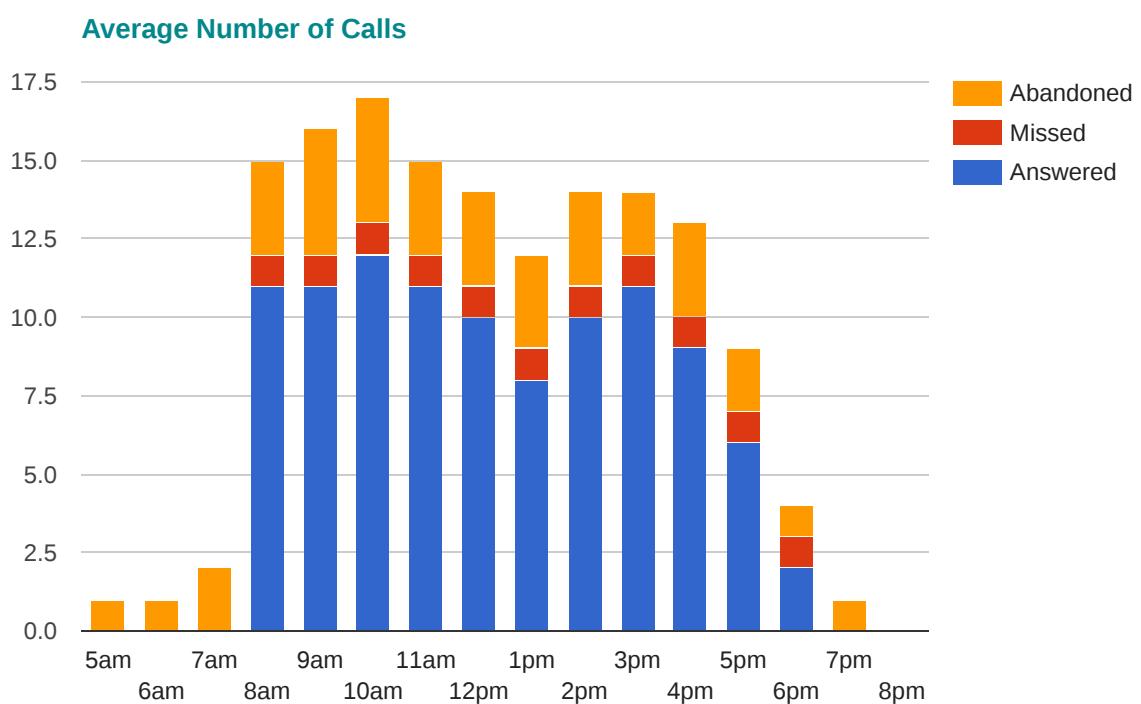
4. Which Users Dialled the Most Outbound Calls?



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

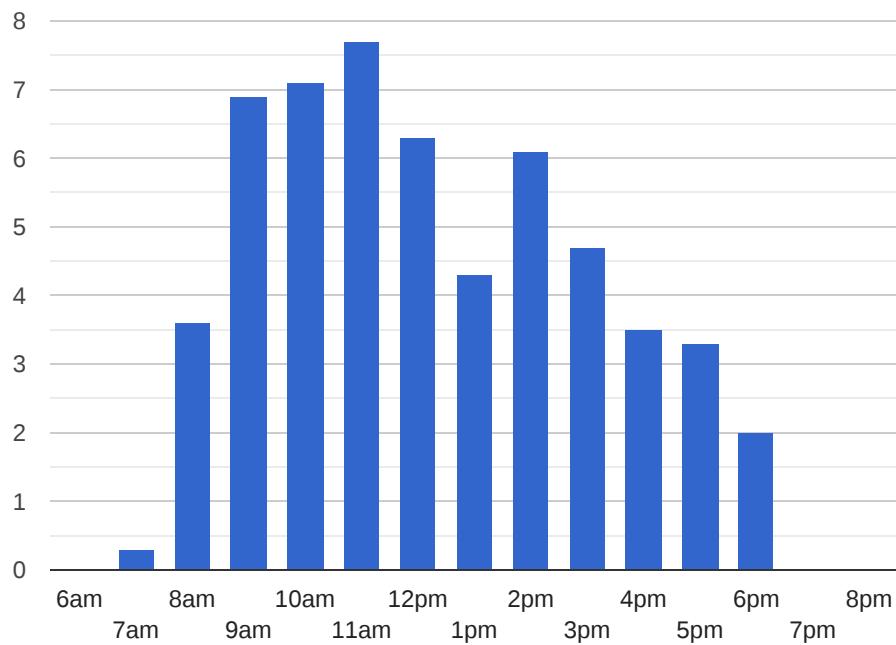


6. What Times of the Day are Busiest for Calls?

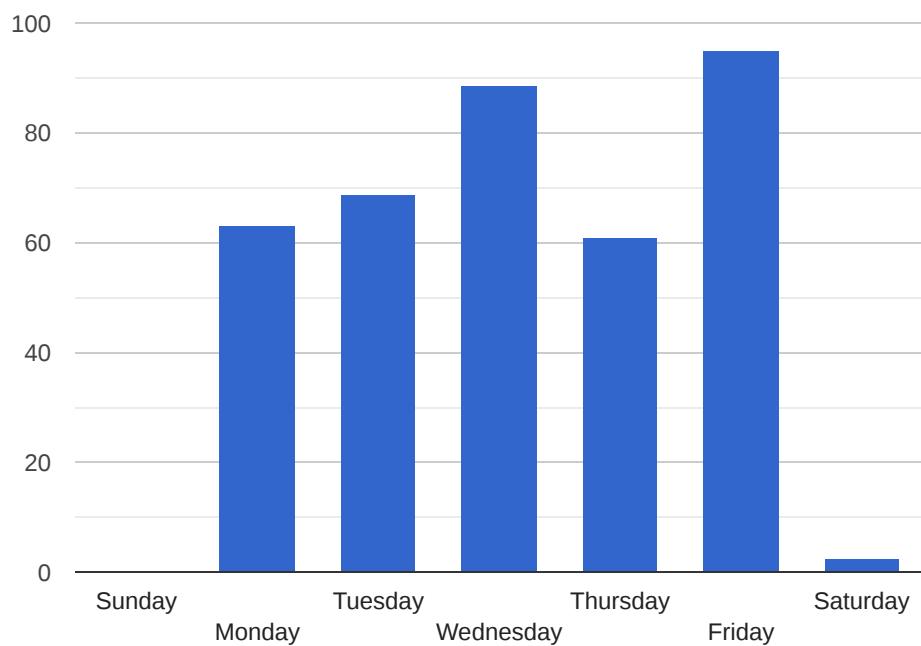


7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

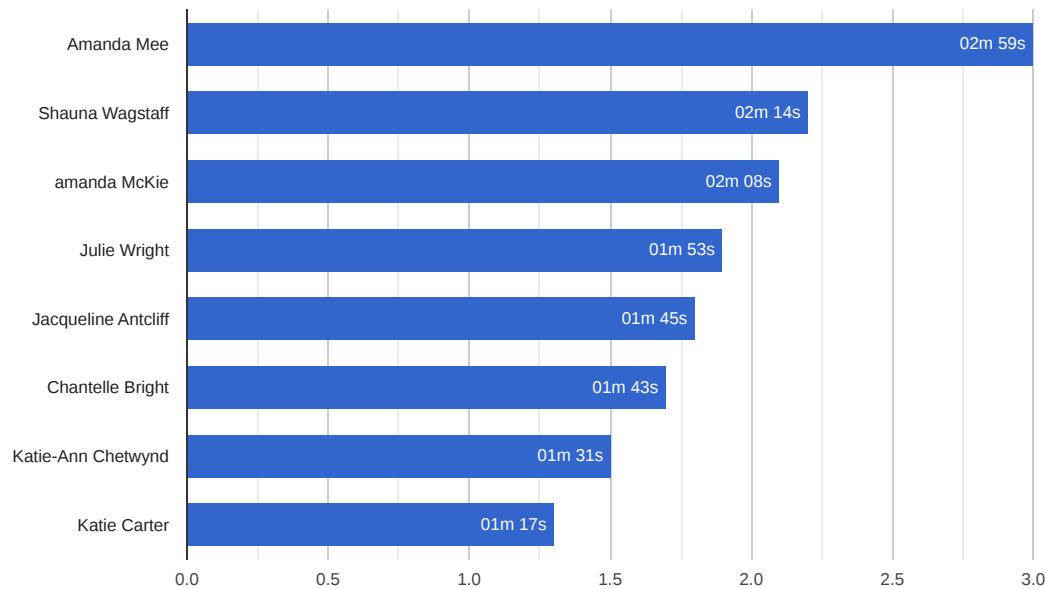


Average Outbound Calls By Day

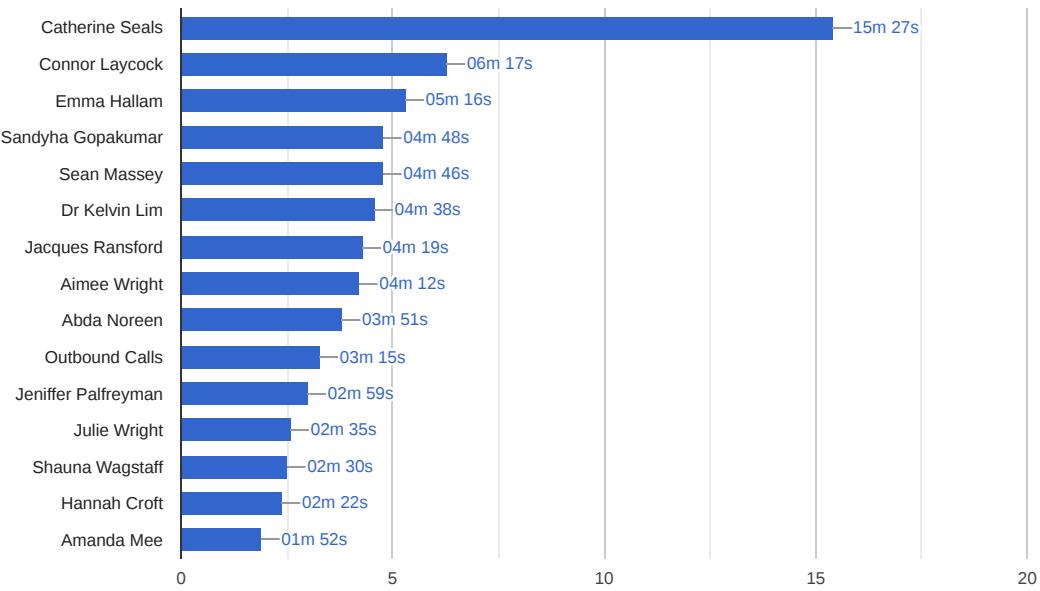


8. How Long do Users Spend on Calls?

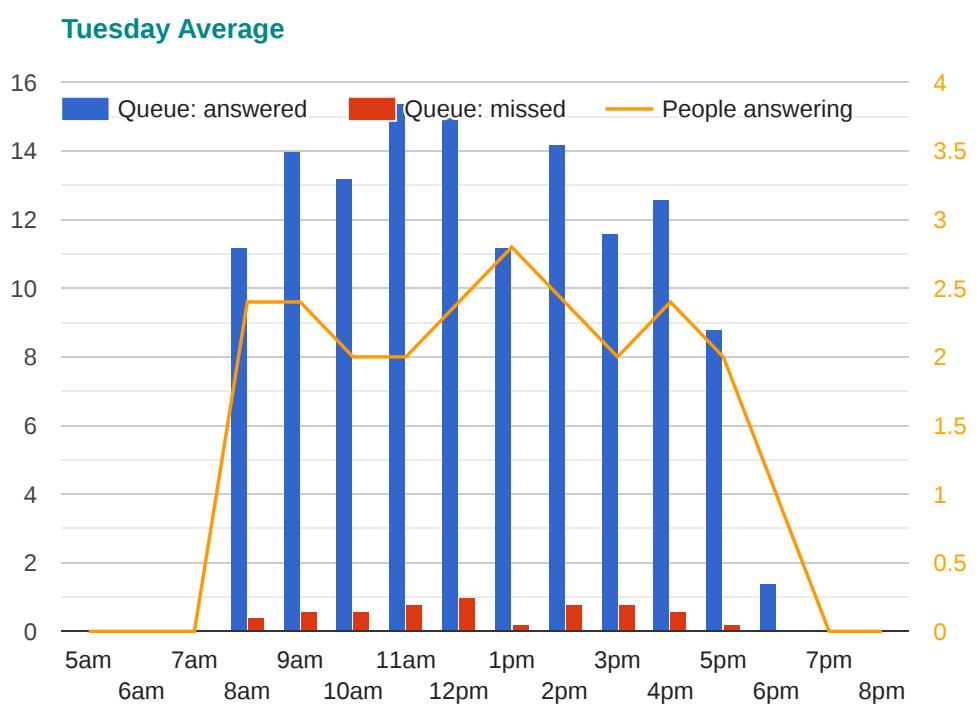
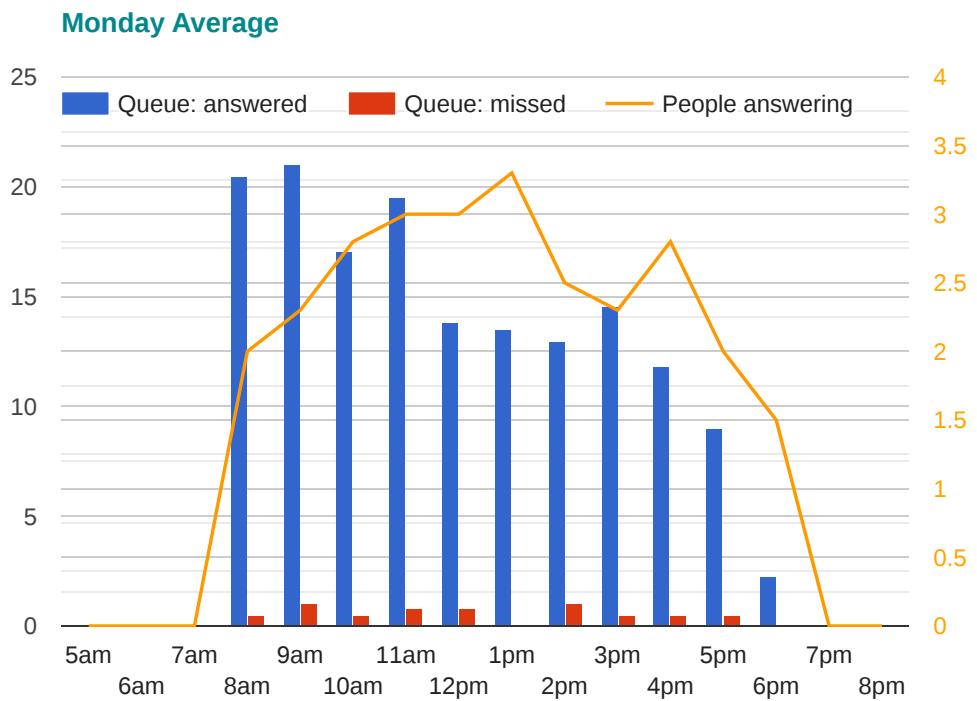
Inbound: Average Call Lengths



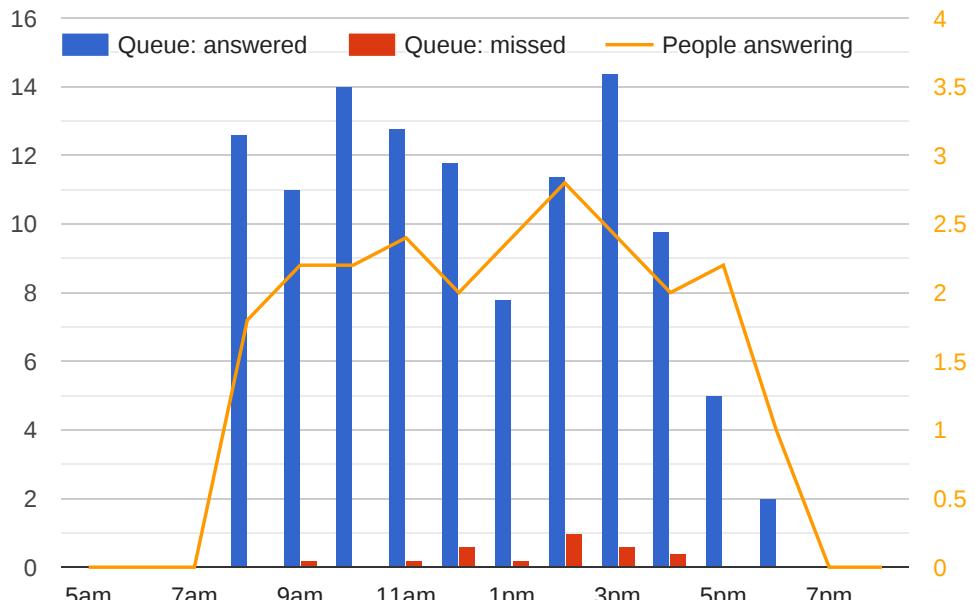
Outbound: Average Call Lengths



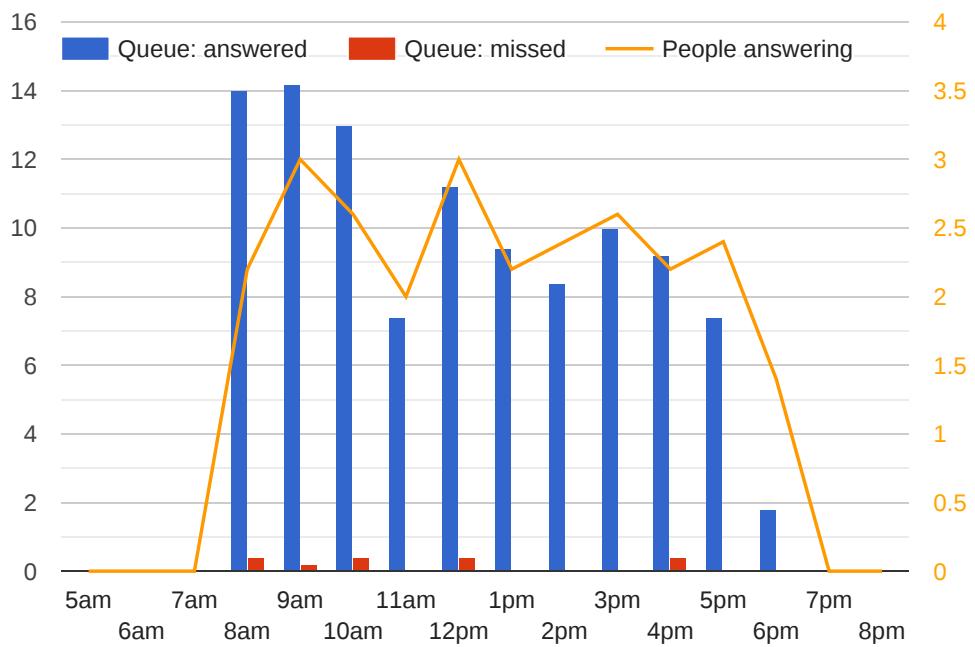
9. How Many People are Answering Queued Calls?



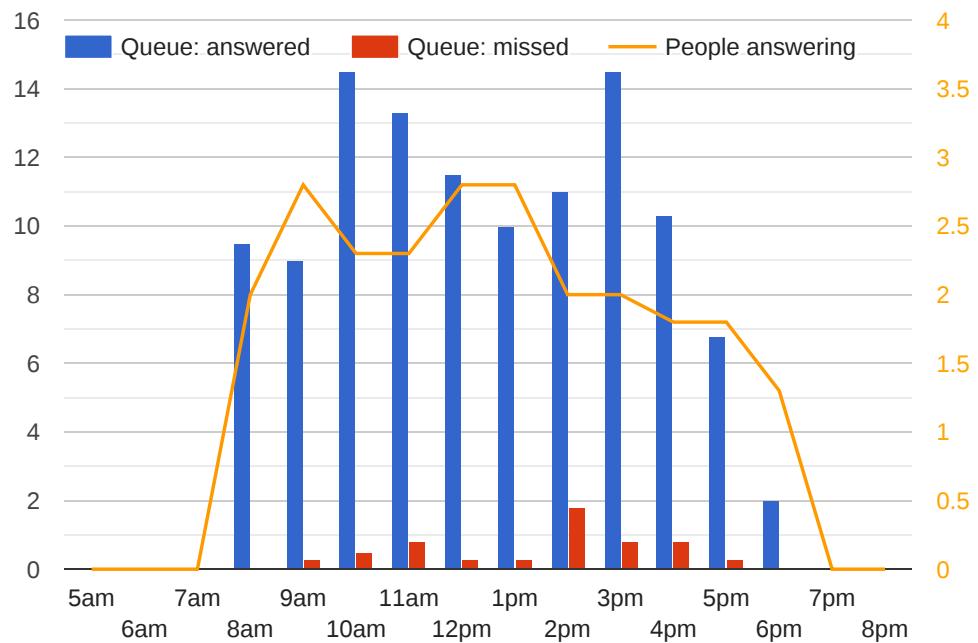
Wednesday Average



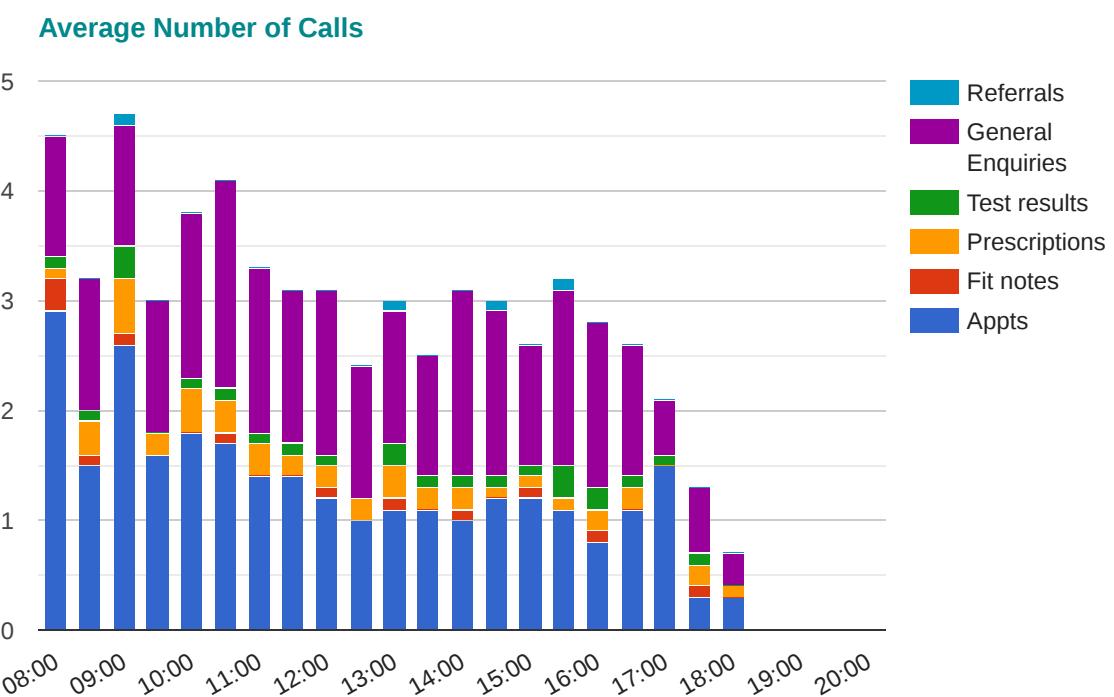
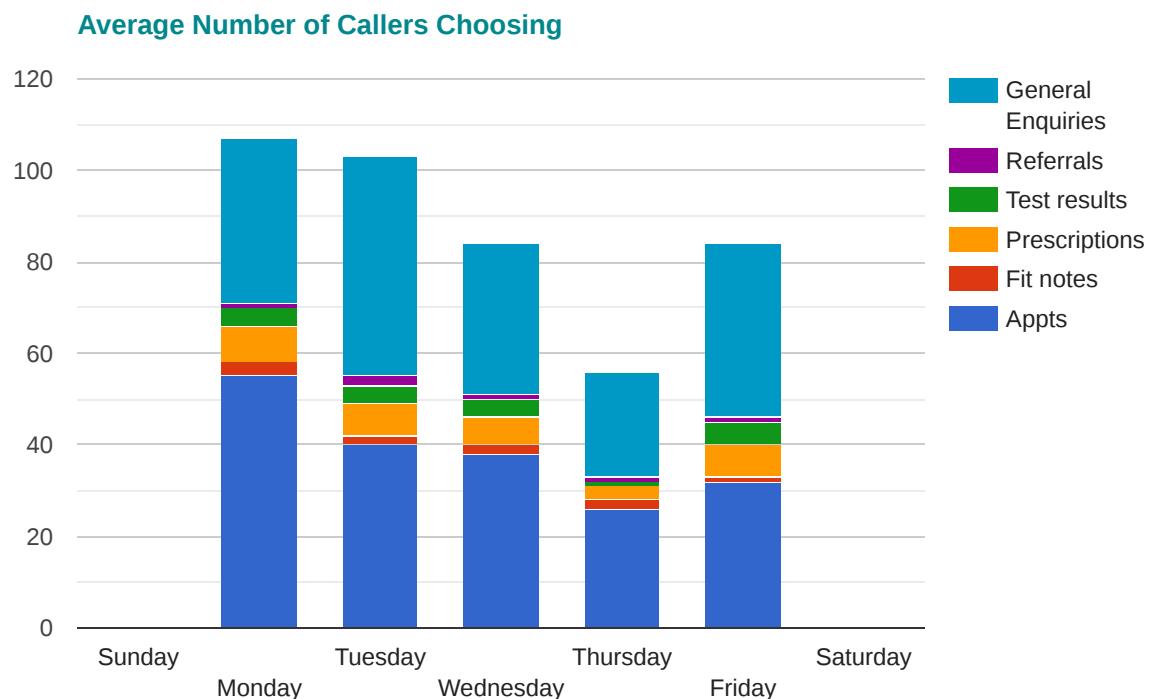
Thursday Average



Friday Average



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



11. Monthly Summary

