

1. Monthly Summary

Call Summary

Inbound Received

3,824

Inbound Answered

2,824

Average Inbound Talk Time

2m 11s

Outbound Attempted

2,005

Outbound Connected

1,796 (89.6%)

Average Outbound Talk Time

3m 5s

Abandoned Summary

Abandoned Calls

903 (23.6%)

Average Abandoned Call Time

43s

Queue Summary

Calls That Queued

2,913

Answered From Queue

2,823 (96.9%)

Average Queue Time Answered

55s

Missed From Queue

90 (3.1%)

Missed From Queue Excluding Repeat Callers

83 (2.8%)

Repeat Callers That Queued

5

Average Queue Time Missed

4m 23s

Callback Summary

Callbacks Requested

40

Callbacks Successful

37

Callbacks Unsuccessful

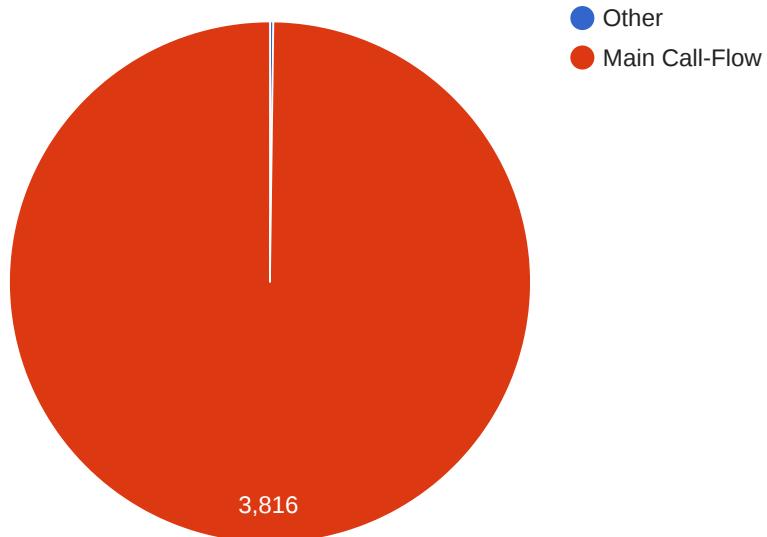
3

Patient Cancelled Callbacks

0

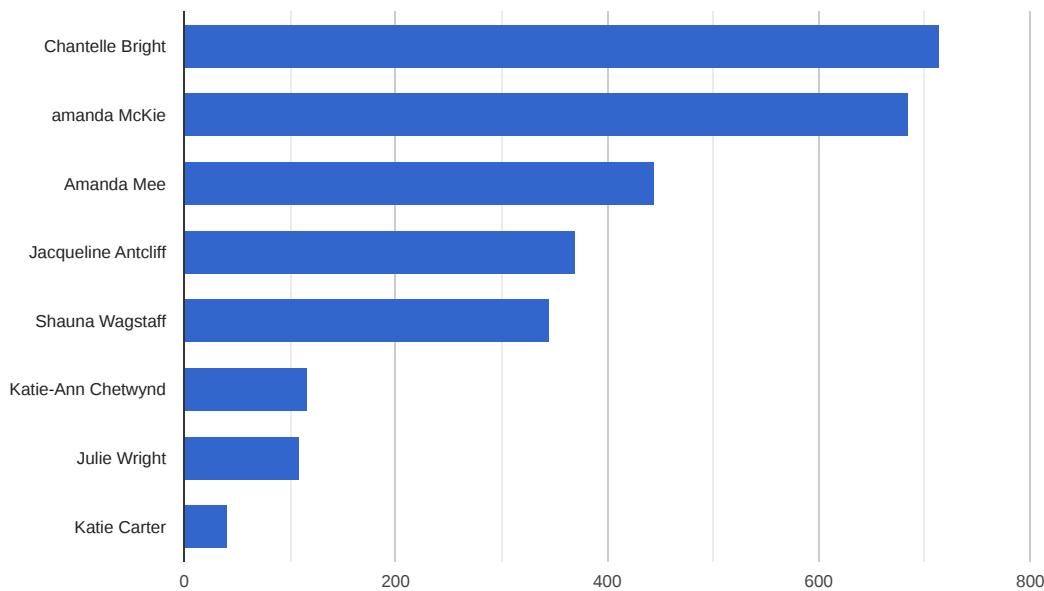
 This data helps inform the reporting for the GP Contract. Read [this article to learn more](#)

2. Which Numbers Took the Most Inbound Calls?



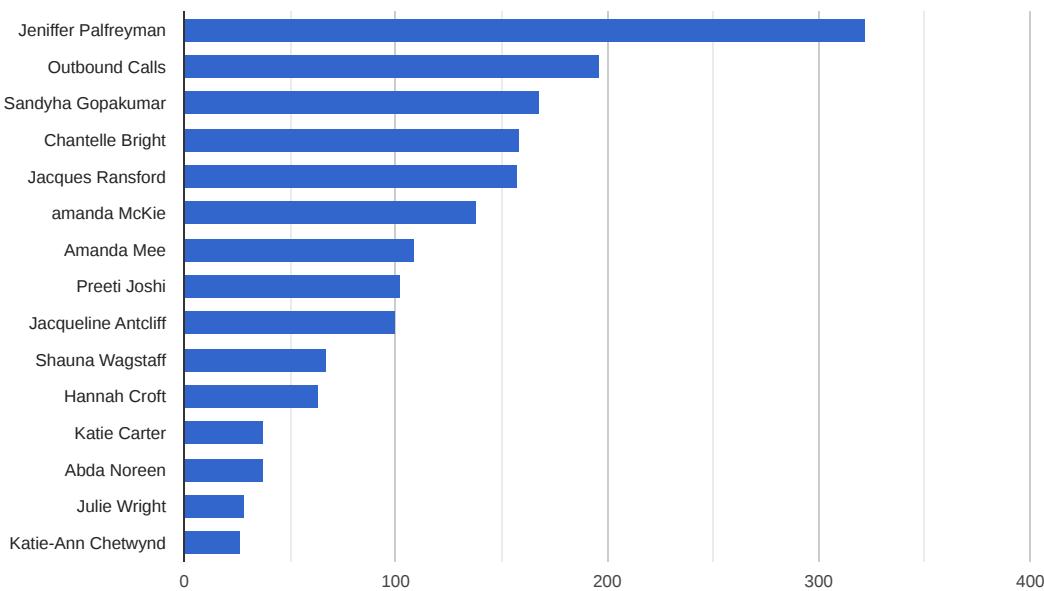
3. Which Users Answered the Most Inbound Calls?

Users Answering Calls

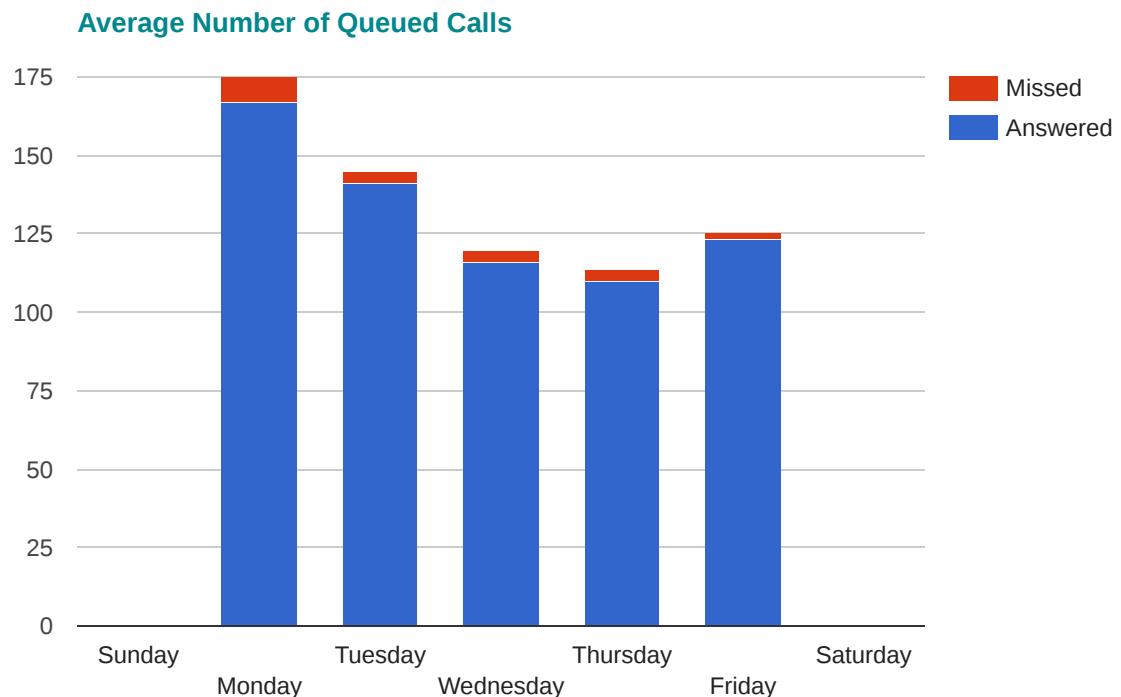


4. Which Users Dialled the Most Outbound Calls?

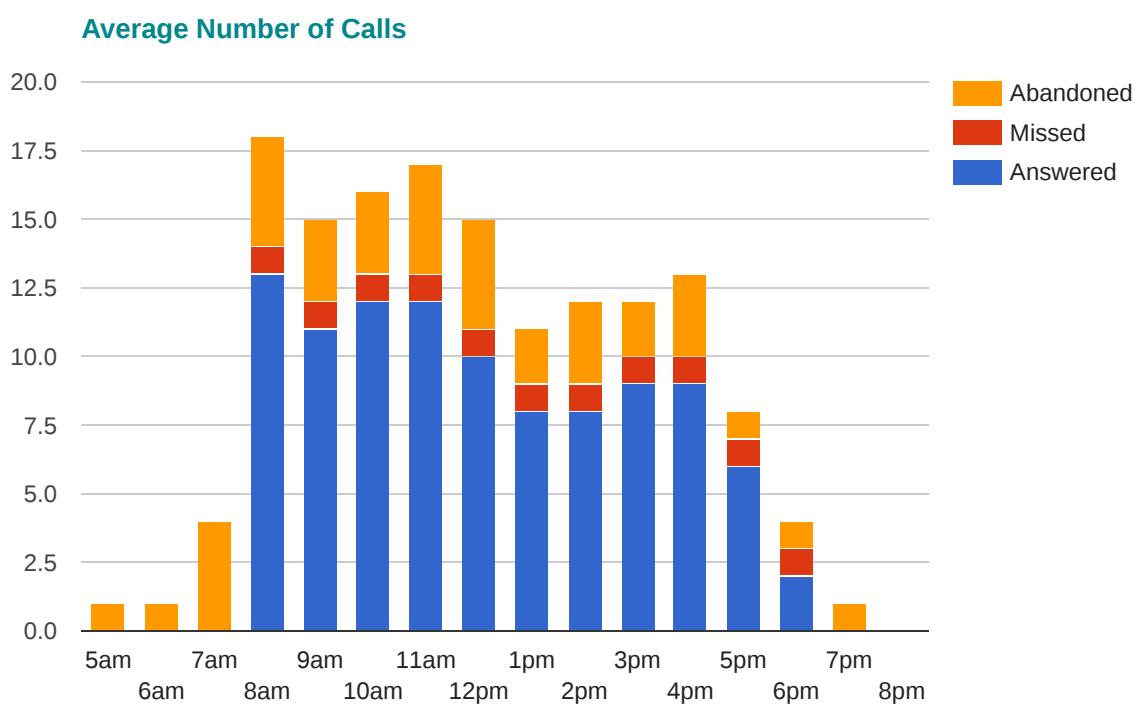
Top 15 Users Dialling Calls



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

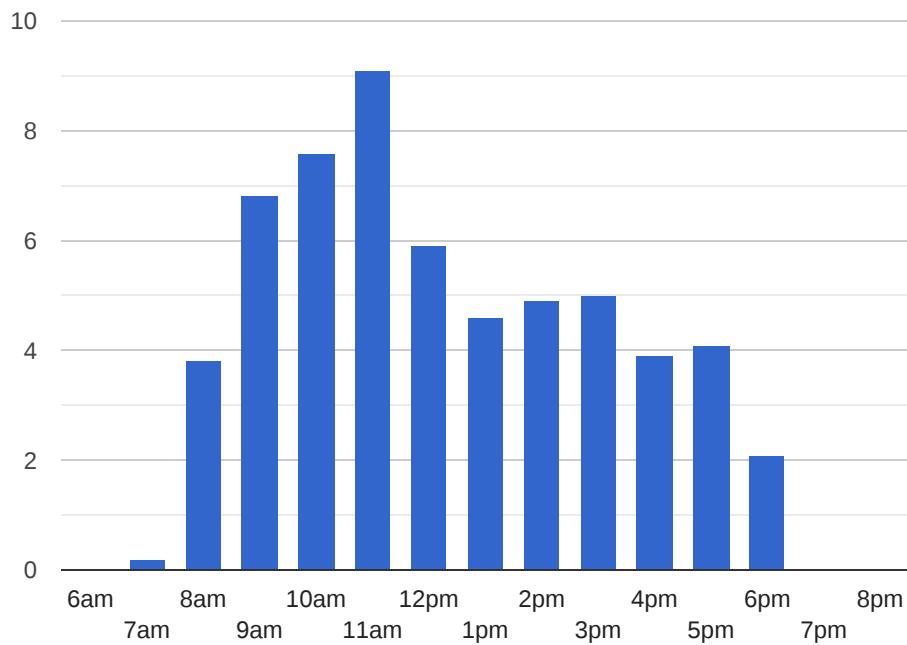


6. What Times of the Day are Busiest for Calls?

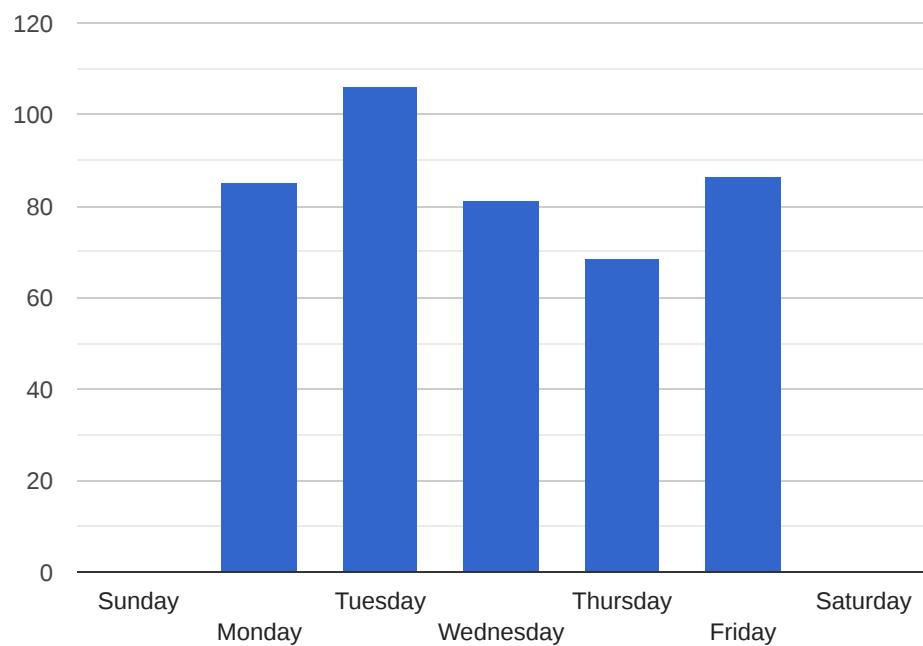


7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

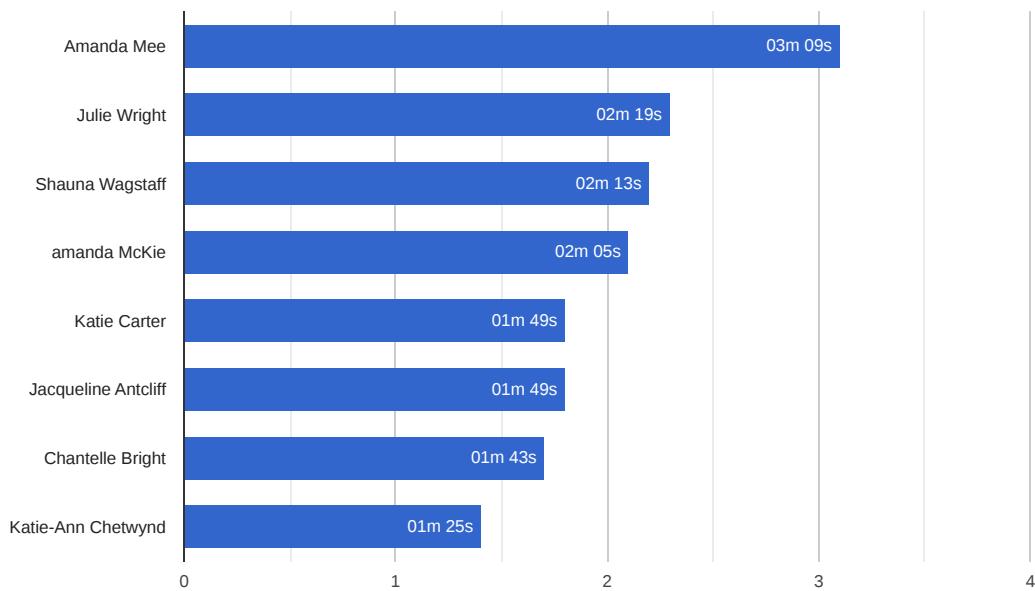


Average Outbound Calls By Day

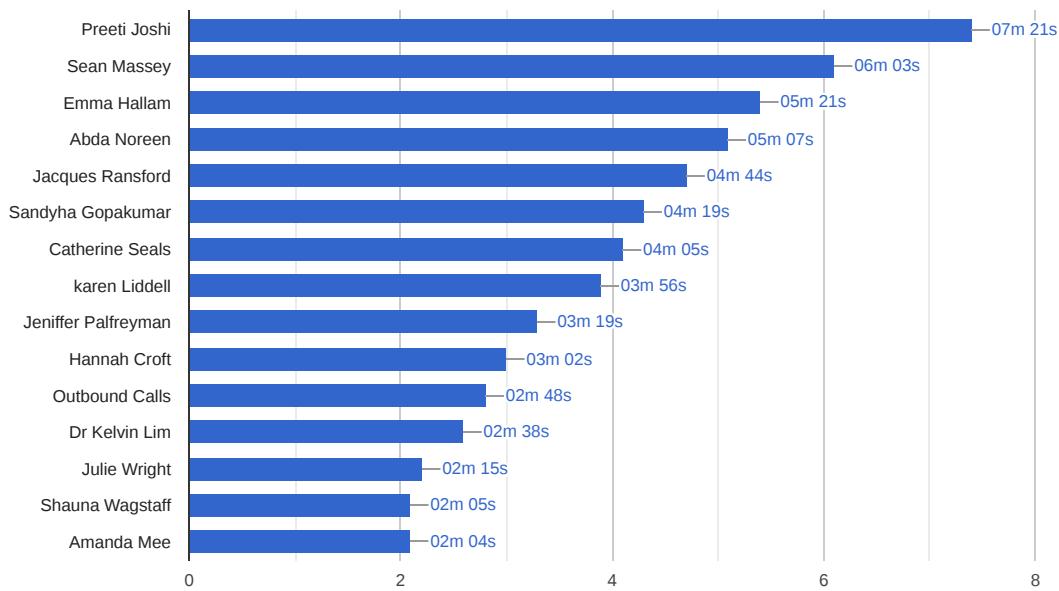


8. How Long do Users Spend on Calls?

Inbound: Average Call Lengths

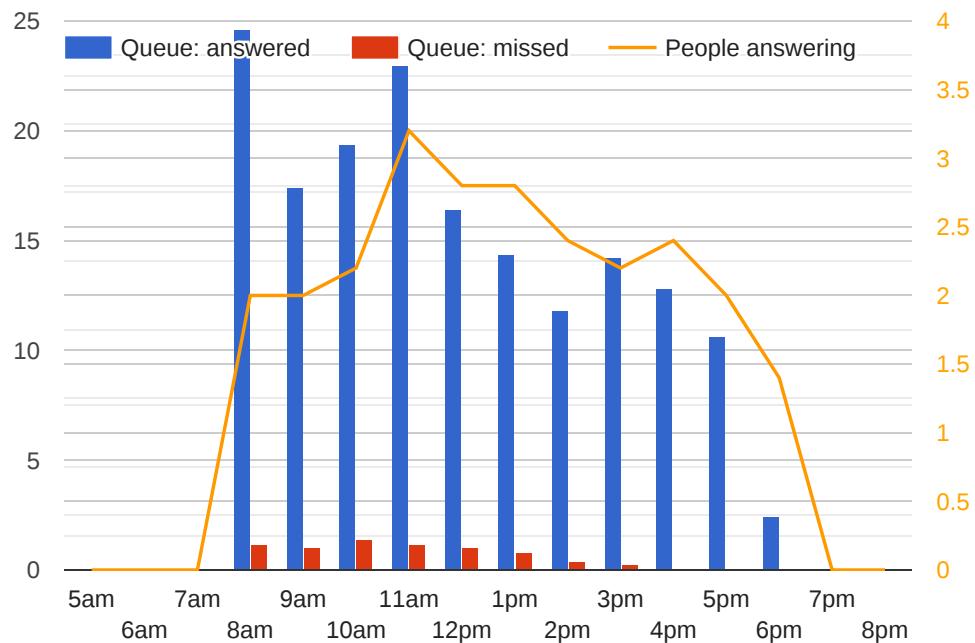


Outbound: Average Call Lengths

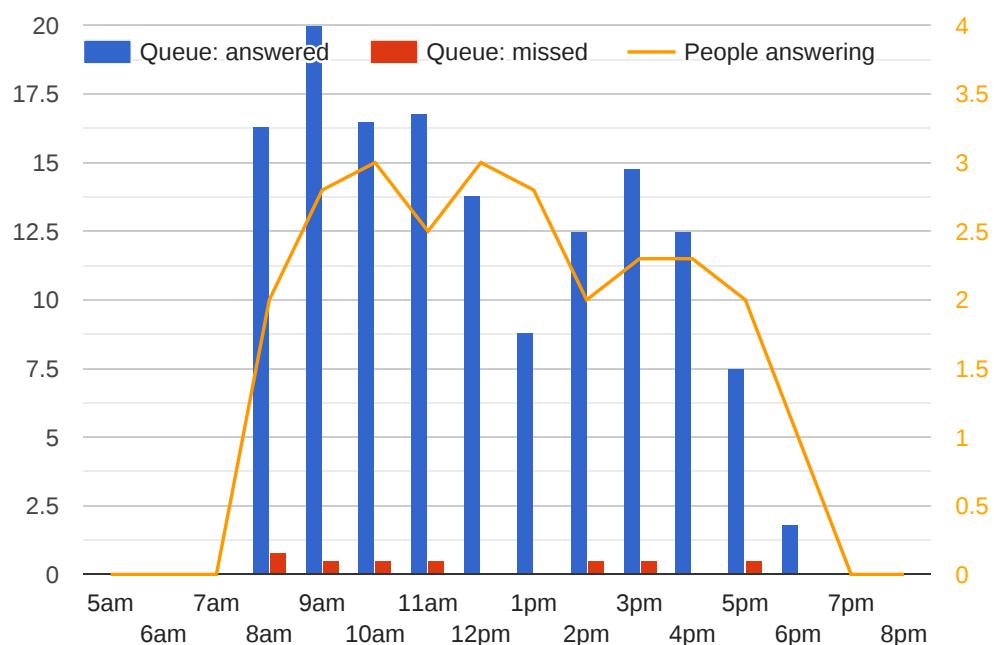


9. How Many People are Answering Queued Calls?

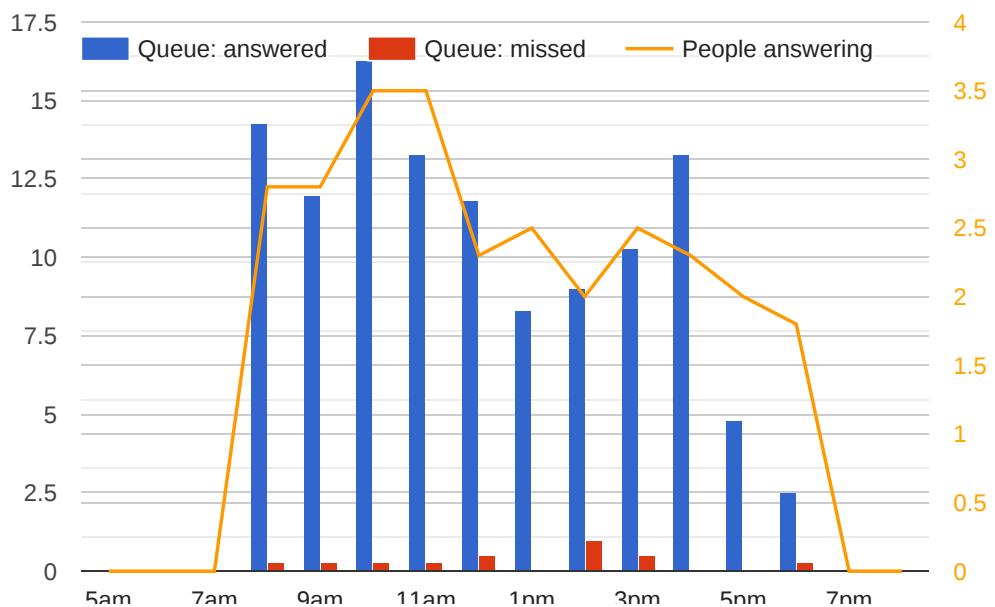
Monday Average



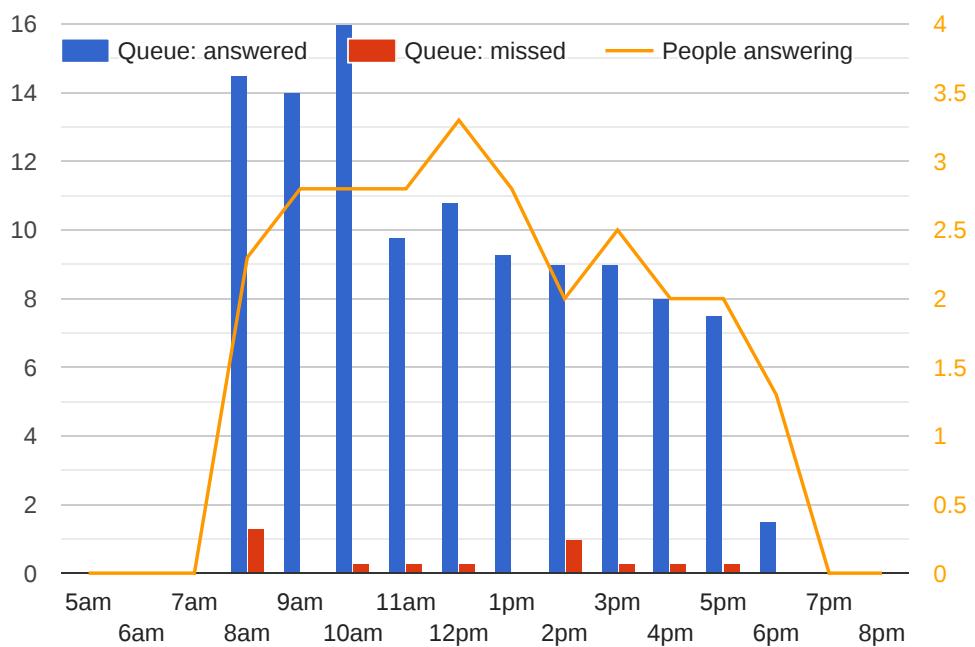
Tuesday Average



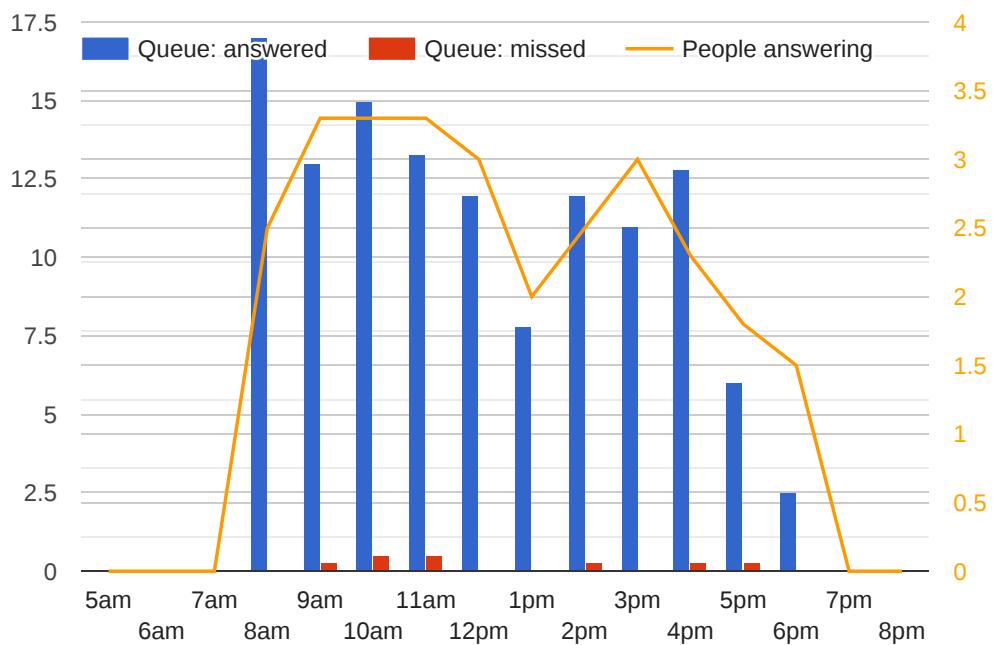
Wednesday Average



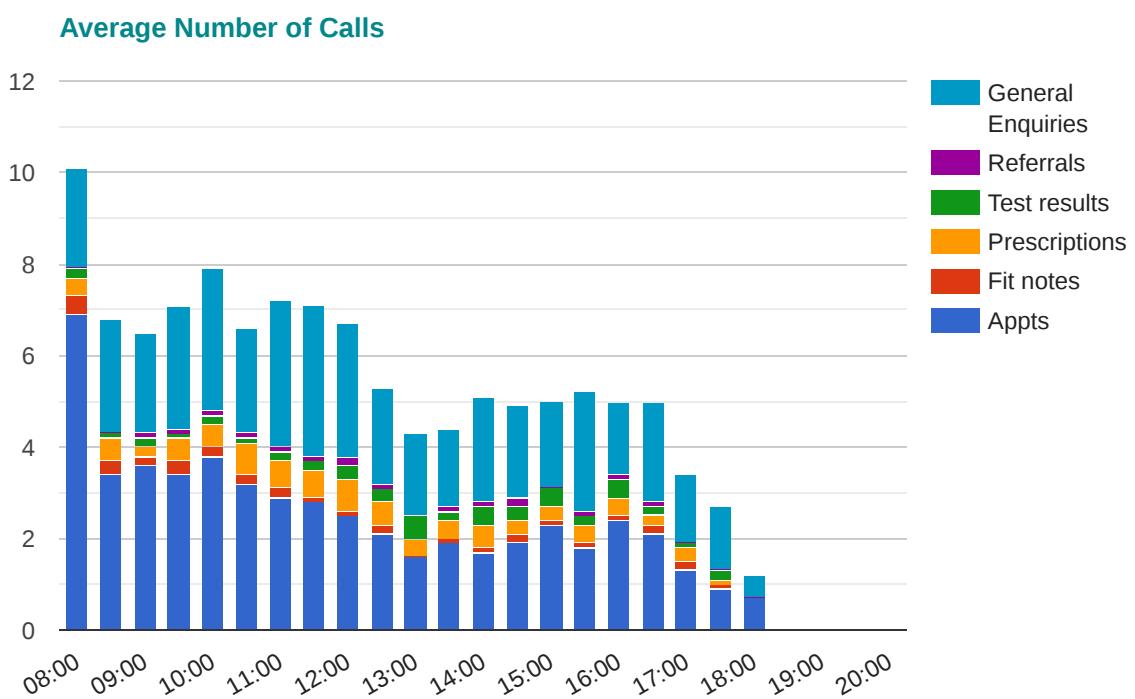
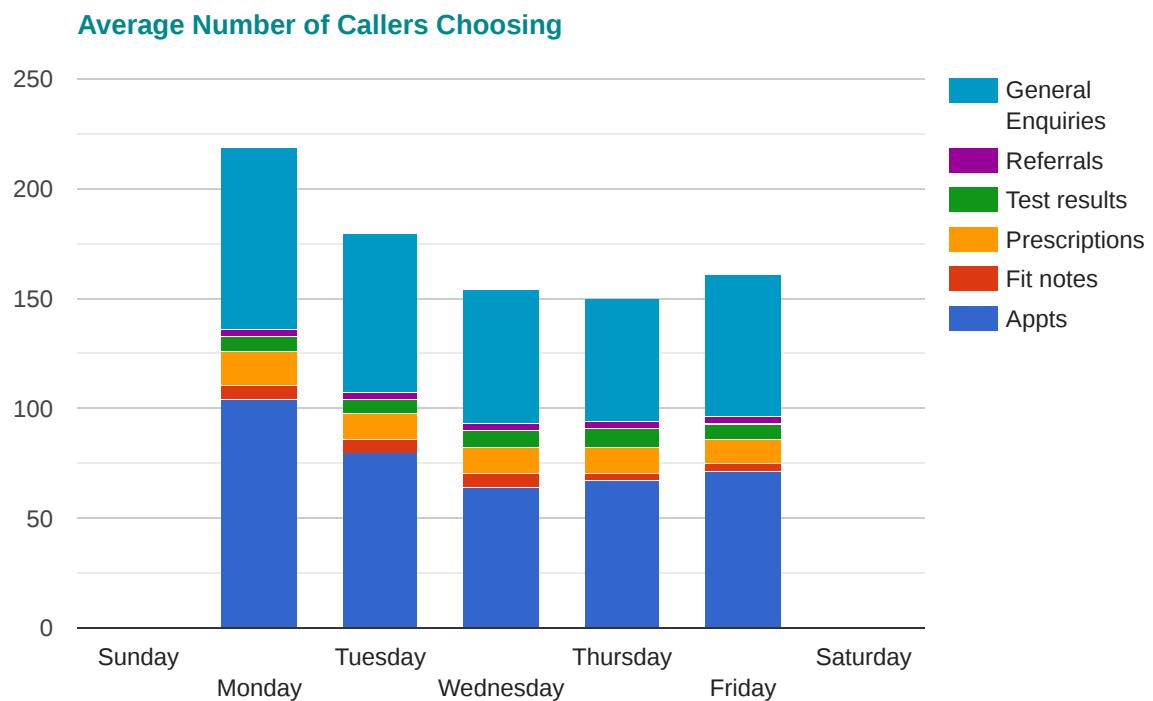
Thursday Average



Friday Average



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



11. Monthly Summary

