

## 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

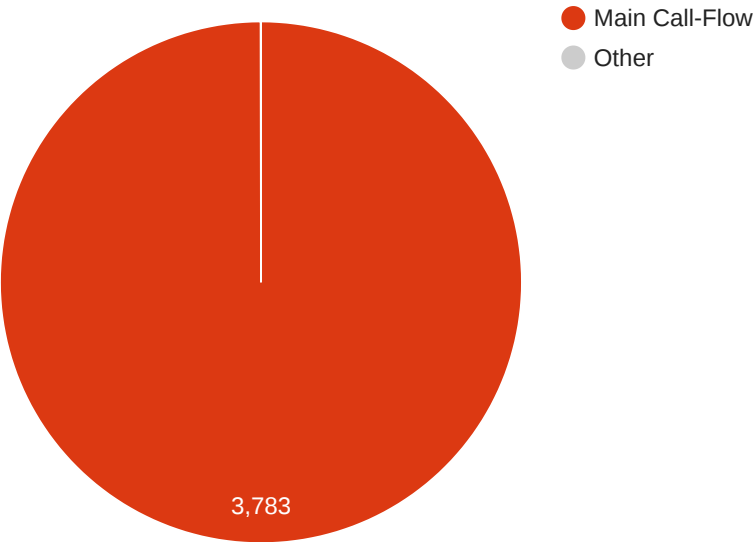
**3**

Patient Cancelled Callbacks

**0**

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

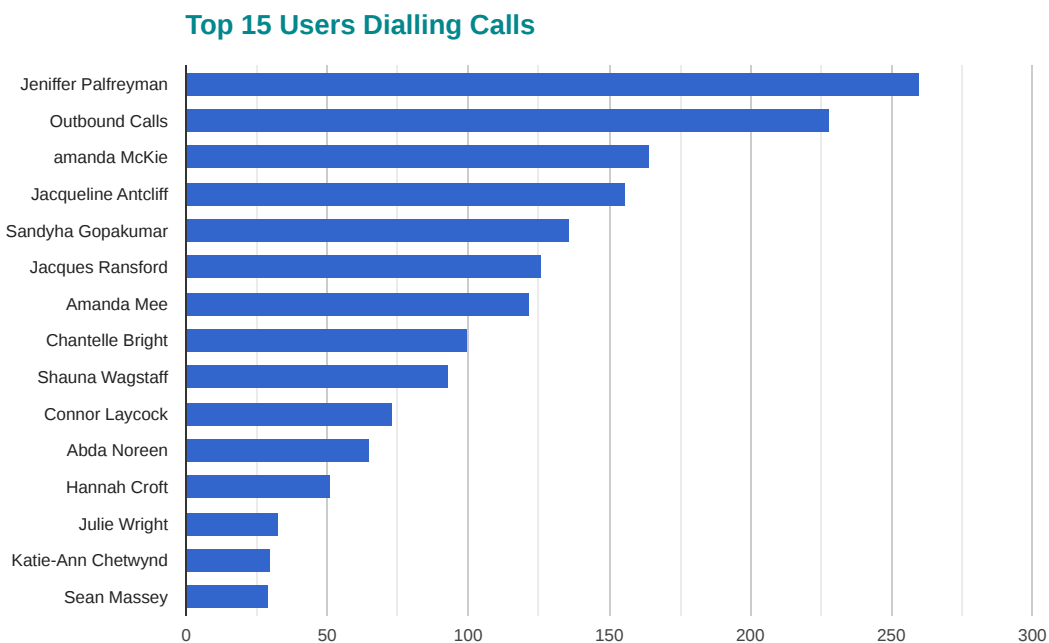
2. Which Numbers Took the Most Inbound Calls?



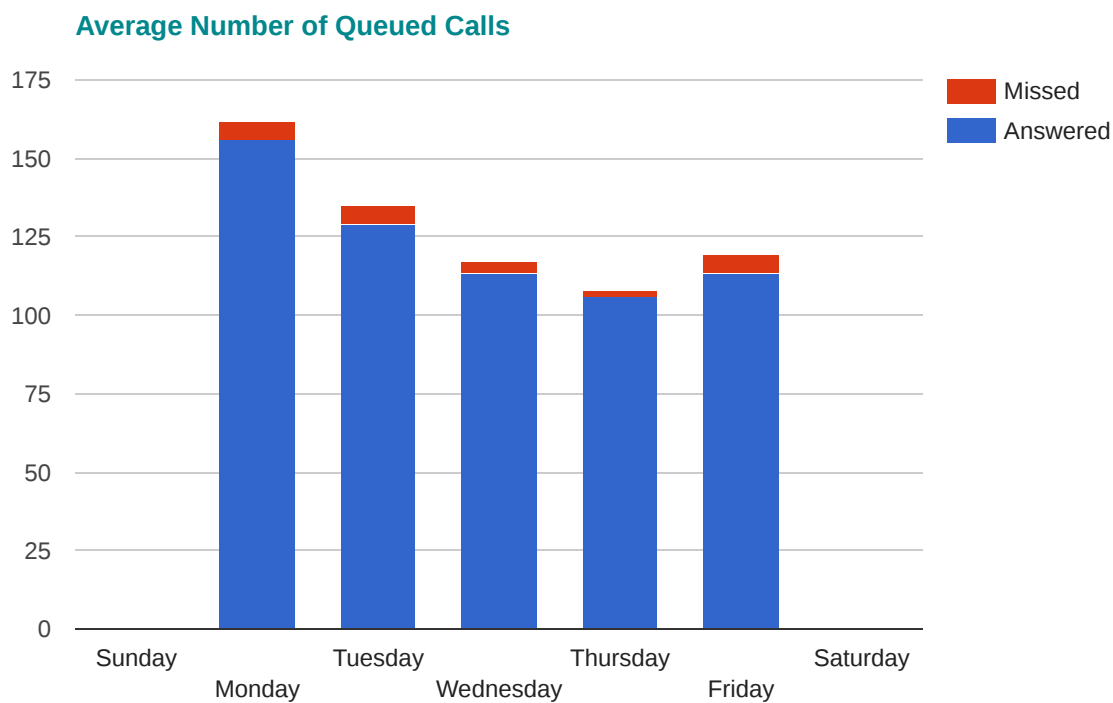
### 3. Which Users Answered the Most Inbound Calls?



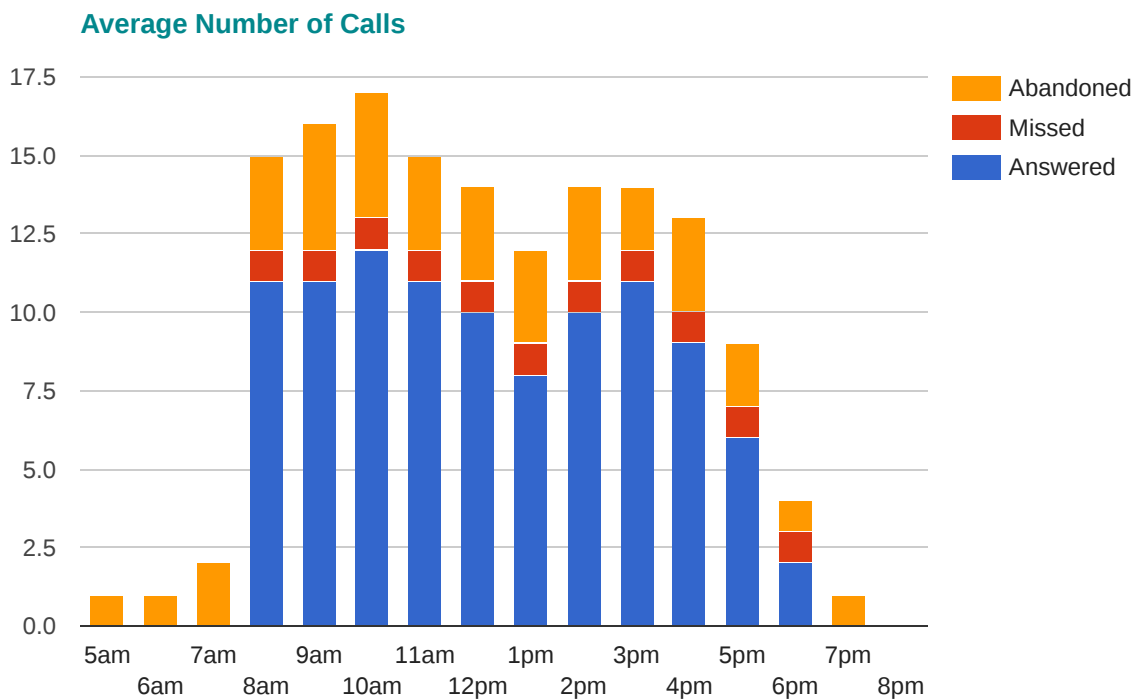
### 4. Which Users Dialed the Most Outbound Calls?



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

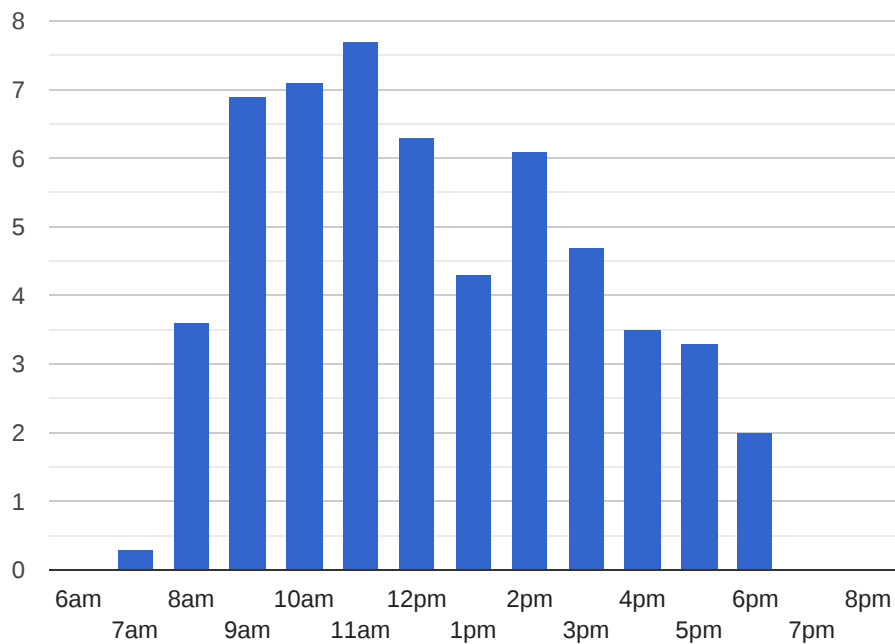


## 6. What Times of the Day are Busiest for Calls?

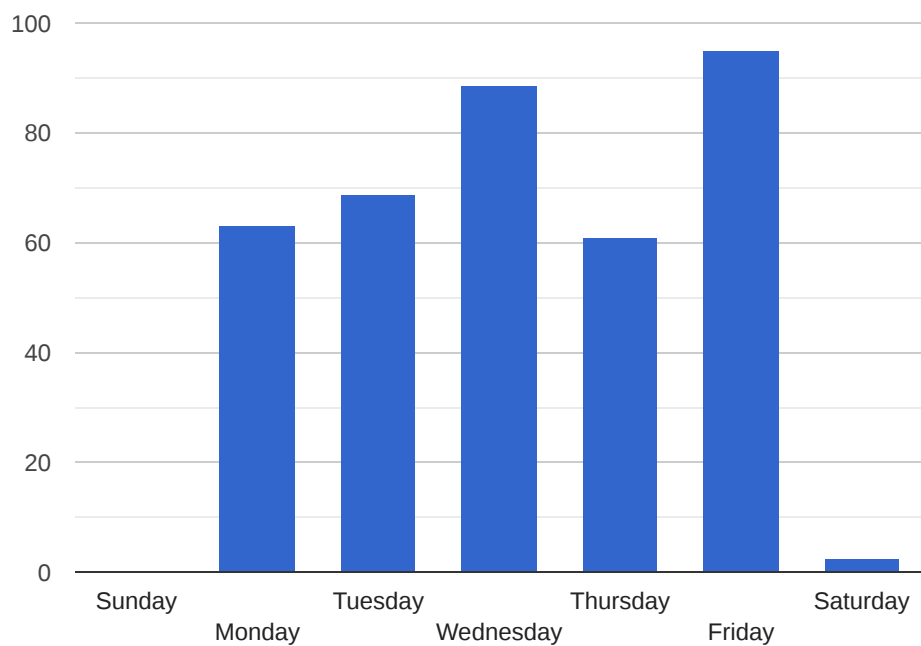


## 7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

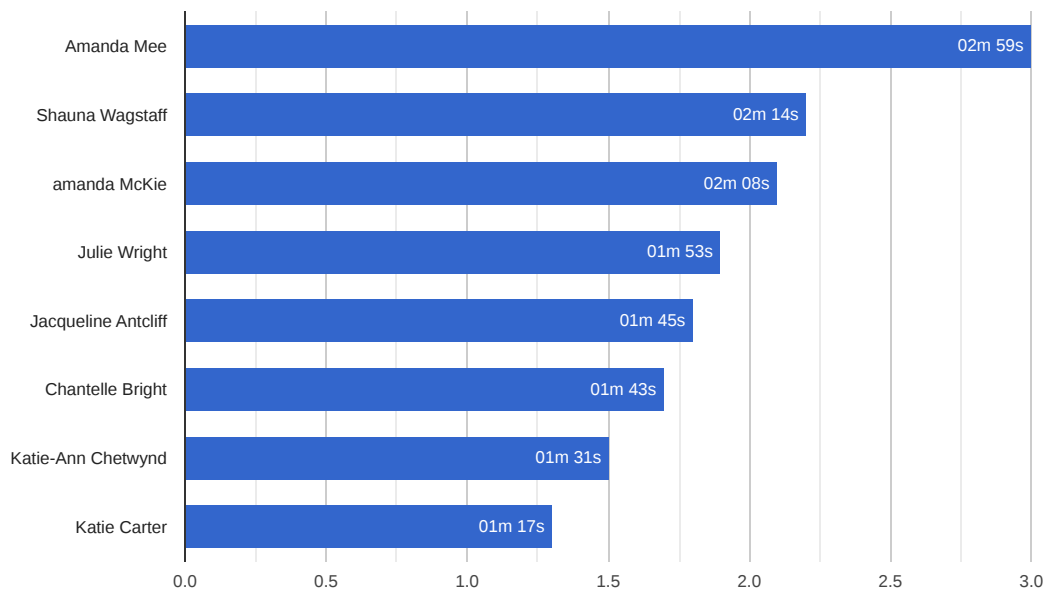


Average Outbound Calls By Day

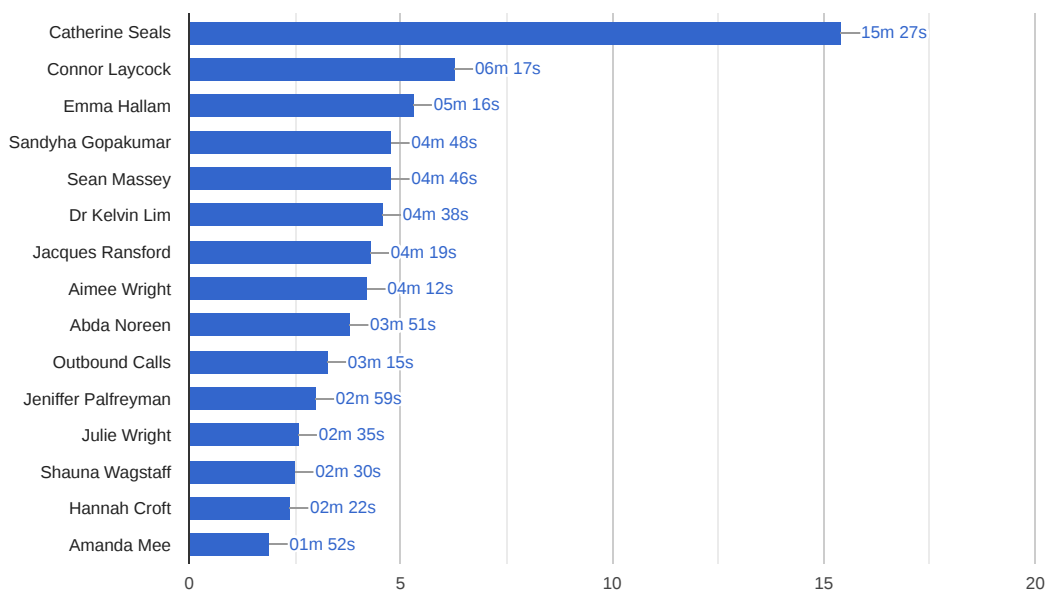


## 8. How Long do Users Spend on Calls?

### Inbound: Average Call Lengths

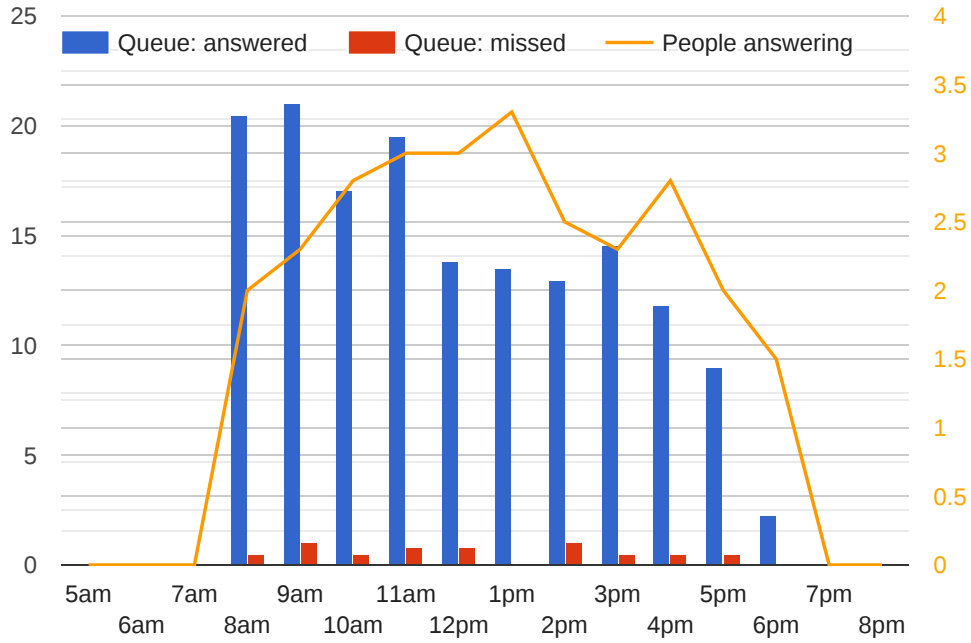


### Outbound: Average Call Lengths

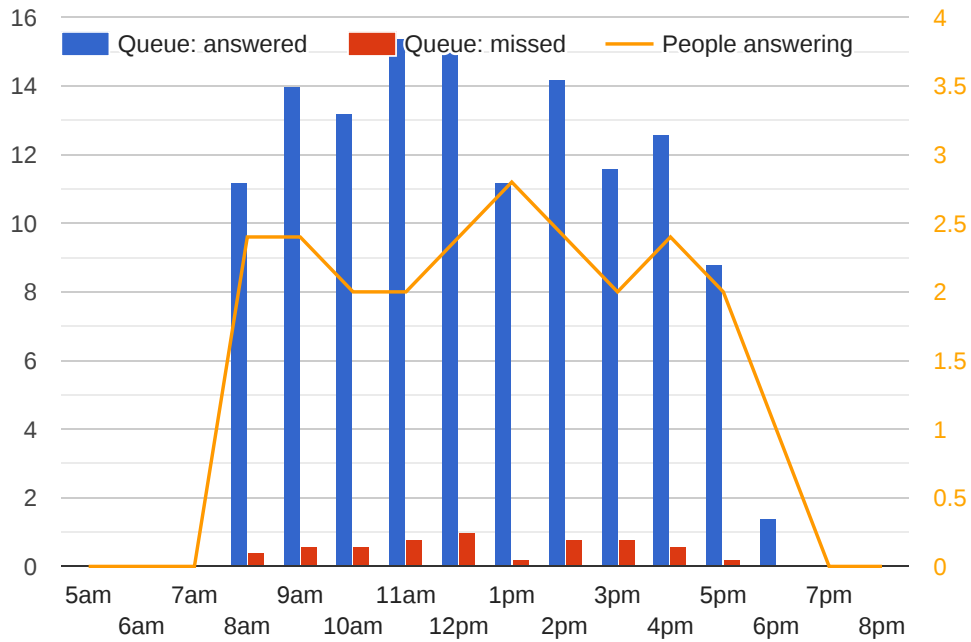


## 9. How Many People are Answering Queued Calls?

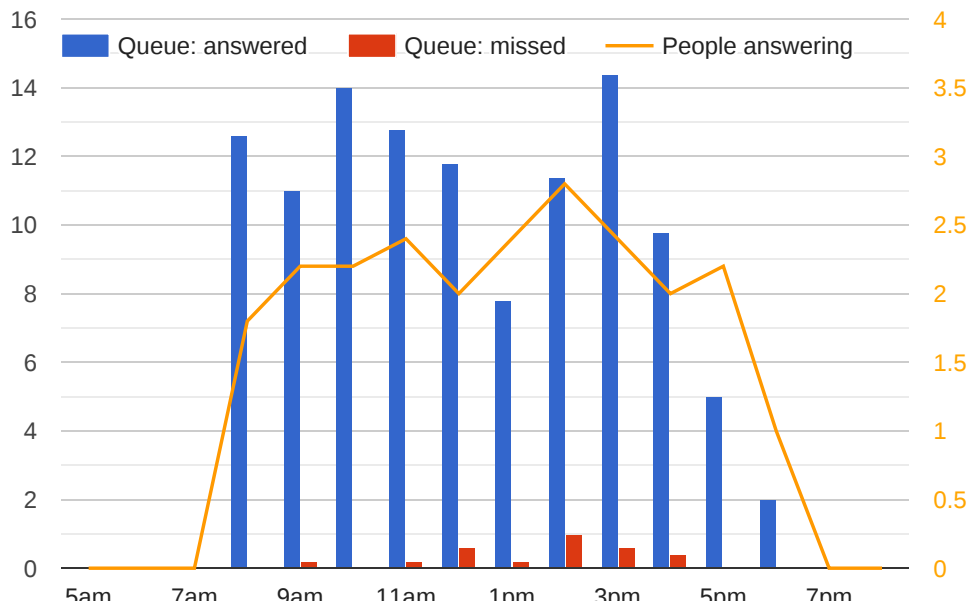
### Monday Average



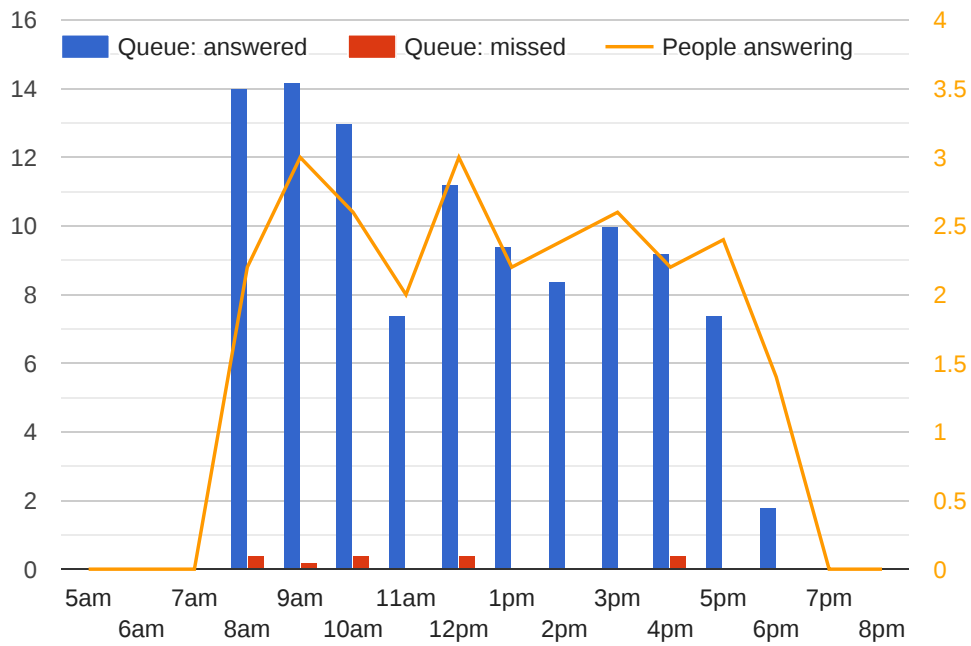
### Tuesday Average



### Wednesday Average

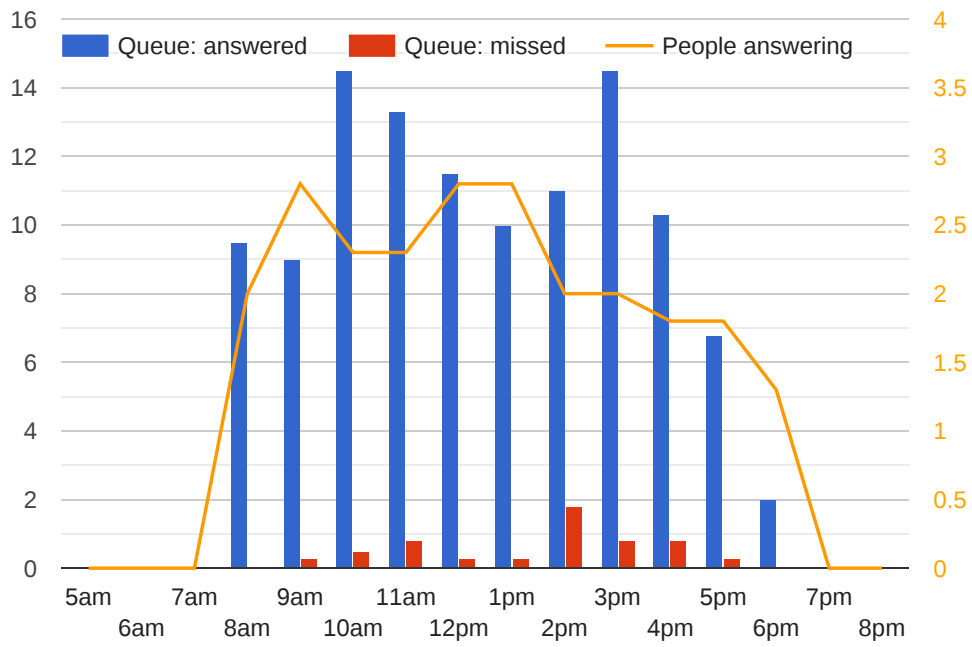


### Thursday Average

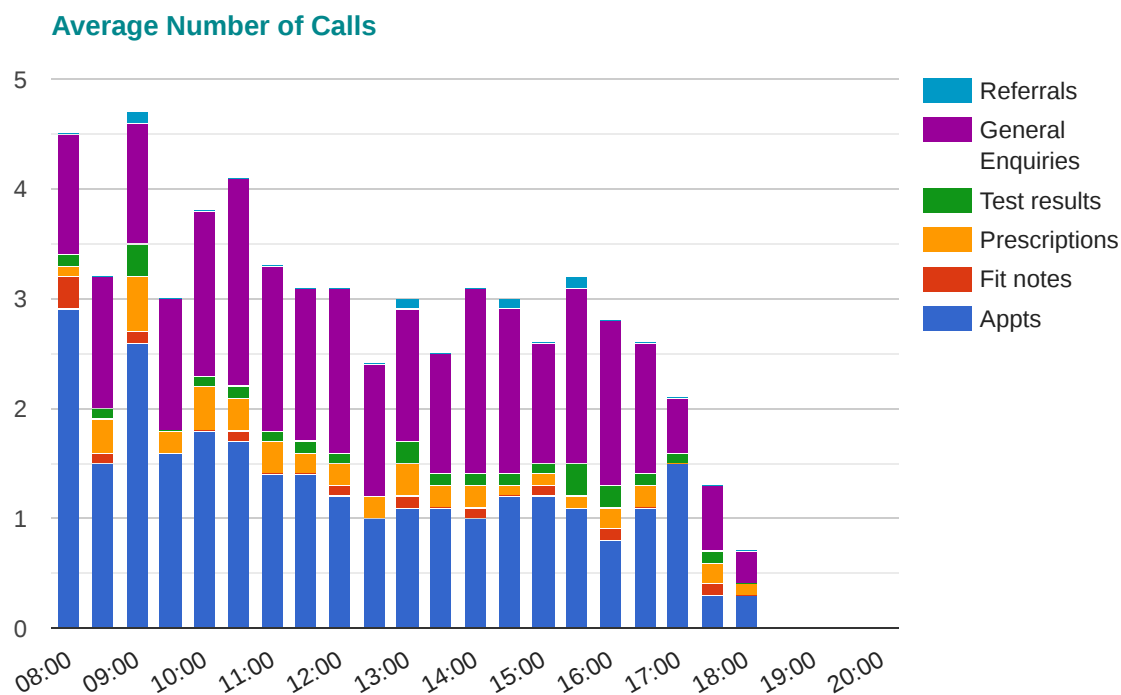
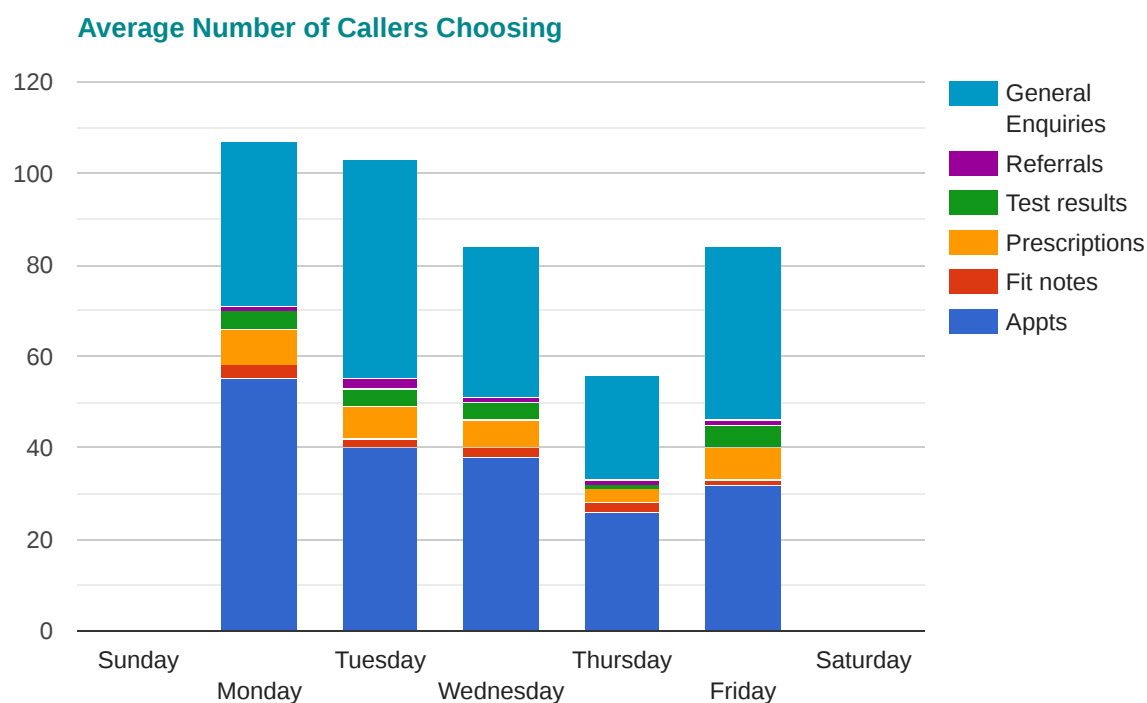




### Friday Average



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



11. Monthly Summary

