

### 1. Monthly Summary

#### Call Summary

Inbound Received

**3,313**

Inbound Answered

**2,473**

Average Inbound Talk Time

**2m 10s**

Outbound Attempted

**1,608**

Outbound Connected

**1,466 (91.2%)**

Average Outbound Talk Time

**2m 47s**

#### Abandoned Summary

Abandoned Calls

**758 (22.9%)**

Average Abandoned Call Time

**46s**

#### Queue Summary

Calls That Queued

**2,552**

Answered From Queue

**2,473 (96.9%)**

Average Queue Time Answered

**1m 9s**

Missed From Queue

**79 (3.1%)**

Missed From Queue Excluding Repeat Callers

**75 (2.9%)**

Repeat Callers That Queued

**4**

Average Queue Time Missed

**3m 57s**

#### Callback Summary

Callbacks Requested

**62**

Callbacks Successful

**60**

Callbacks Unsuccessful

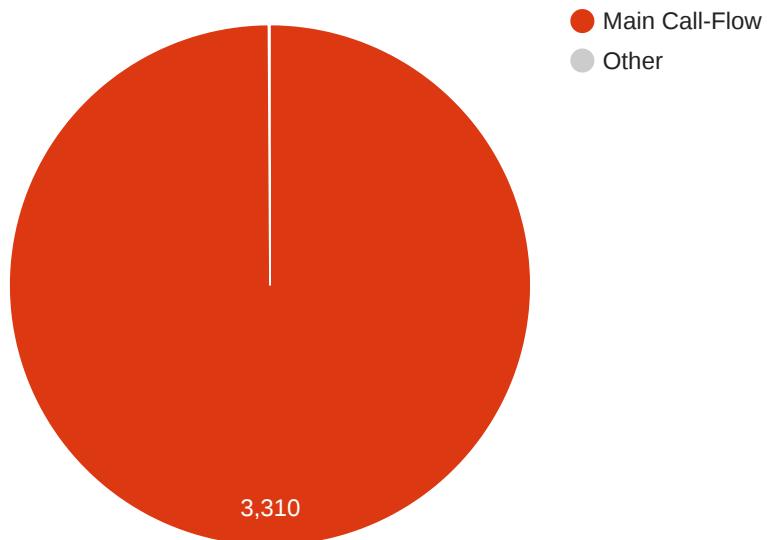
**1**

Patient Cancelled Callbacks

**0**

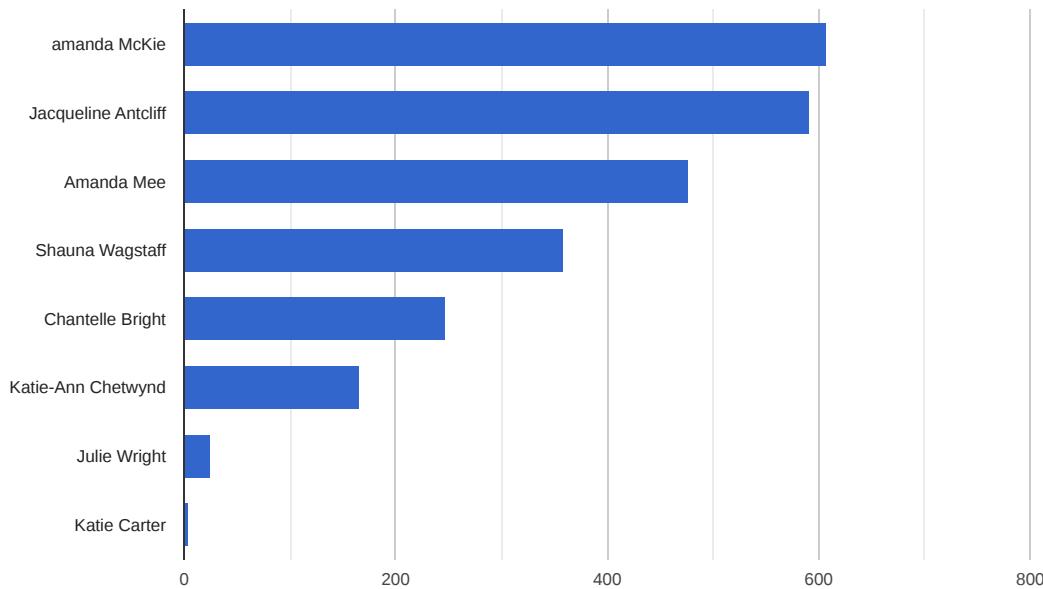
 This data helps inform the reporting for the GP Contract. Read [this article to learn more](#)

## 2. Which Numbers Took the Most Inbound Calls?



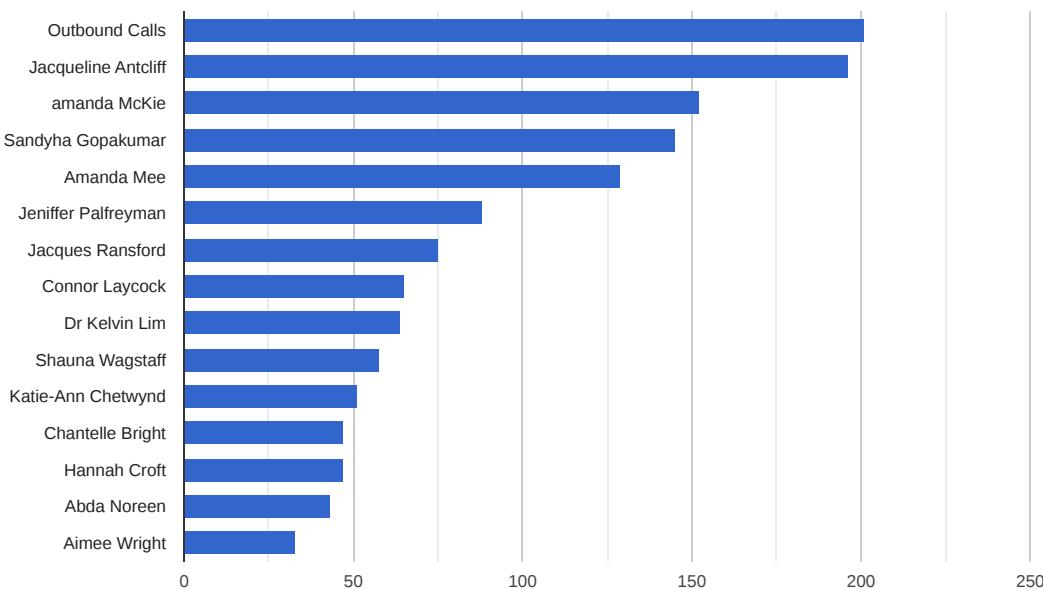
### 3. Which Users Answered the Most Inbound Calls?

**Users Answering Calls**

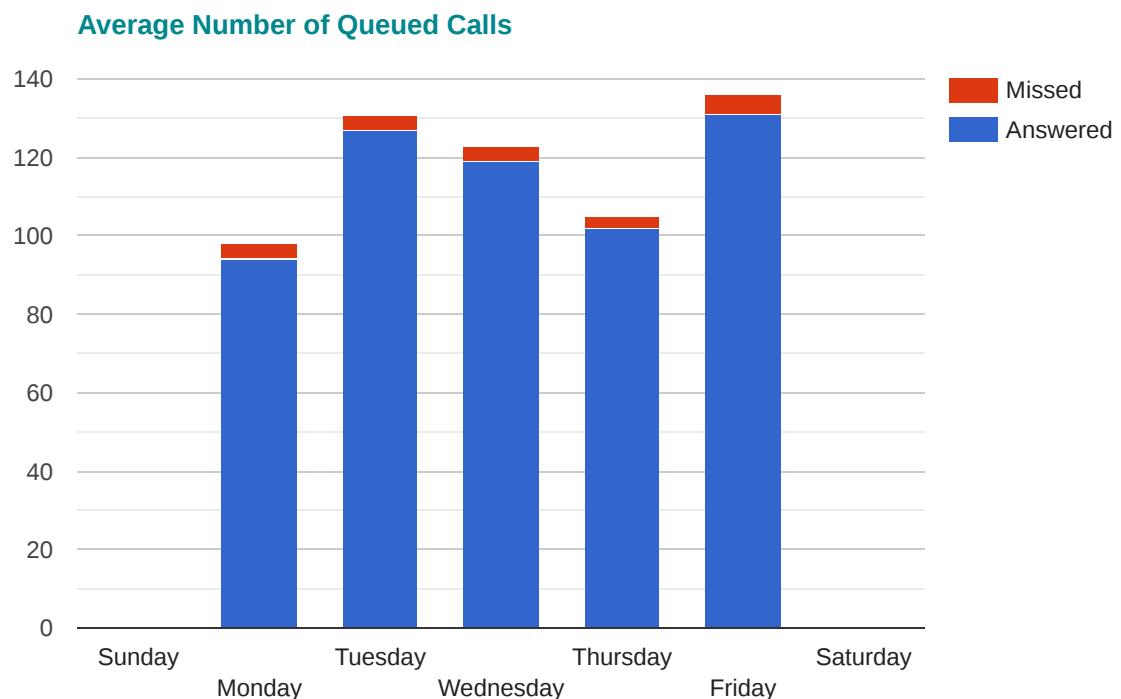


### 4. Which Users Dialled the Most Outbound Calls?

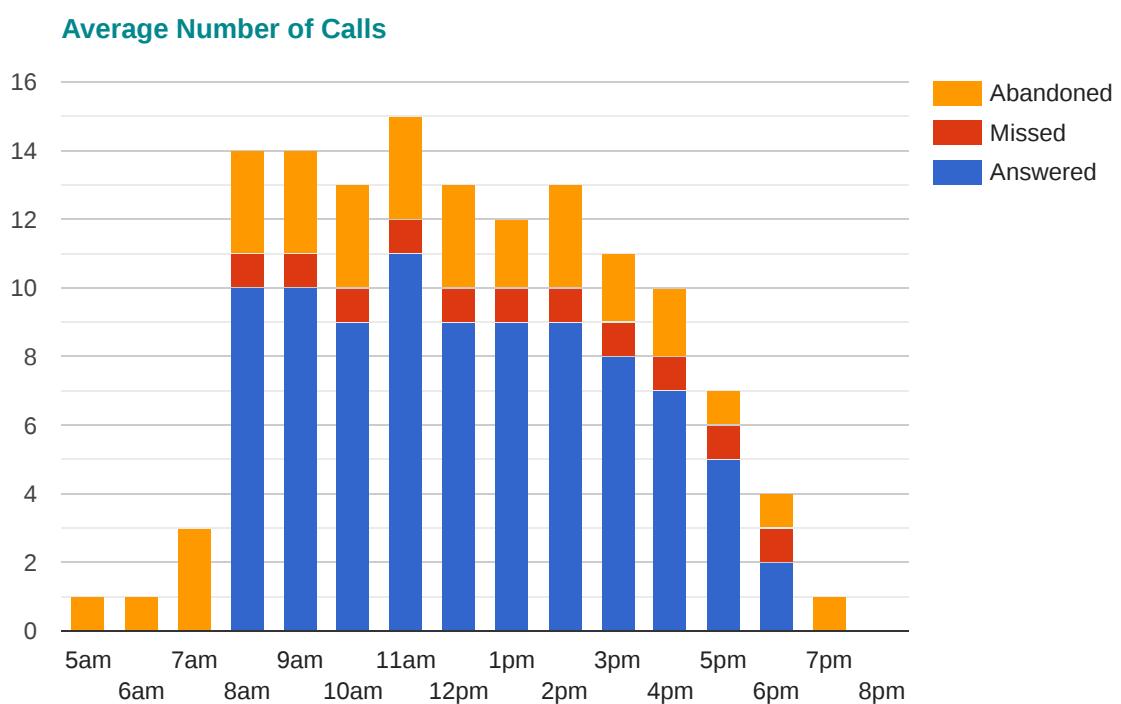
**Top 15 Users Dialling Calls**



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

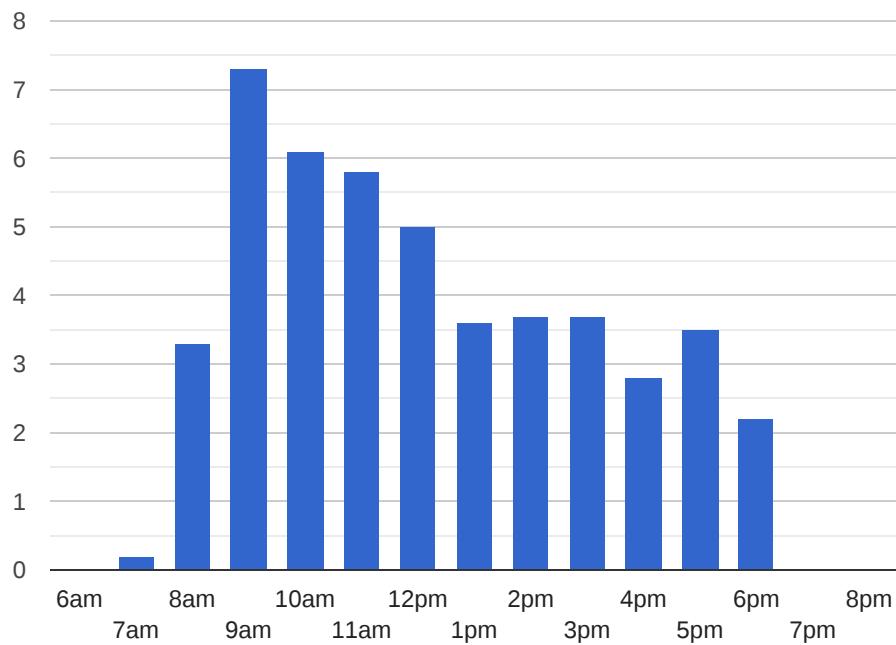


## 6. What Times of the Day are Busiest for Calls?

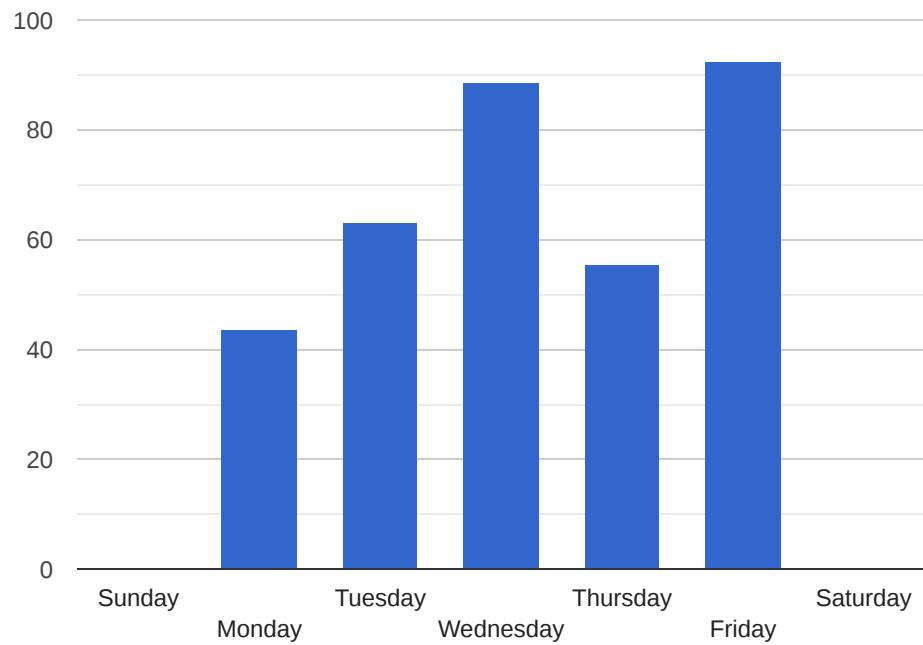


## 7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

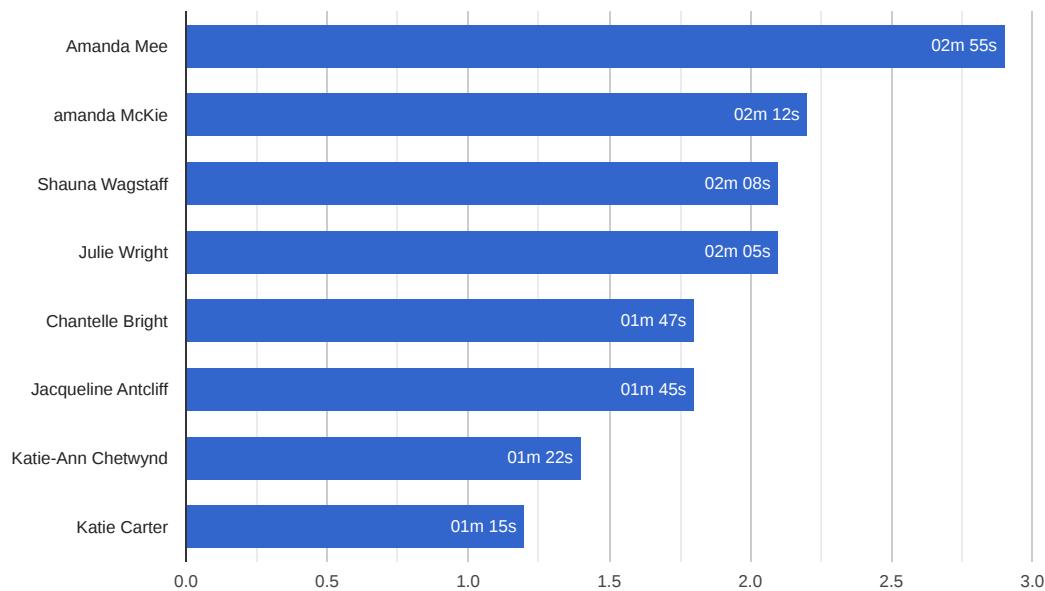


Average Outbound Calls By Day

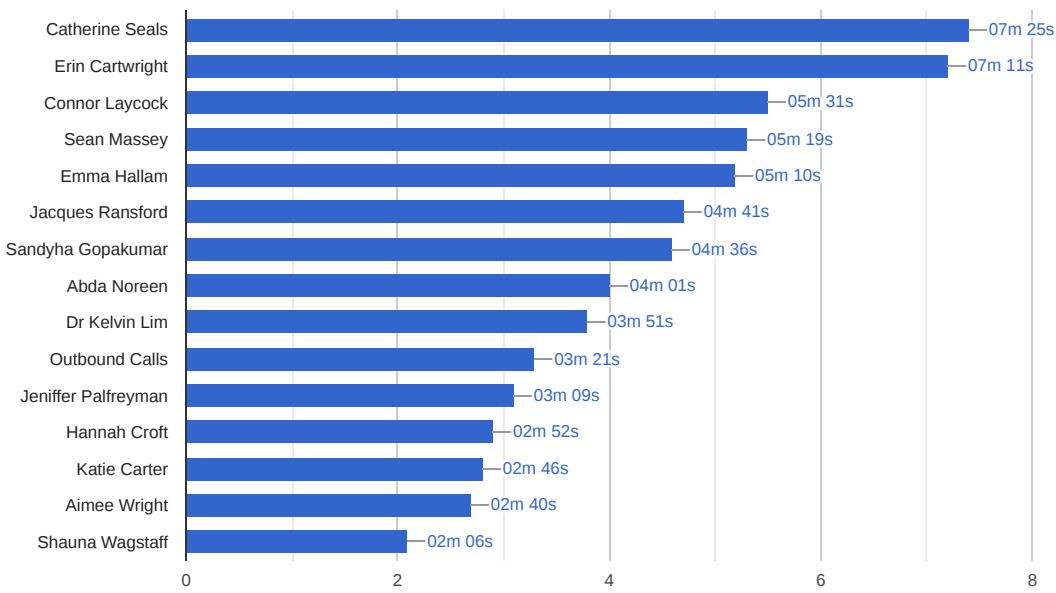


## 8. How Long do Users Spend on Calls?

**Inbound: Average Call Lengths**

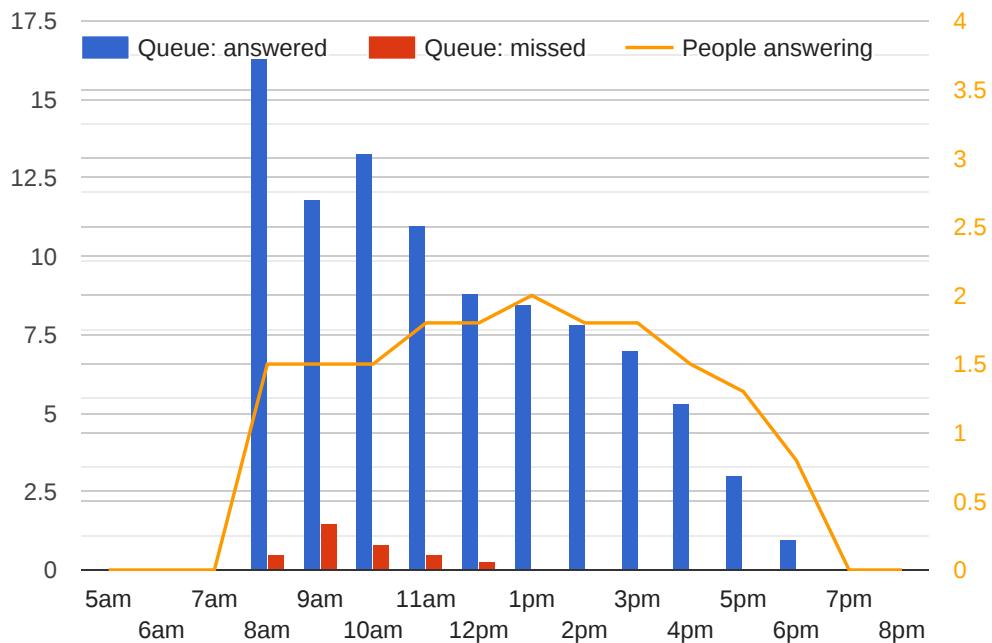


**Outbound: Average Call Lengths**

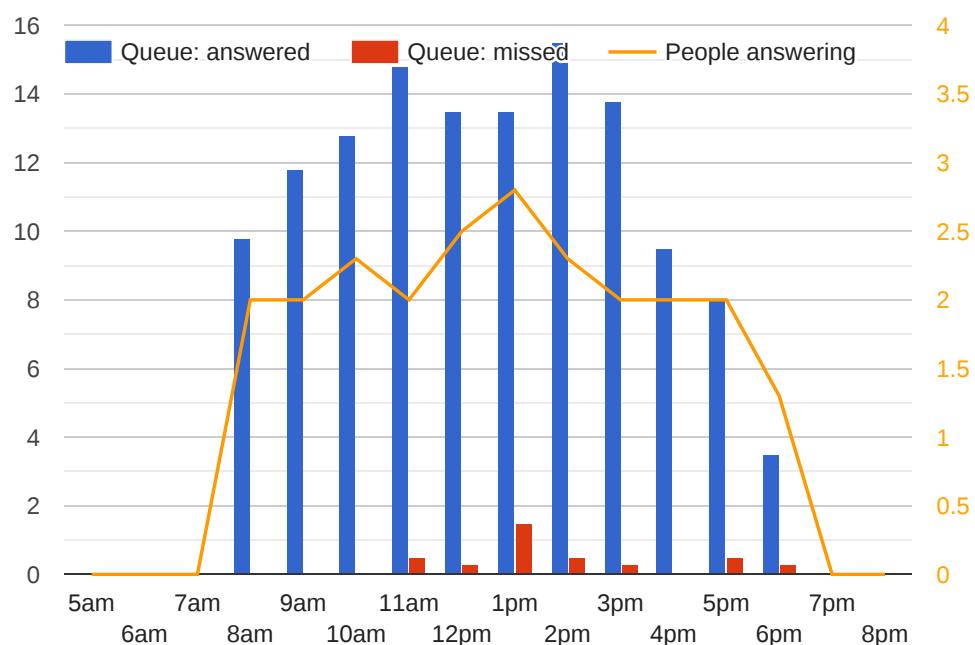


## 9. How Many People are Answering Queued Calls?

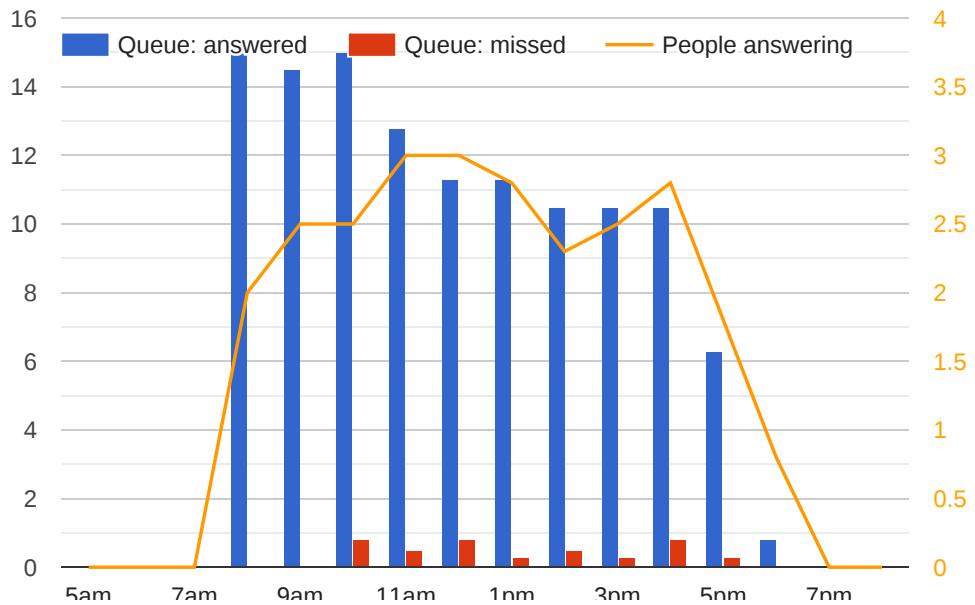
Monday Average



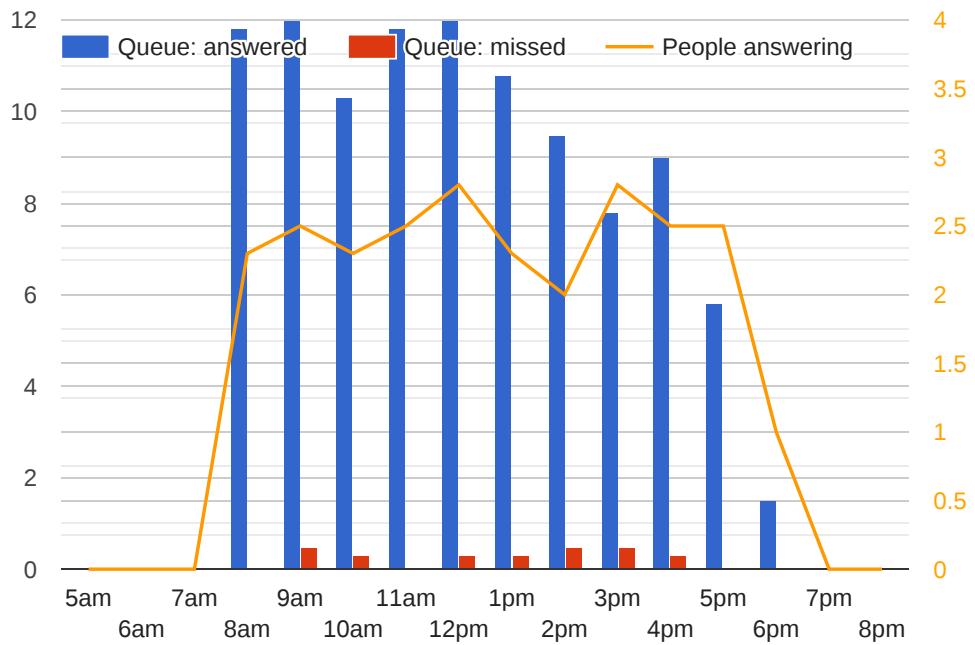
Tuesday Average



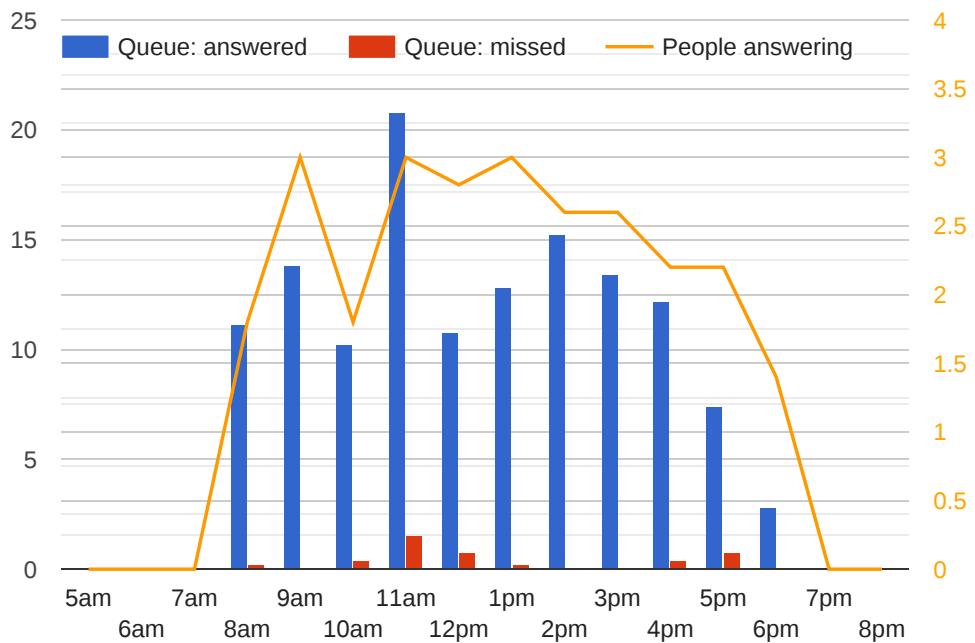
### Wednesday Average



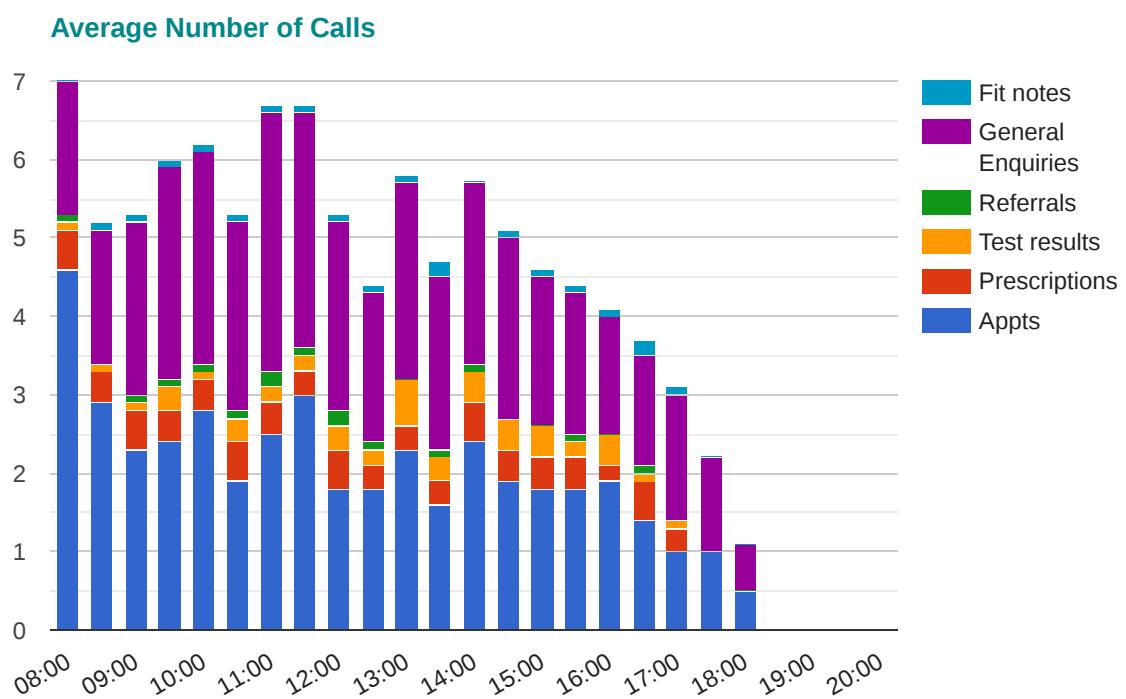
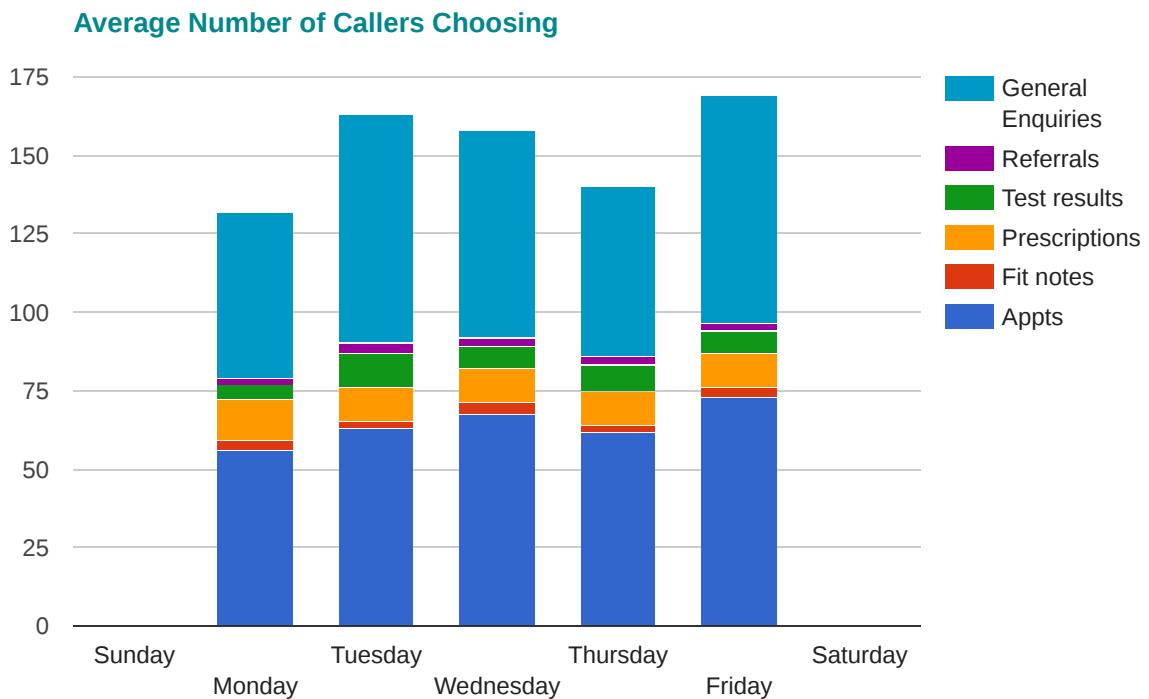
### Thursday Average



### Friday Average



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



## 11. Monthly Summary

