

### 1. Monthly Summary

#### Call Summary

Inbound Received

**3,876**

Inbound Answered

**2,674**

Average Inbound Talk Time

**2m 14s**

Outbound Attempted

**1,855**

Outbound Connected

**1,634 (88.1%)**

Average Outbound Talk Time

**2m 55s**

#### Abandoned Summary

Abandoned Calls

**1,080 (27.9%)**

Average Abandoned Call Time

**41s**

#### Queue Summary

Calls That Queued

**2,788**

Answered From Queue

**2,673 (95.9%)**

Average Queue Time Answered

**1m 16s**

Missed From Queue

**115 (4.1%)**

Missed From Queue Excluding Repeat Callers

**106 (3.8%)**

Repeat Callers That Queued

**7**

Average Queue Time Missed

**4m 1s**

#### Callback Summary

Callbacks Requested

**59**

Callbacks Successful

**54**

Callbacks Unsuccessful

**4**

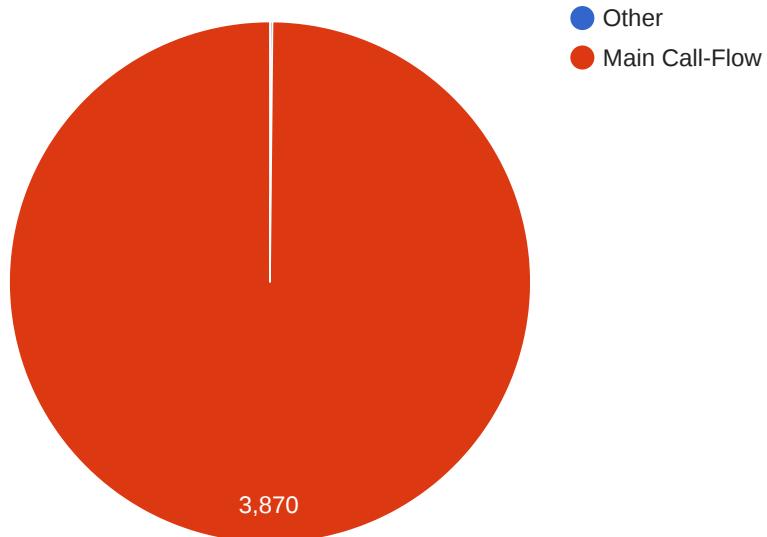
Patient Cancelled Callbacks

**0**



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

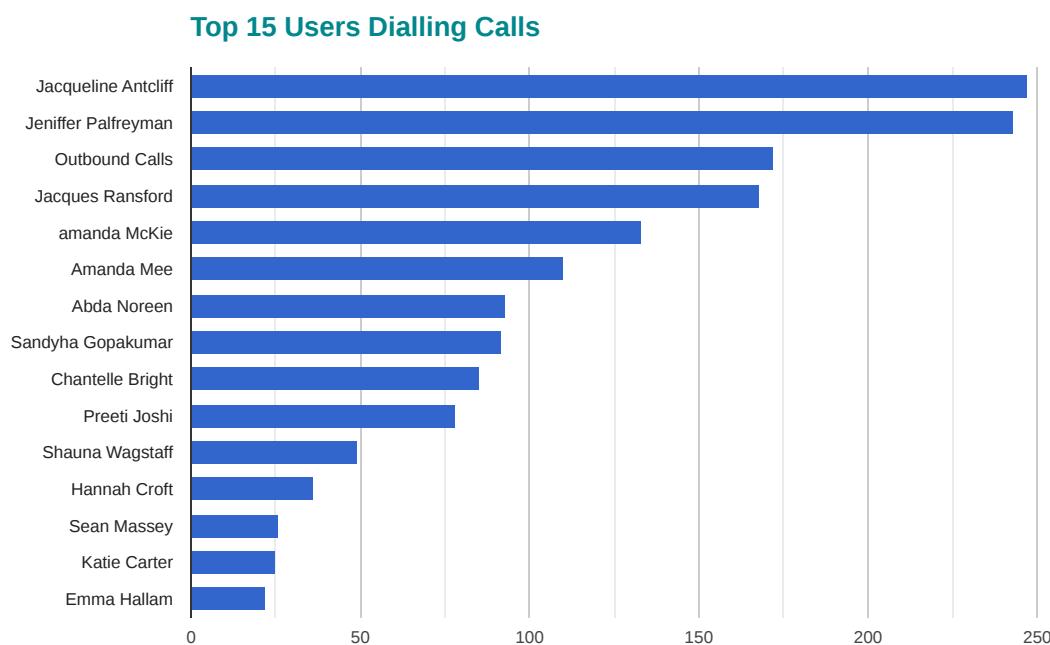
## 2. Which Numbers Took the Most Inbound Calls?



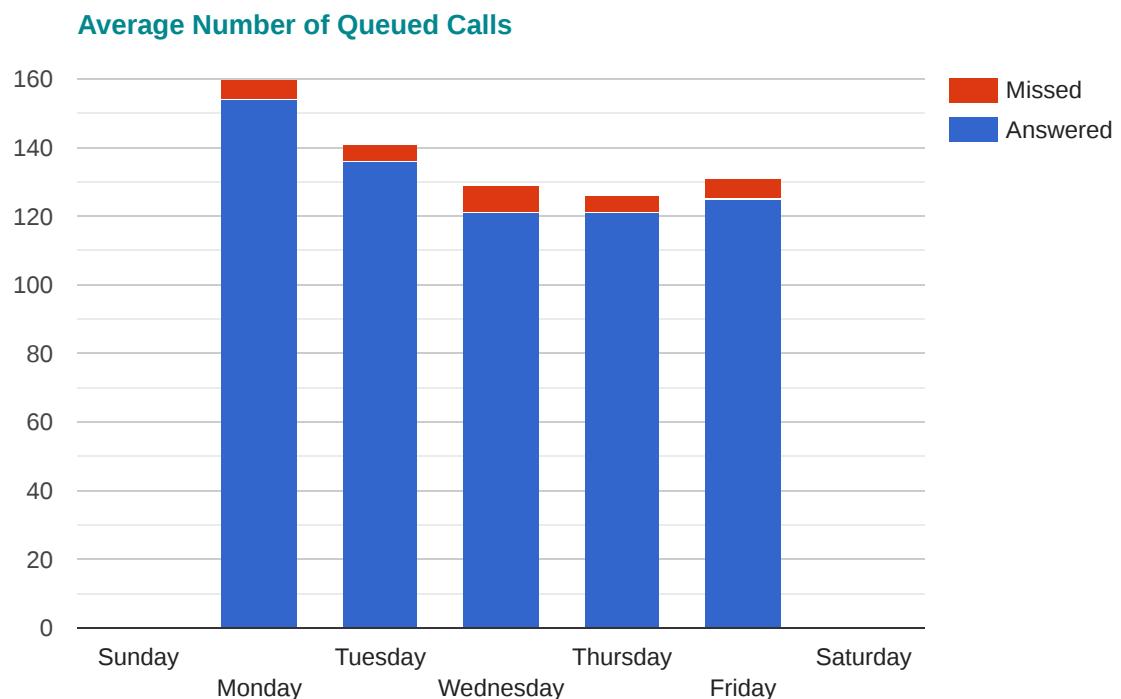
### 3. Which Users Answered the Most Inbound Calls?



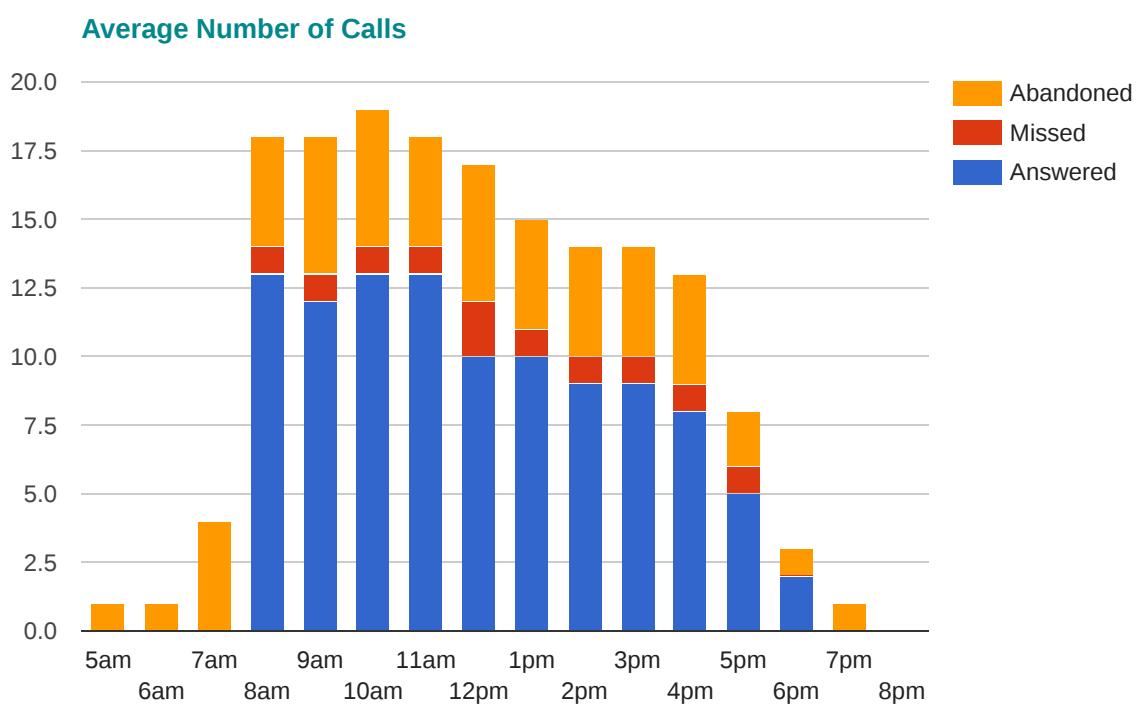
### 4. Which Users Dialled the Most Outbound Calls?



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

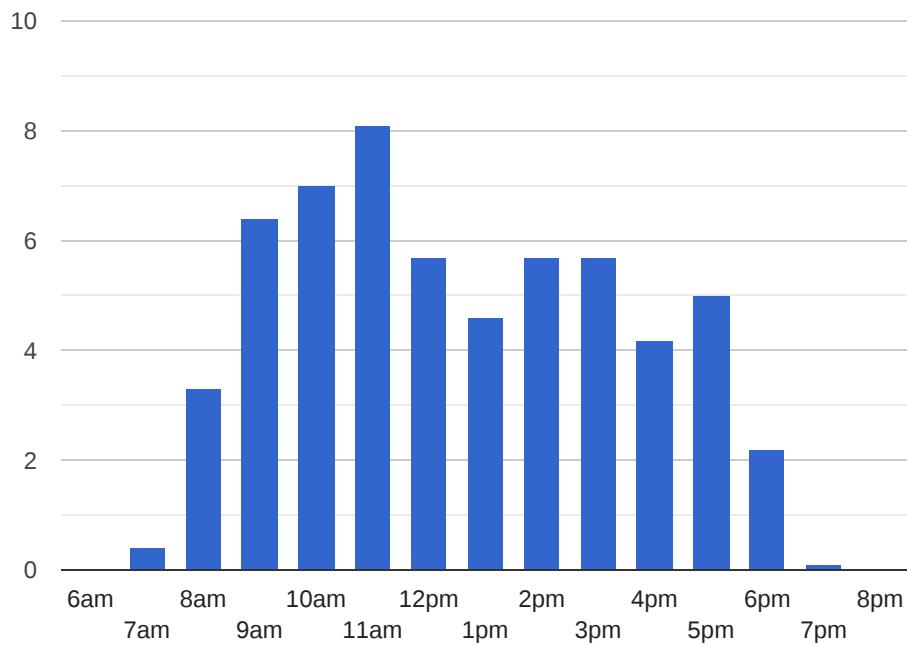


## 6. What Times of the Day are Busiest for Calls?

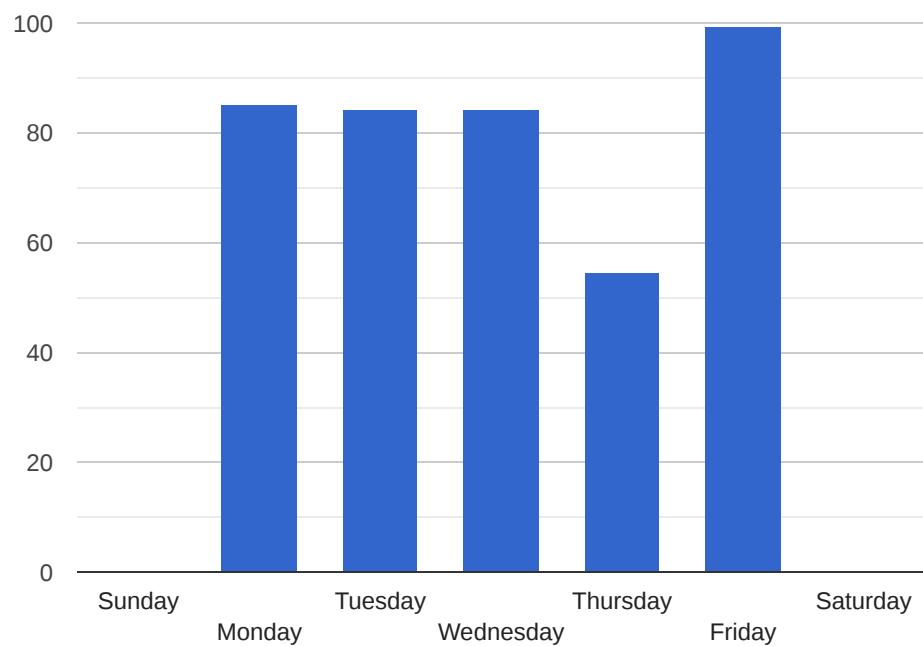


## 7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

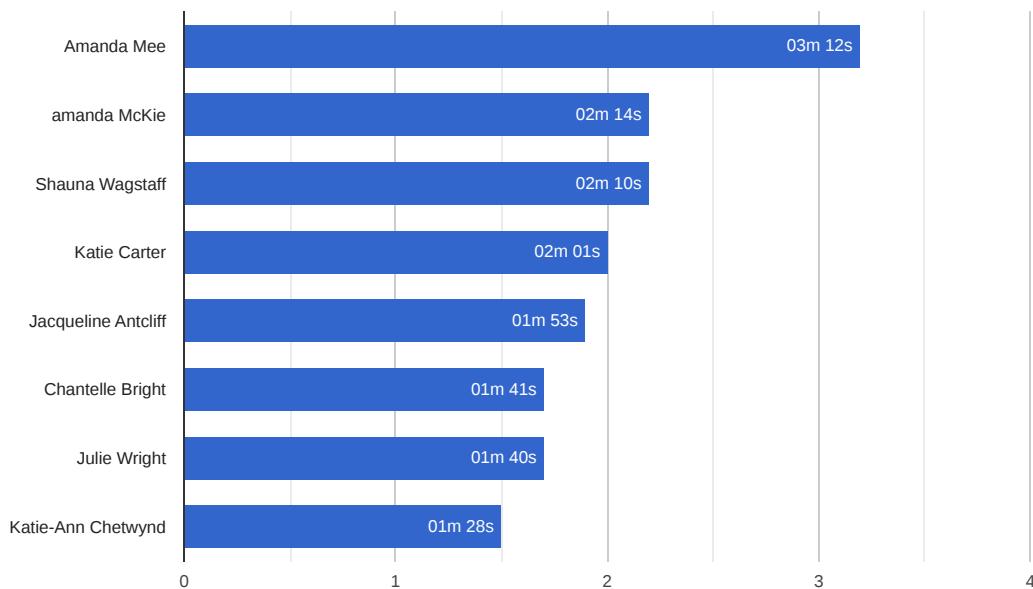


Average Outbound Calls By Day

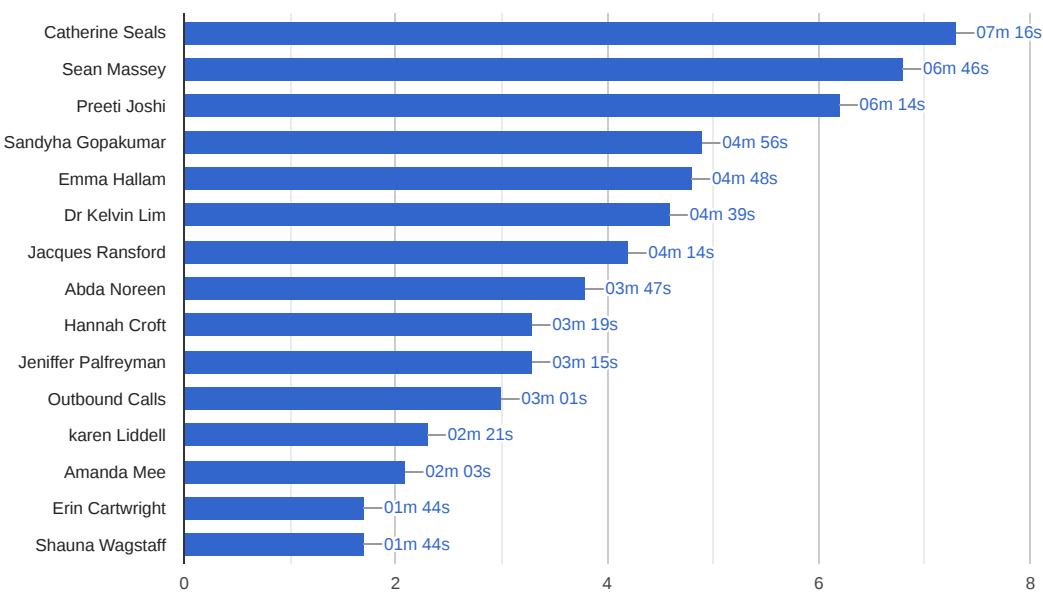


## 8. How Long do Users Spend on Calls?

**Inbound: Average Call Lengths**

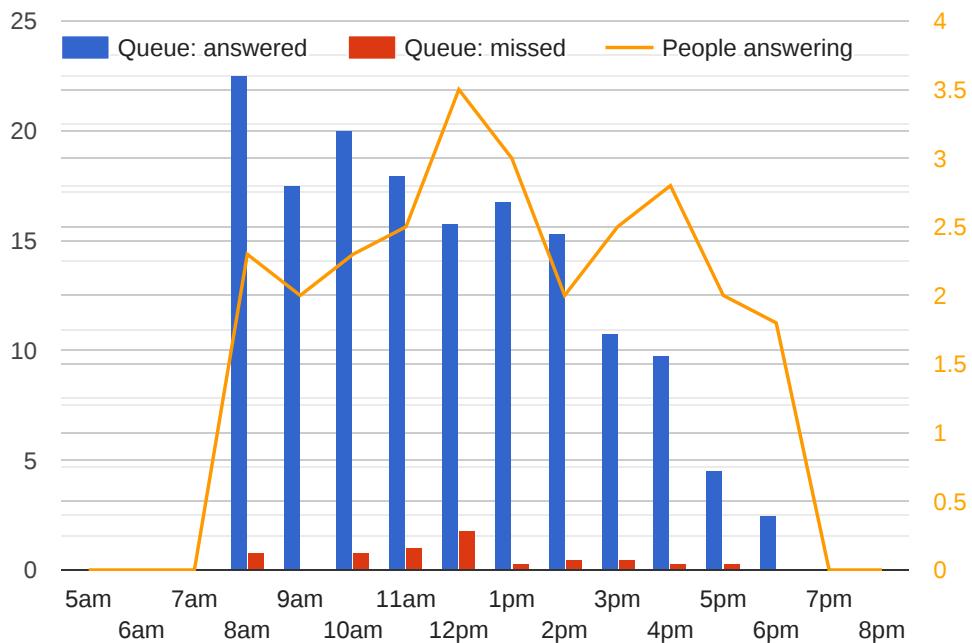


**Outbound: Average Call Lengths**

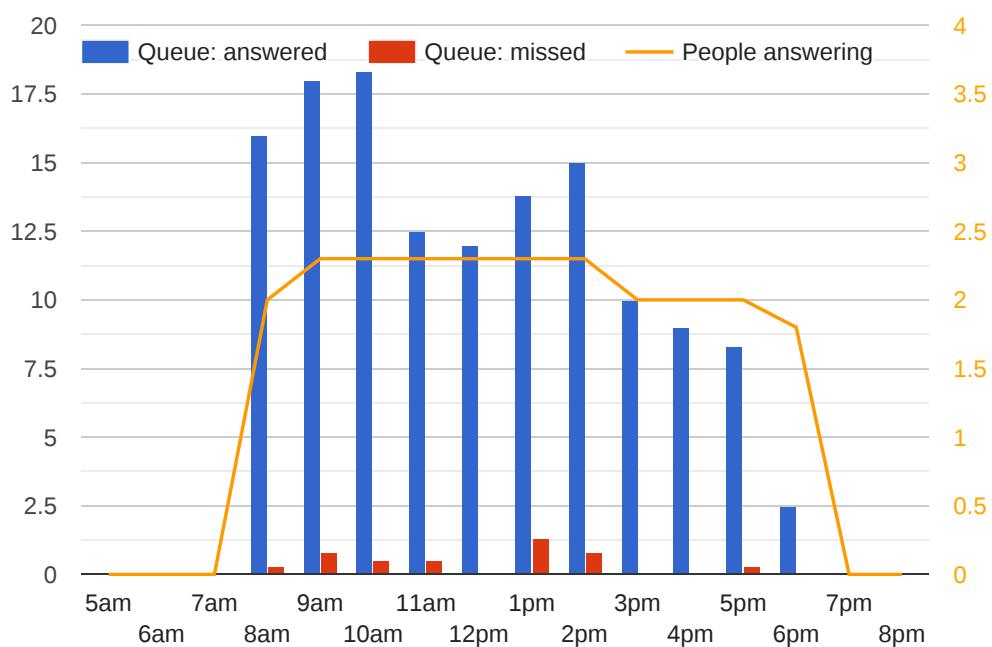


## 9. How Many People are Answering Queued Calls?

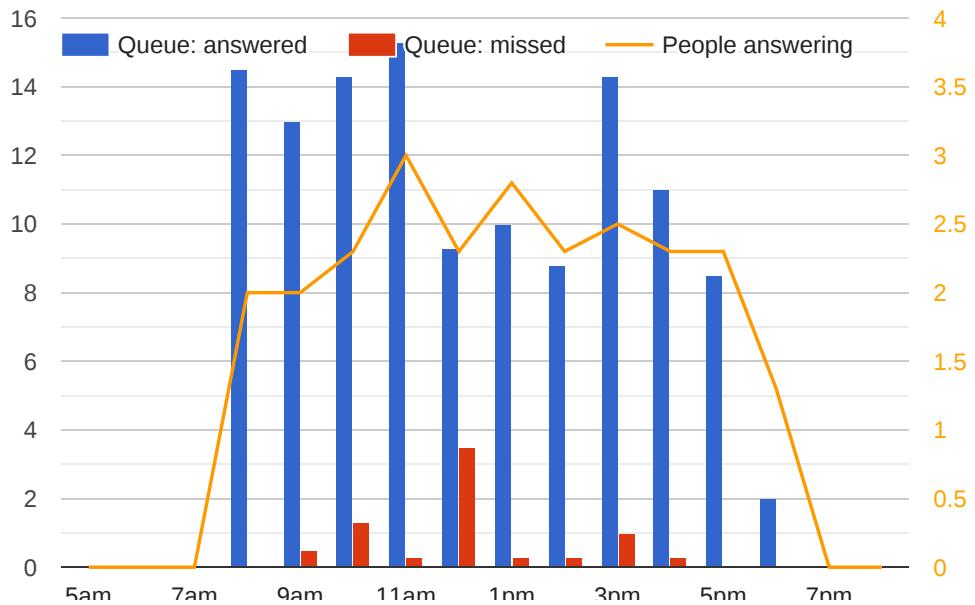
Monday Average



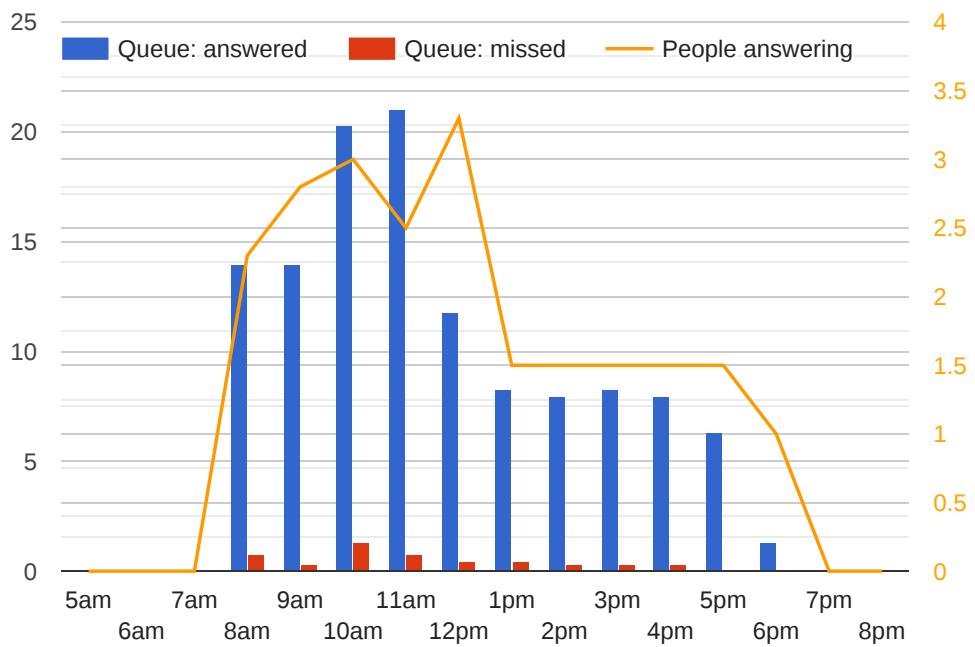
Tuesday Average



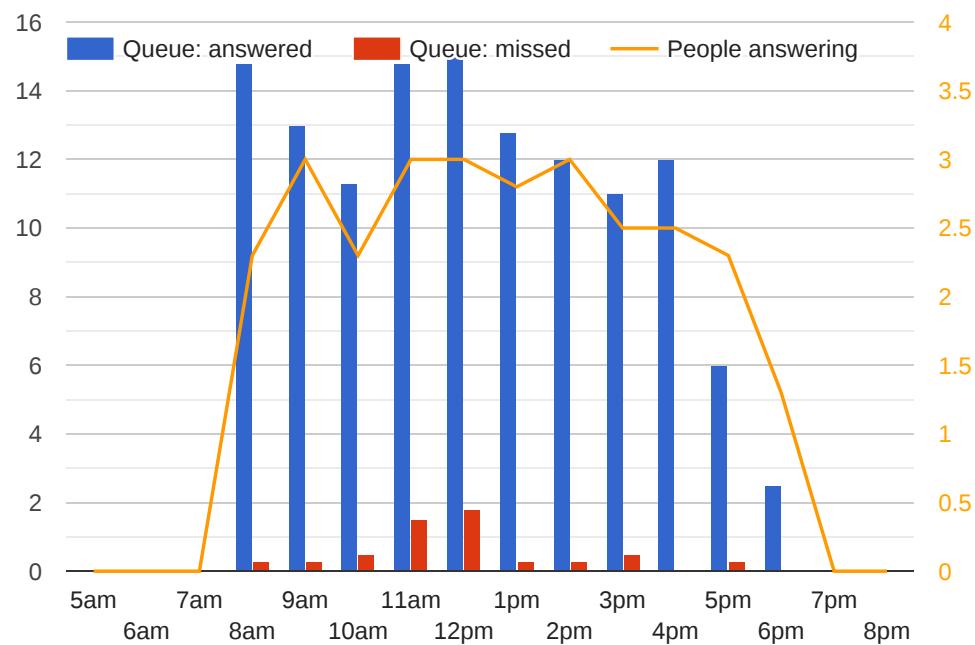
### Wednesday Average



### Thursday Average



### Friday Average





## 11. Monthly Summary

