|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Duration - % of Call over 5 mins** | **87** | **65** | **81** | **72** | **85** | **80** | **86** | **90** | **82** | **92** | **71** | **87** | **84** | **75** | **38** | **61** |
| **Number - % of Calls above 5 mins** | **33** | **21** | **43** | **27** | **50** | **22** | **39** | **35** | **40** | **48** | **25** | **38** | **42** | **24** | **17** | **18** |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Highest Total Call Duration** | | **Highest Call Duration** | | **Highest Number of 10 + mins of Calls** | | **Highest Number of 5-10 mins Calls** | |
| **Shalini(160)** | **Sheetal(127)** | **Parul(45)** | **Sheetal(36)** | **Shalini(9)** | **Ruchi/Reshma/Kanika/Sheetal(5)** | **Komal (7)** | **Shruti(6)** |