

CALL PERFORMANCE

Overview

Month

▼

All

▼

Territory

▼

All

▼

Status

Select all

Draft

Submitted

Total Calls

196

Submission Rate

77,04

Avg Handling Time

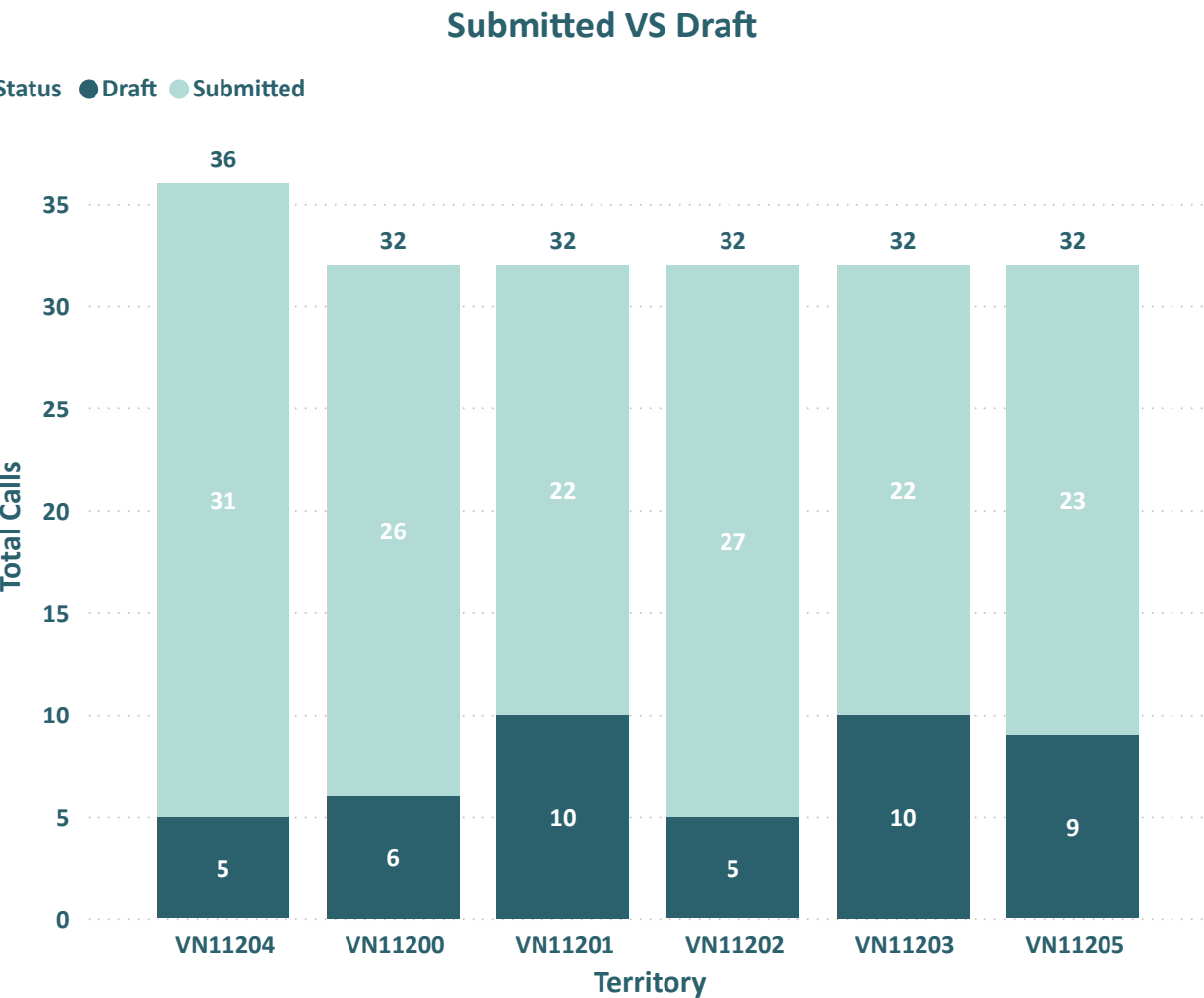
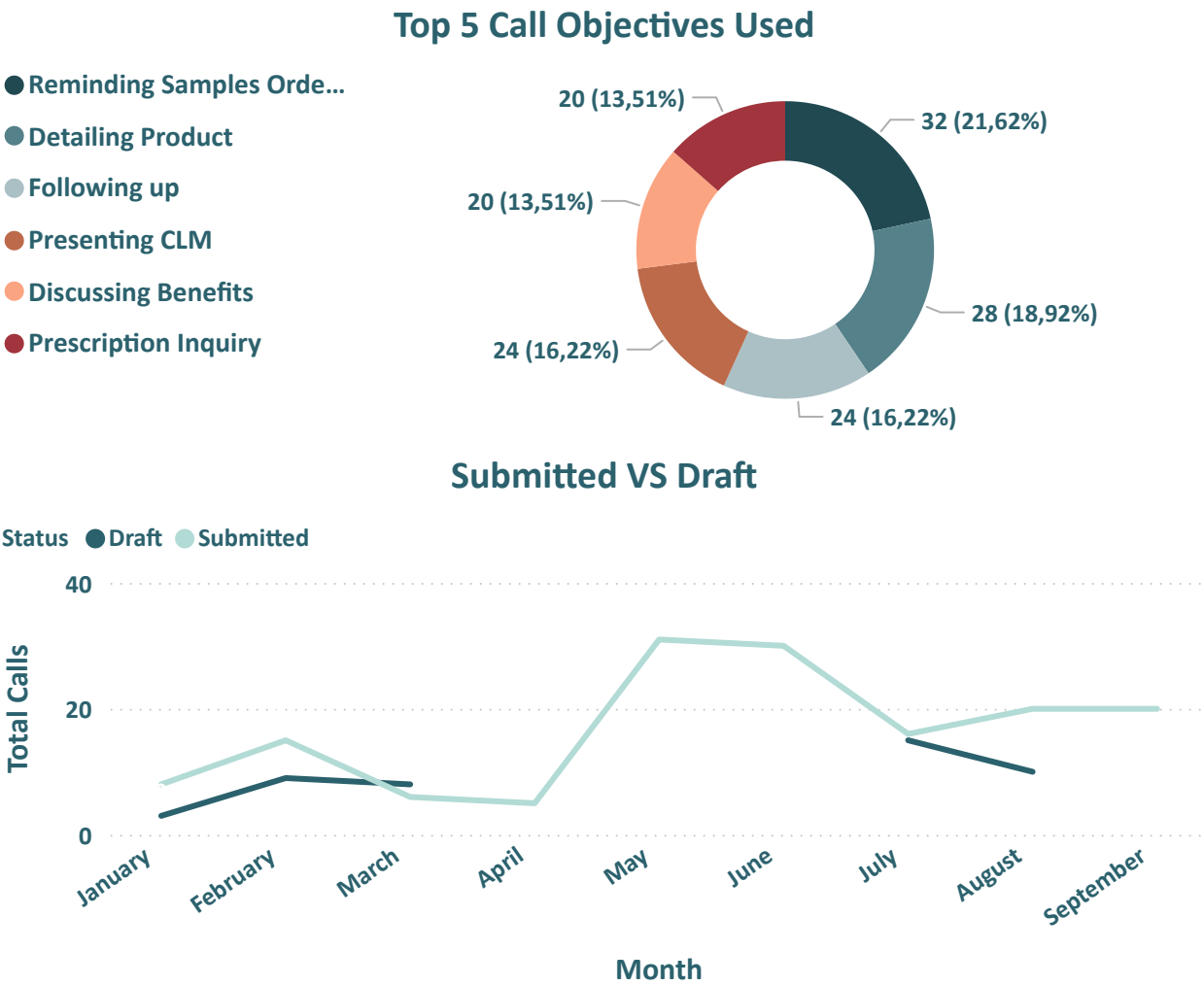
15,92

Min Handling Time

5

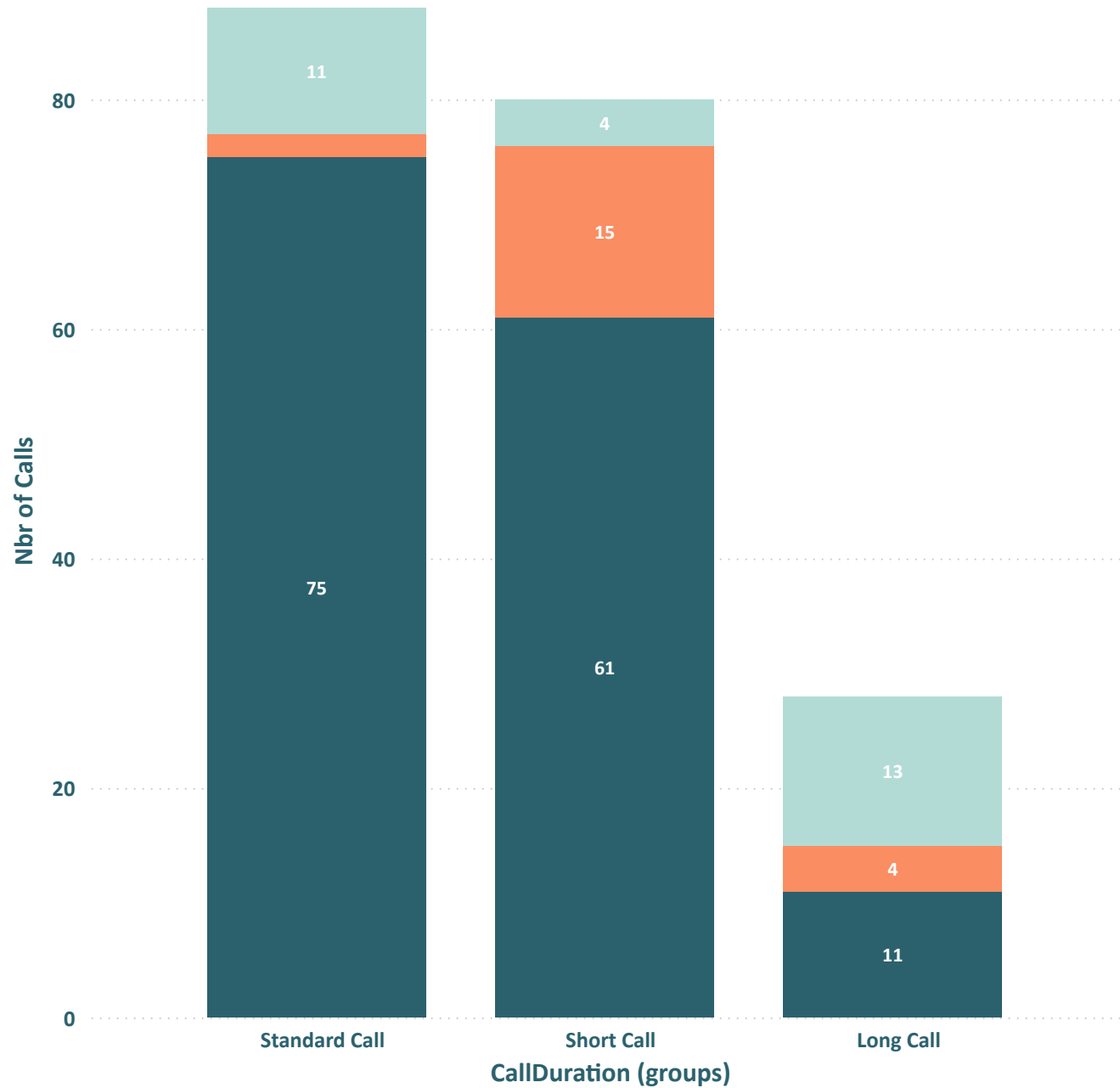
% Right Frequency

85,71



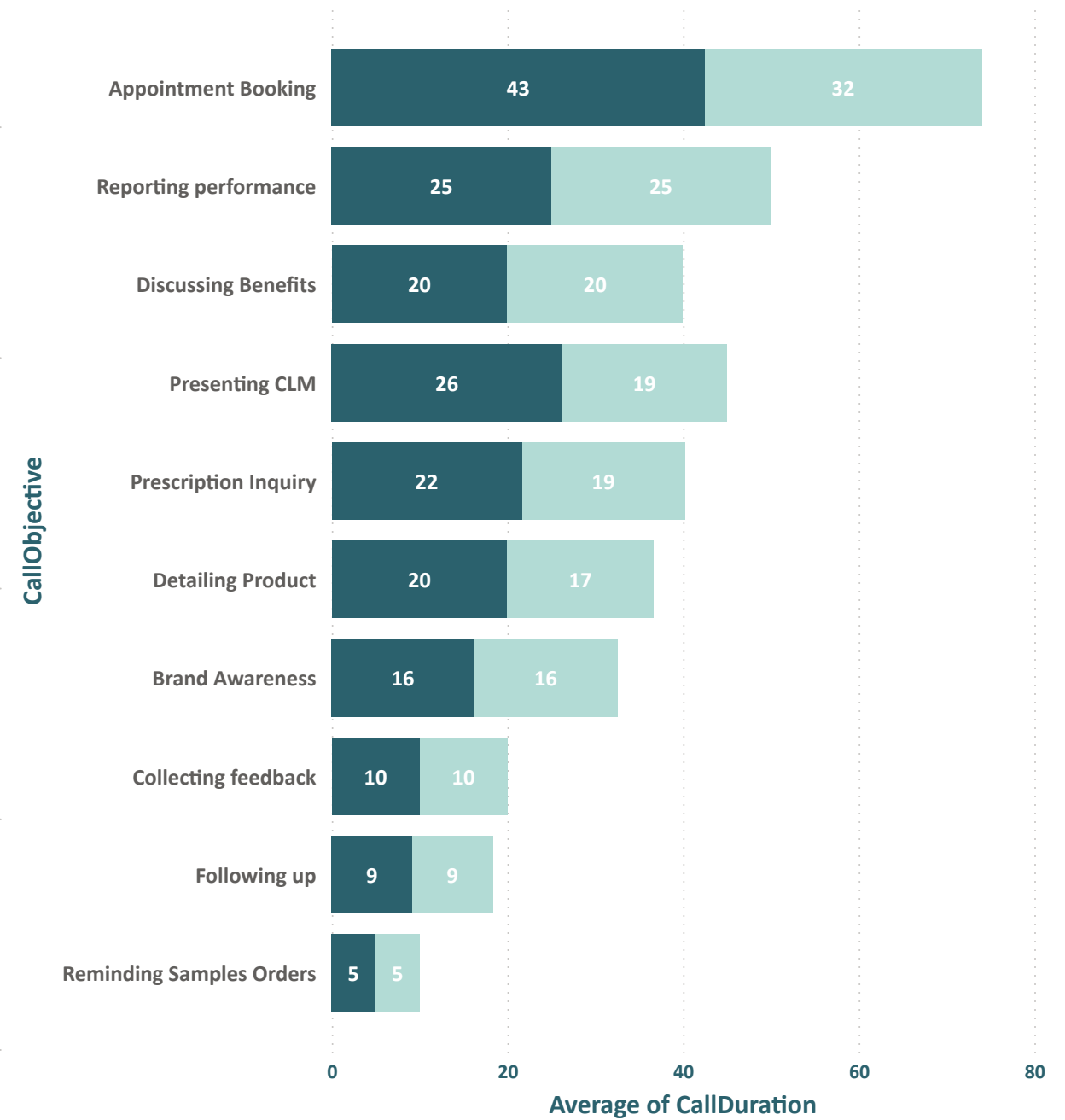
Total Calls By Channel

Channel ● F2F ● SMS / Whatsapp / Line ● Zoom



Avg Duration by CallObjective and Status

Status ● Draft ● Submitted



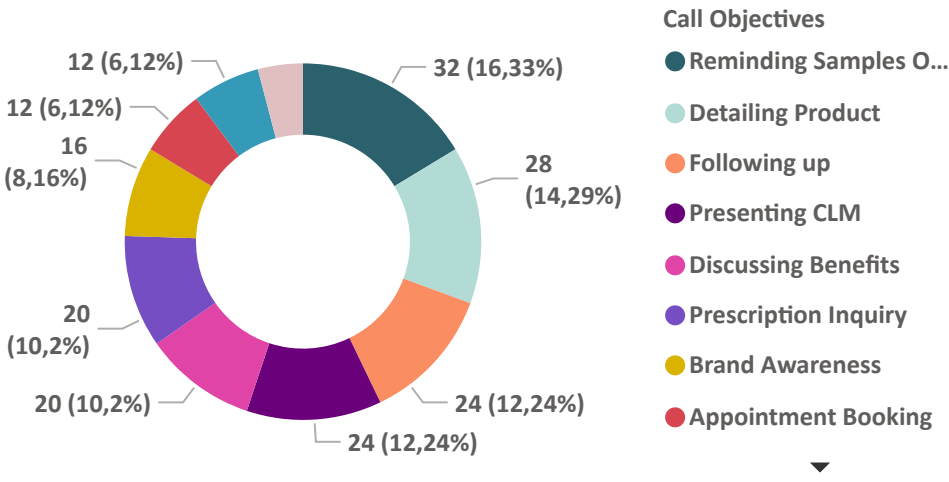
RecordType	UniqueIntegrationID	AccountName	Territory	Specialty
Hospital	1101020	BENH VIEN CO SO 1	VN11202	
Hospital	1101021	BENH VIEN CO SO 2	VN11203	
Hospital	1101027	BENH VIEN DA KHOA BINH THUAN	VN11203	
Hospital	1101022	BENH VIEN DA KHOA HA NOI	VN11204	
Hospital	1101026	BENH VIEN DA KHOA TPHCM	VN11202	
Hospital	1101019	BENH VIEN HUNG VUONG	VN11201	
Hospital	1101025	BENH VIEN QUOC TE DA NANG	VN11201	
Hospital	1101024	BENH VIEN QUOC TE HA GIANG	VN11200	
Hospital	1101023	BENH VIEN TRUNG UONG	VN11205	
Pharmacy	1101034	CONG TY CO PHAN CPHARMA	VN11204	
Pharmacy	1101037	NHA THUOC BH2	VN11201	
Pharmacy	1101046	NHA THUOC DUC DUY	VN11204	
Pharmacy	1101045	NHA THUOC MINH THUAN 3	VN11203	
Pharmacy	1101042	NHA THUOC PHUONG THAO	VN11200	
Pharmacy	1101028	NHA THUOC SO 13	VN11204	
Pharmacy	1101041	NHA THUOC SO 3 HUNG VY	VN11205	
Pharmacy	1101031	NT ANH HOA	VN11201	

Drill Through By UniqueIntegrationID field

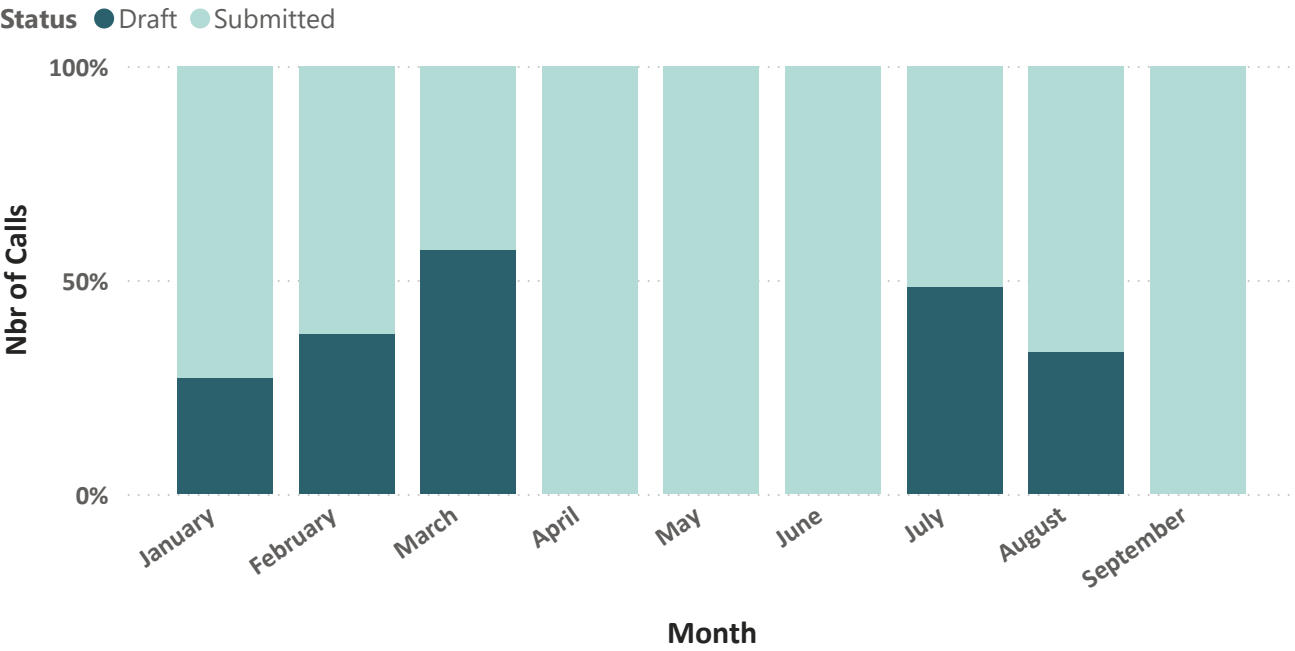


CallName	Objective	Month	Status	Channel	Duration	UniqueIntegra
C-01000	Detailing Product	February	Draft	F2F	15	1101000
C-01001	Following up	January	Submitted	F2F	10	1101001
C-01002	Reminding Samples Orders	January	Submitted	F2F	5	1101002
C-01003	Prescription Inquiry	January	Submitted	F2F	20	1101003
C-01004	Brand Awareness	January	Submitted	F2F	15	1101004
C-01005	Following up	March	Submitted	F2F	10	1101005
C-01006	Detailing Product	March	Submitted	F2F	15	1101006
C-01007	Detailing Product	March	Draft	F2F	10	1101007
C-01008	Following up	January	Submitted	F2F	5	1101008
C-01009	Discussing Benefits	January	Draft	F2F	20	1101009
Total					3120	

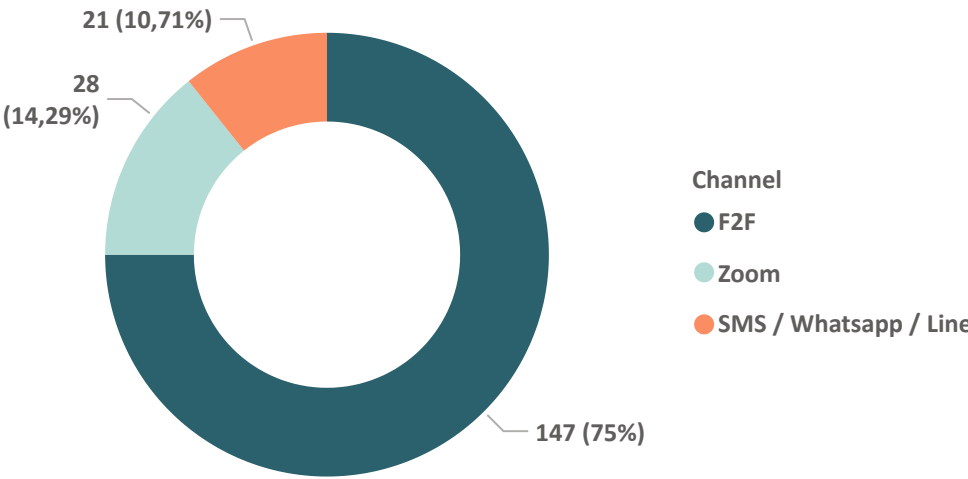
Call Objectives



Calls by Month



Call Channel



VN11200

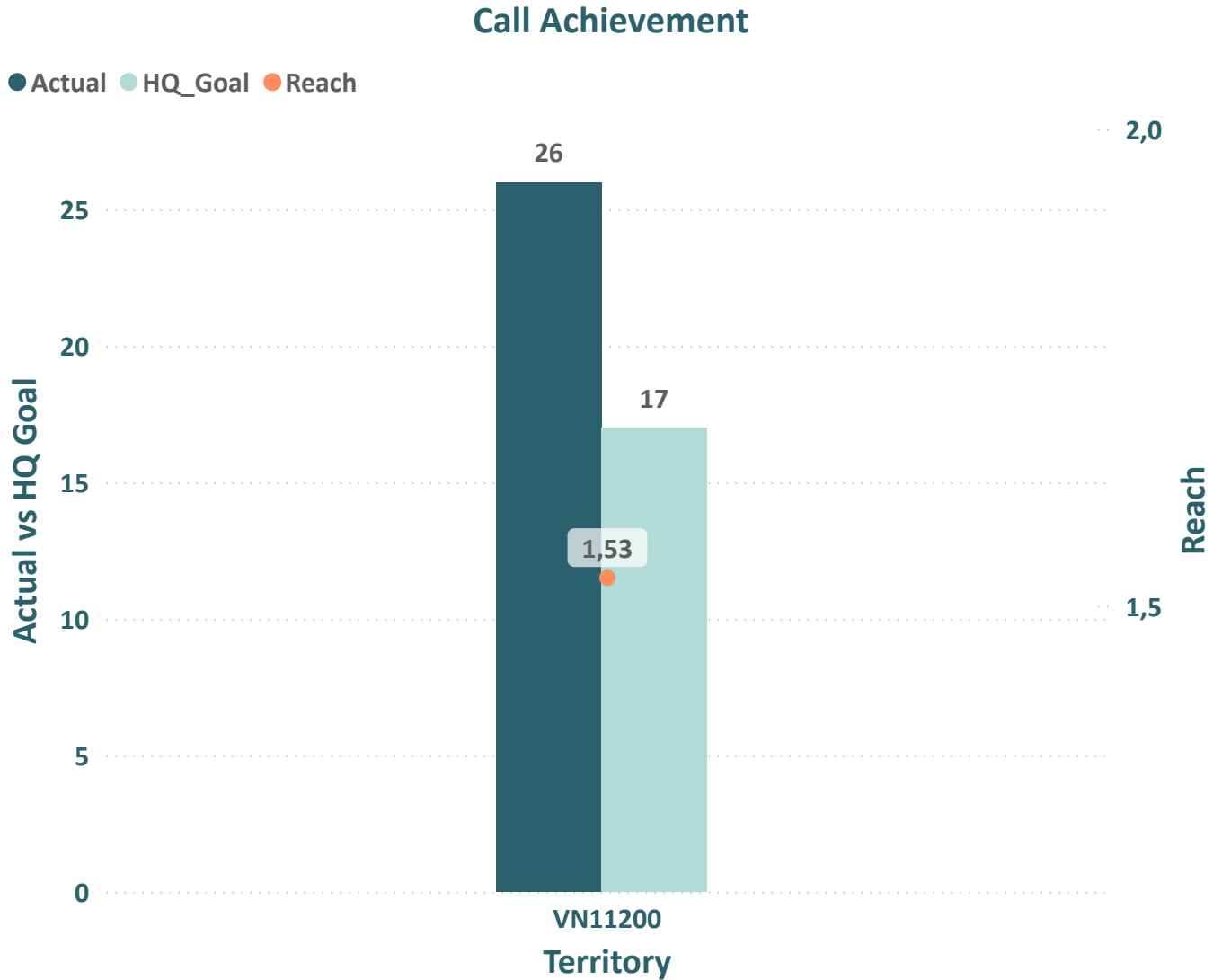
VN11201

VN11202

VN11203

VN11204

VN11205



Target Account List			
AccountName	UniqueIntegrationID	Actual	HQ_Goal
BENH VIEN QUOC TE HA GIANG	1101024	3	4
MAI VAN THANH	1101006	3	1
NGO DUY UNG	1101018	4	4
NGUYEN NHU YEN	1101000	3	3
NGUYEN THIEN NHAN	1101012	3	1
NHA THUOC PHUONG THAO	1101042	3	1
NT MINH THUAN	1101030	4	1
NT THIEN THIEN AN	1101036	3	2
Total		26	17

The List of Interacted Accounts		
AccountName	UniqueIntegrationID	Submitted Calls
BENH VIEN QUOC TE HA GIANG	1101024	3
MAI VAN THANH	1101006	3
NGO DUY UNG	1101018	4
NGUYEN NHU YEN	1101000	3
NGUYEN THIEN NHAN	1101012	3
NHA THUOC PHUONG THAO	1101042	3
NT MINH THUAN	1101030	4
NT THIEN THIEN AN	1101036	3
Total		26