

# Call Audit Report

September Month

## Connected Calls

Department	IVR calls	Connected
Mentors	227	122
Placements	210	108
RCT	58	10
Admission	43	10

## Calls Per Agent

User	Phone number	IVR calls	Connected
Gurpreet Singh	9.2E+11	107	0
Muskan	9.19E+11	107	0
Ranjana G	9.18E+11	105	28
Shubhang	9.19E+11	93	6
Abhishek	9.2E+11	92	6
Dilesh Kumar	9.2E+11	81	27
Anjali Tiwari	9.2E+11	80	2
Apurva	9.19E+11	79	42

## Notes

Mentors daily on call duration

Total calls	Total connected	Total minutes
8	7	0:38:01
15	9	0:50:14
6	5	0:25:47
12	8	1:00:35
22	13	2:08:18
25	12	0:56:52
13	8	0:33:07
14	4	0:10:21
19	7	0:47:54
7	5	0:26:54
32	14	0:51:11
15	7	0:31:17
24	16	1:08:11
13	5	0:52:05

### Placements daily on call duration

Total calls	Total conr	Total min(A
7	6	0:25:10
4	3	0:11:13
0	0	0:00:00
20	8	0:53:00
18	12	0:45:28
14	8	0:21:30
20	12	0:49:21
12	12	0:40:18
9	4	0:14:57
0	0	0:00:00
21	8	0:36:09
27	8	0:48:16
38	16	1:27:51
14	7	0:32:59

### Overall Department Wise Call Duration

Departme	Total calls	Total conr	Total min(A
Mentors	225	120	11:20:47
Placement	203	103	7:44:52
RCT	57	9	0:45:39
Admission	43	10	0:27:07
- . . .	-	-	- - - - -

.