

Call Audit Report

September Month

Connected Calls

Department	IVR calls	Connected
Mentors	227	122
Placement	210	108
RCT	58	10
Admissions	43	10

Calls Per Agent

User	Phone number	IVR calls	Connected
Gurpreet	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 conn	Total min(Avg)
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 connr	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

Department	Total calls	Total connr	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
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