




1. Monthly Summary

Call Summary


Inbound Received 
4,511

Inbound Answered
2,424


Average Inbound Talk Time 
2m 26s


Outbound Attempted 
3,375

Outbound Connected
2,806 (83.1%)

Average Outbound Talk Time 
2m 28s

Abandoned Summary


Abandoned Calls 
1,682 (37.3%)


Average Abandoned Call Time 
46s

Queue Summary

Calls That Queued
2,807


Answered From Queue
2,416 (86.1%)

Average Queue Time Answered 
9m 41s


Missed From Queue 
391 (13.9%)


Missed From Queue Excluding Repeat Callers
324 (11.5%)


Repeat Callers That Queued
36

Average Queue Time Missed 
7m 56s


Callback Summary

Callbacks Requested 
470

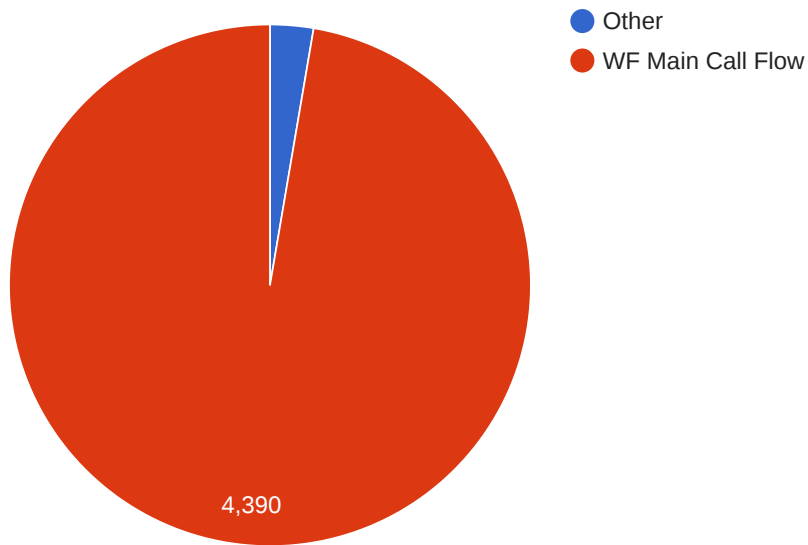
Callbacks Successful 
419

Callbacks Unsuccessful 
38

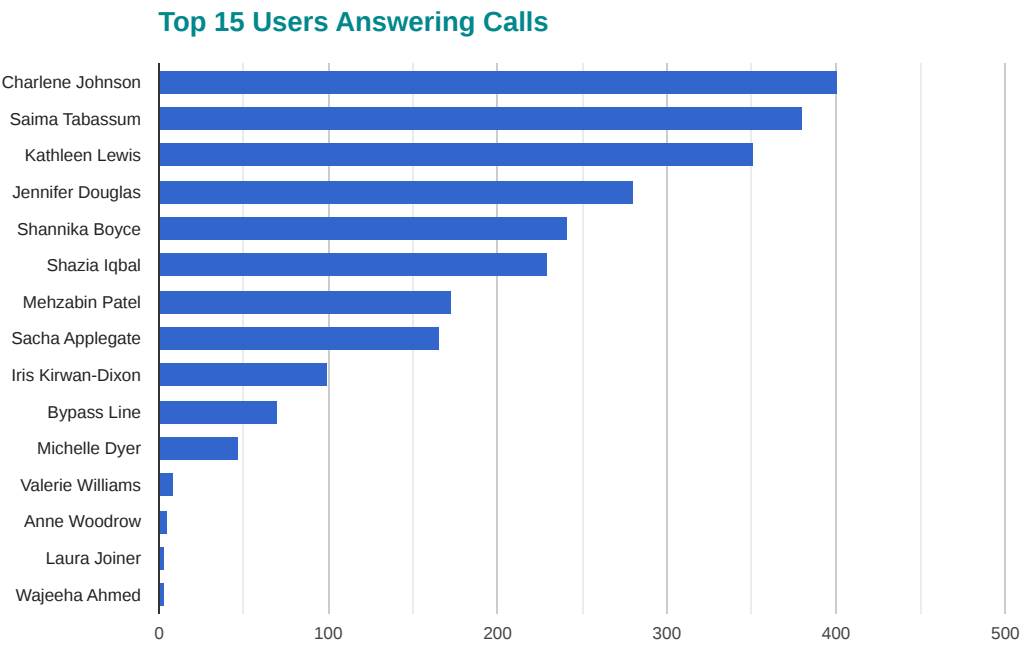
Patient Cancelled Callbacks
1

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

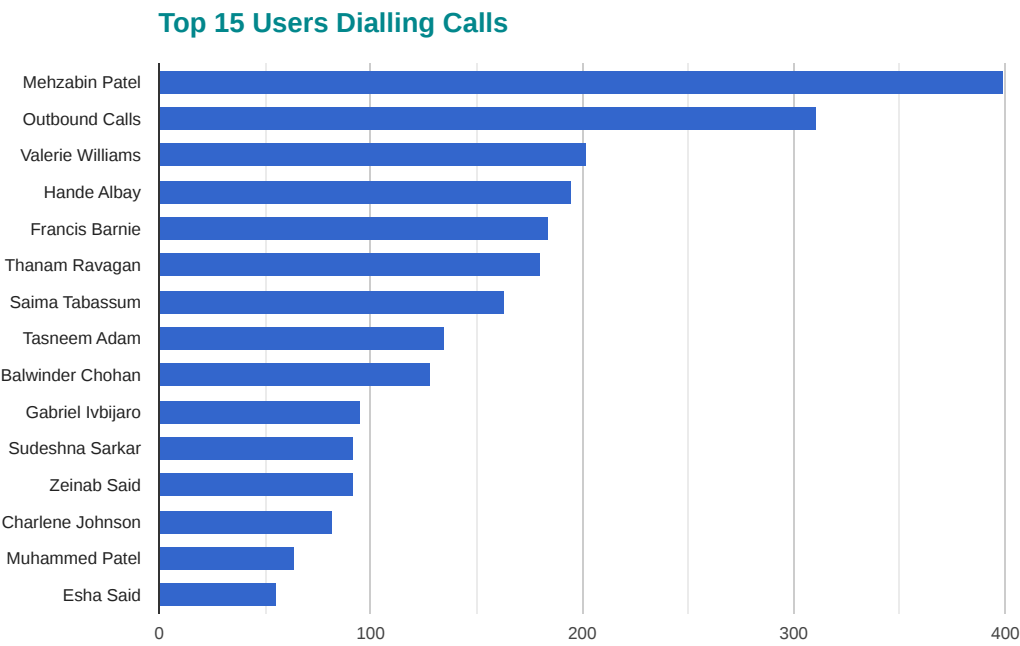
2. Which Numbers Took the Most Inbound Calls?



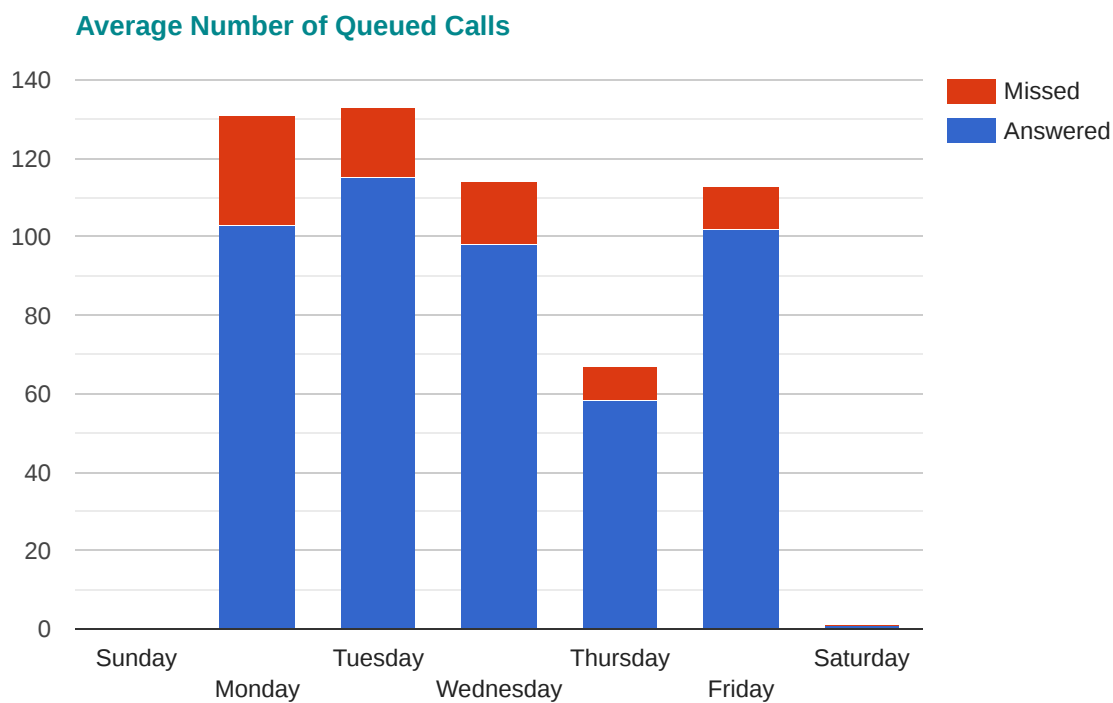
3. Which Users Answered the Most Inbound Calls?



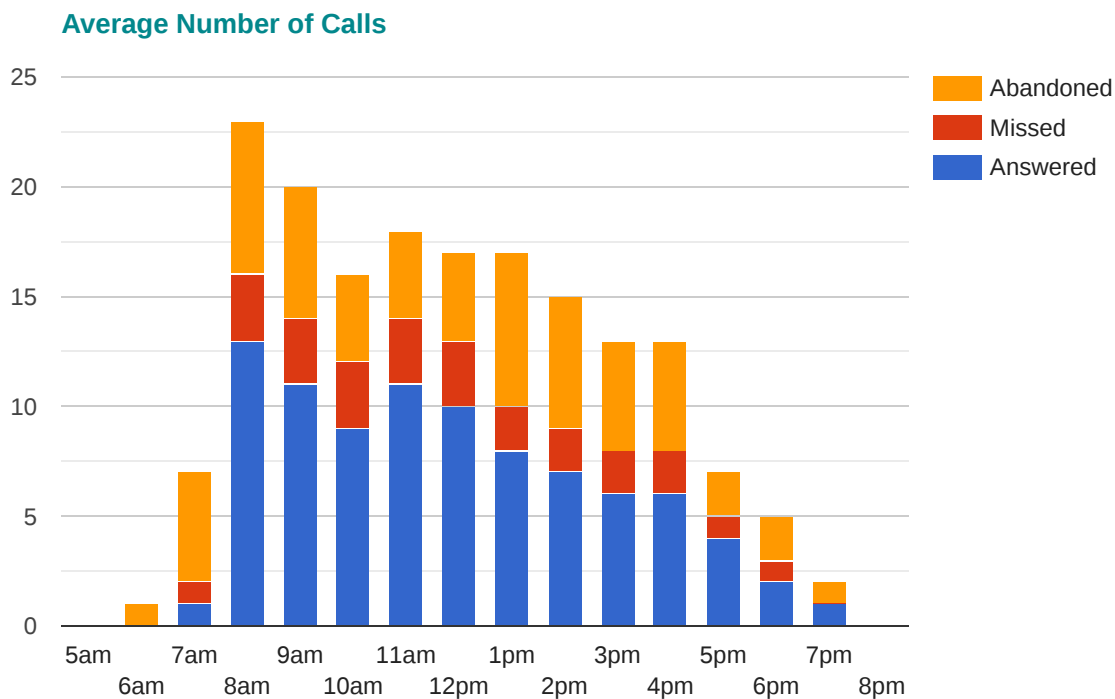
4. Which Users Dialed the Most Outbound Calls?



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

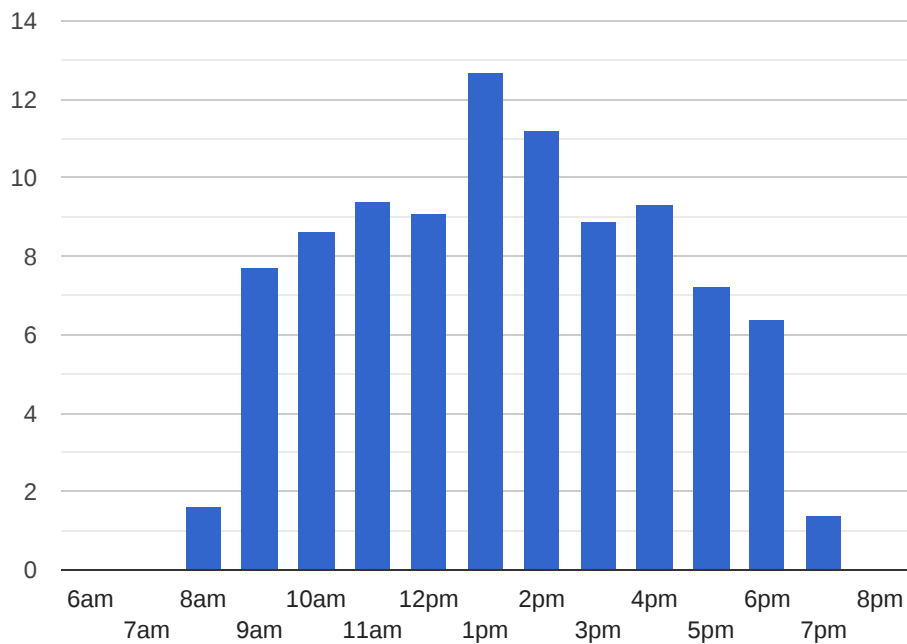


6. What Times of the Day are Busiest for Calls?

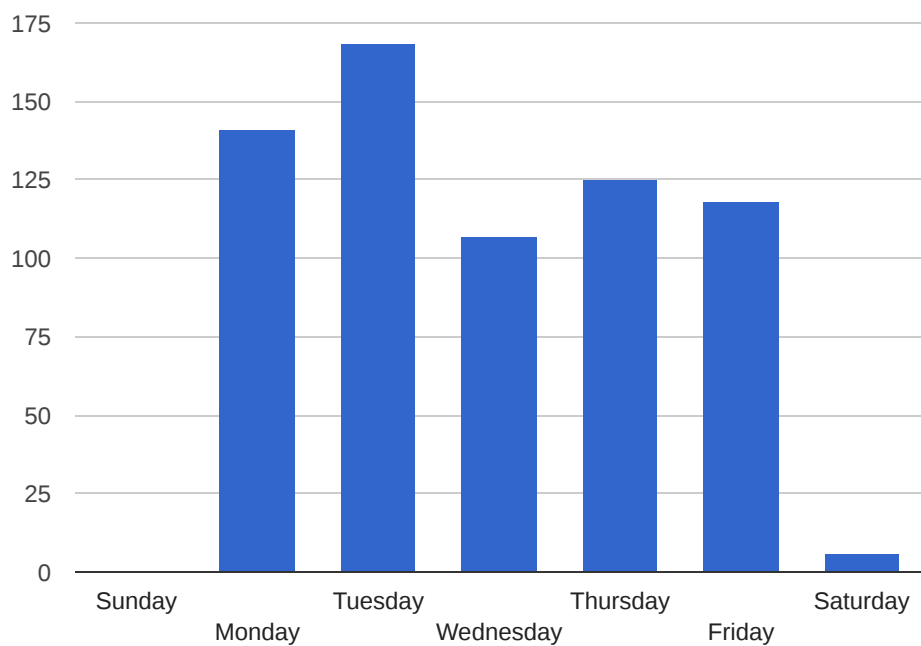


7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

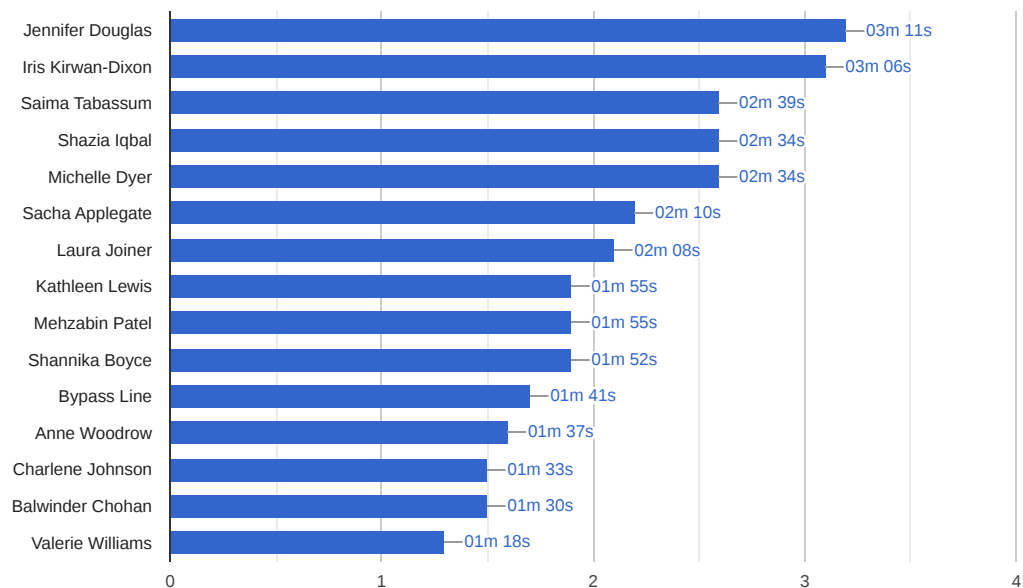


Average Outbound Calls By Day

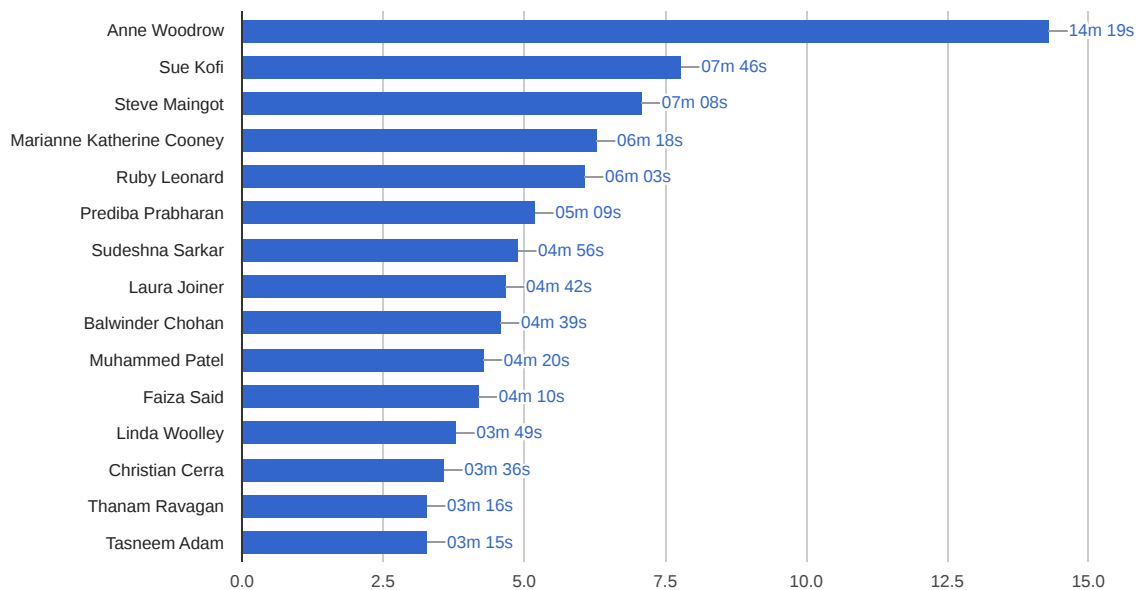


8. How Long do Users Spend on Calls?

Inbound: Average Call Lengths

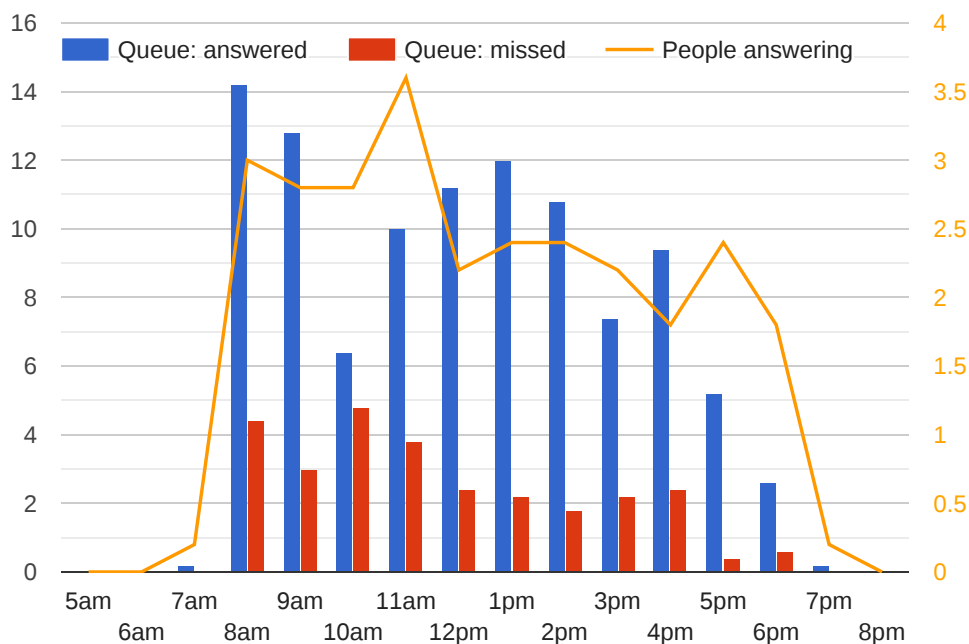


Outbound: Average Call Lengths

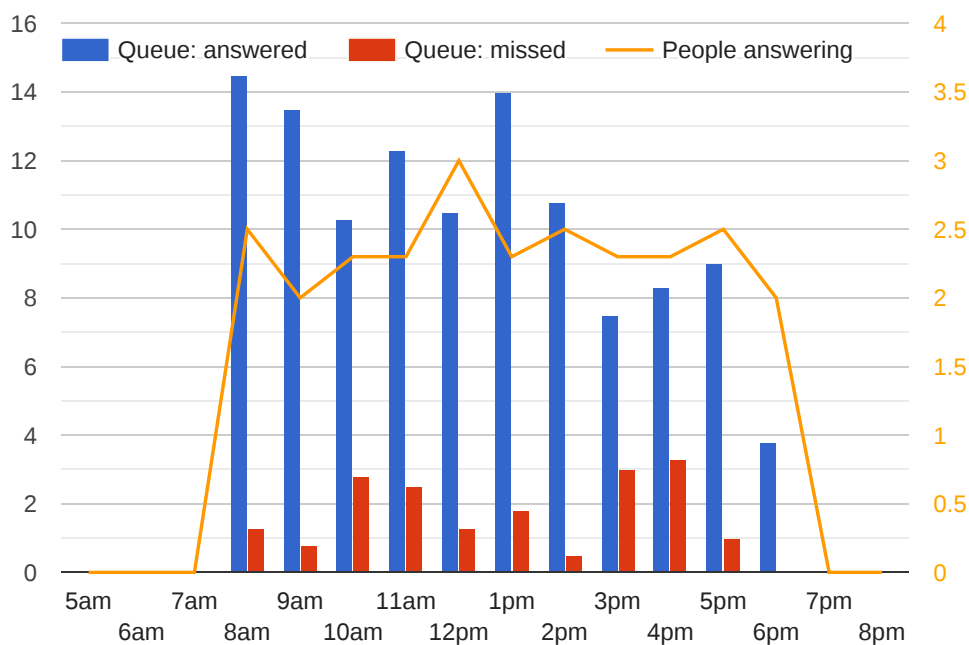


9. How Many People are Answering Queued Calls?

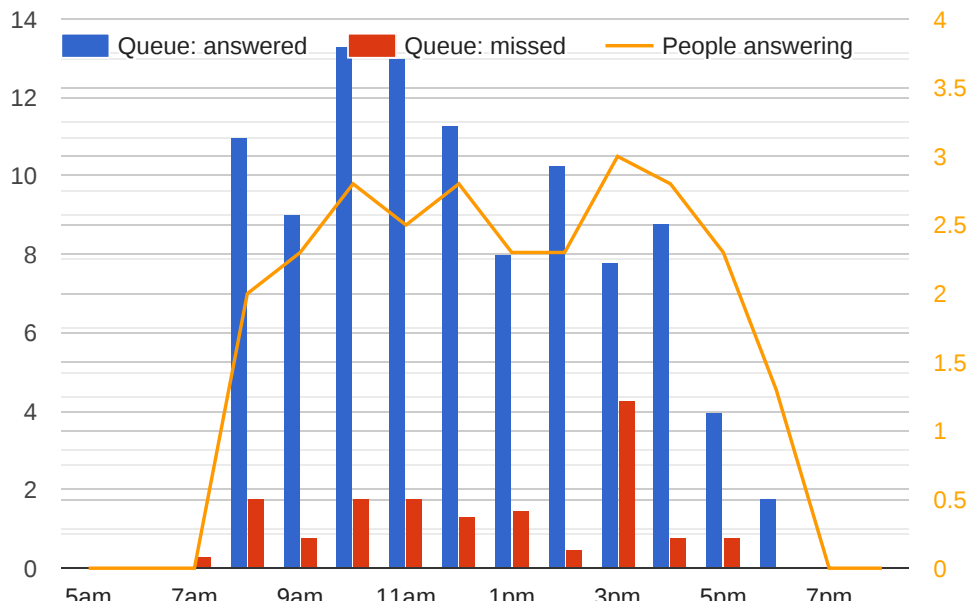
Monday Average



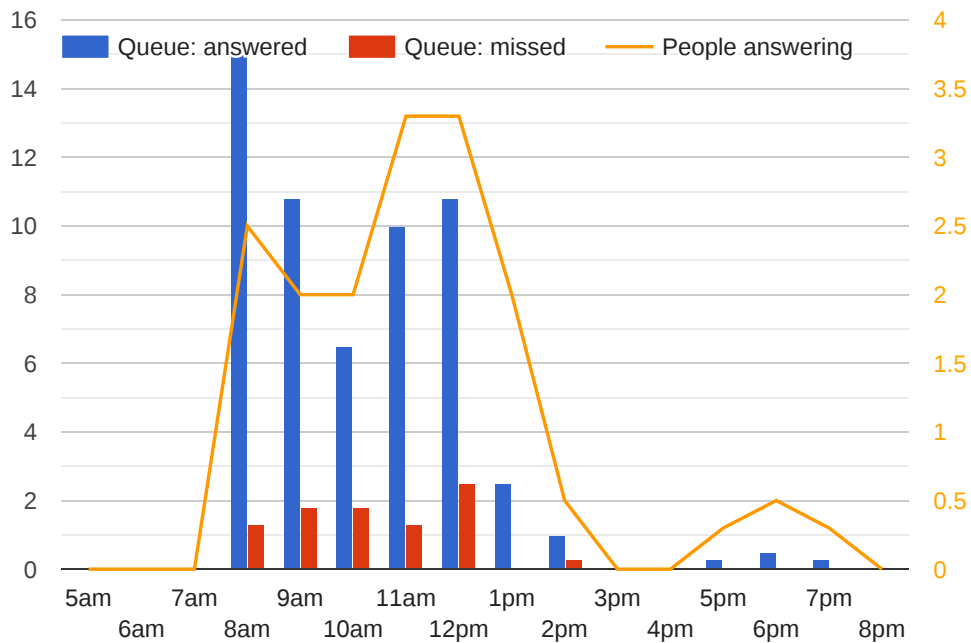
Tuesday Average



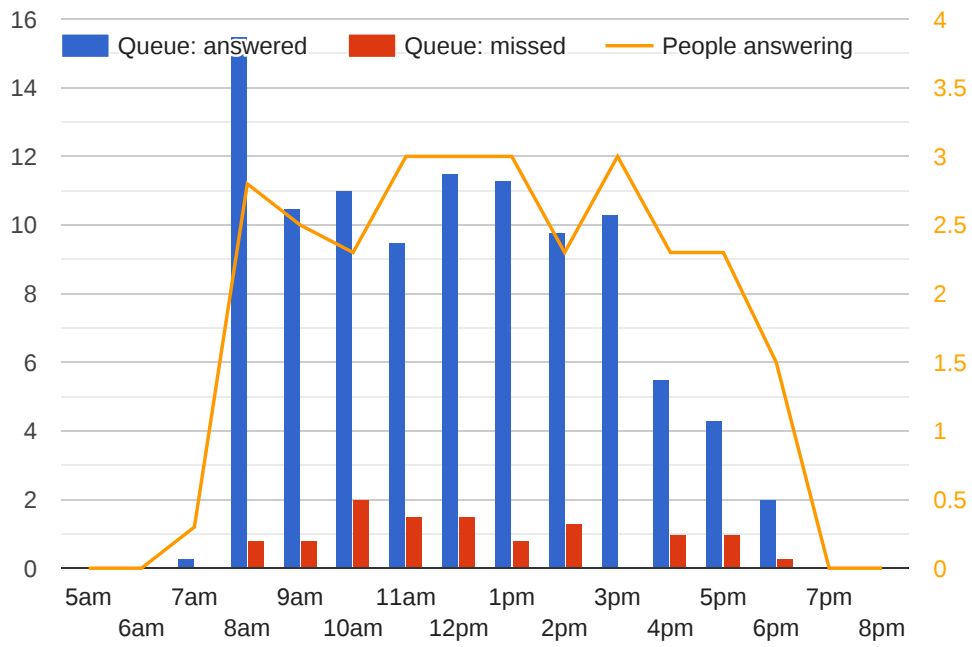
Wednesday Average



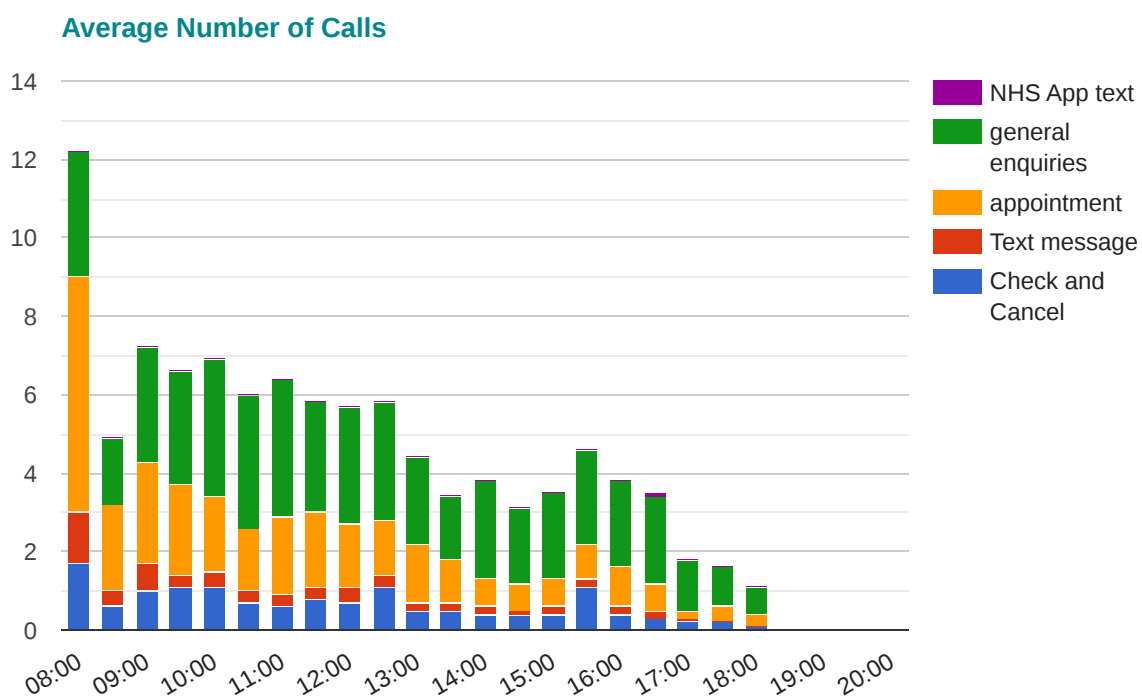
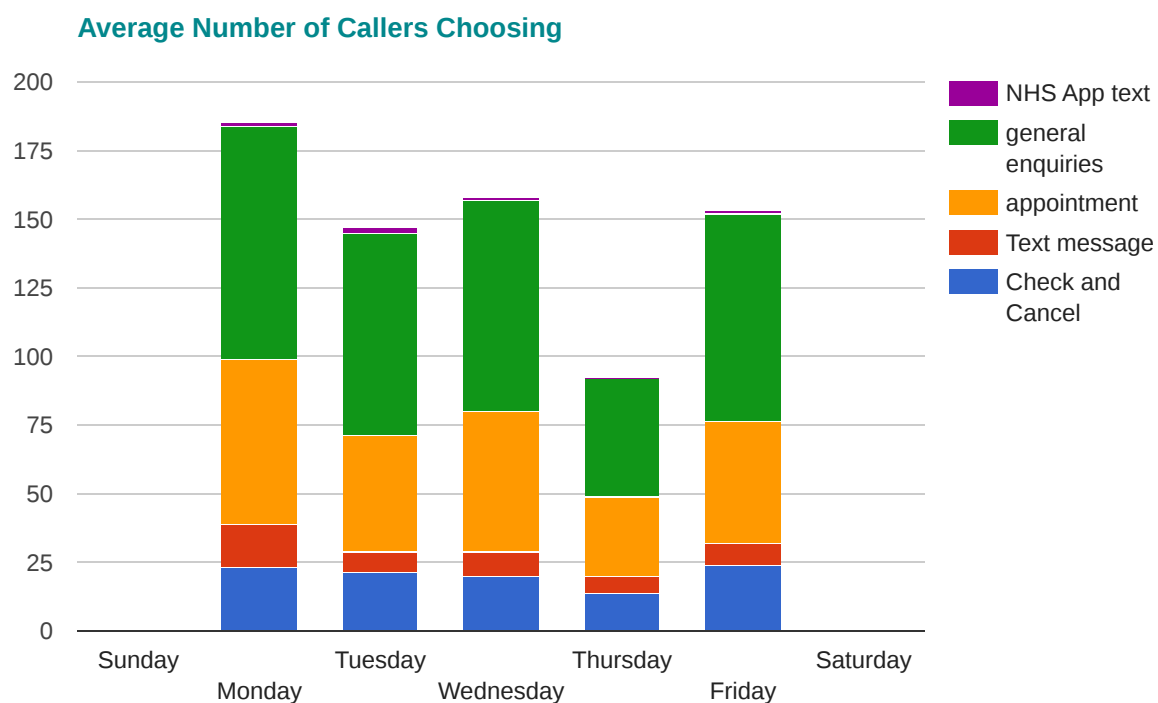
Thursday Average



Friday Average



10. What Choices did Callers Make in the Busiest Menu?



11. Monthly Summary

