

Welcome to your Monthly Management Report



What Does My Monthly Management Report Tell Me?

- Your call summary
- Which inbound number took the most calls
- Which users answered and made the most calls
- Which days of the week/times of day were busiest for queued calls
- When are the most outbound calls made
- Average in and outbound call lengths
- An average of how many queued calls are answered by day of the week
- Preferred Menu choices
- Monthly Summary

Monthly Management Report Tools

How Do I Add Additional Recipients?



Follow our guide to learn to manage your recipients via the Configuration Console.

[View Guide »](#)

Where Can I Find My Previous Monthly Reports?



An archive of your Monthly Management Reports is available via the Reports Portal.

[View Archive »](#)



Answered calls	Planned calls	Queue time	Queue length	Missed calls	Answered calls	Missed calls	Average wait time	Queue time	Missed calls
4	1	1	22s	33	9	20	20s	9	3



Want to maximise your reports Data?

Why not take our CPD accredited Academy course - ***Understand Demand with Reports and Data Analysis*** - to equip you with the skills, knowledge, and confidence needed to analyse practice call data effectively.

[Take Course](#)

Looking for the Monthly Newsletter?

Our monthly newsletter is now sent out separately. If you would like to receive our monthly newsletter, follow the link to join our community!

[Sign Up Now](#)

1. Monthly Summary

Call Summary

Inbound Received	Inbound Answered	Average Inbound Talk Time
4,229	2,349	2m 33s
Outbound Attempted	Outbound Connected	Average Outbound Talk Time
3,932	3,223 (82.0%)	2m 20s

Abandoned Summary

Abandoned Calls
1,567 (37.1%)
Average Abandoned Call Time
45s

Queue Summary

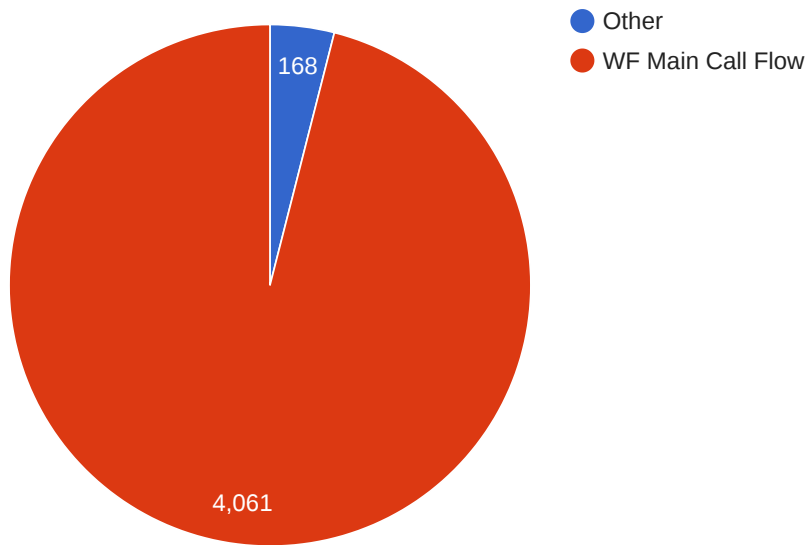
Calls That Queued	Answered From Queue	Average Queue Time Answered
2,643	2,341 (88.6%)	6m 16s
Missed From Queue	Missed From Queue Excluding Repeat Callers	Repeat Callers That Queued
302 (11.4%)	259 (9.8%)	29
		Average Queue Time Missed
		5m 55s

Callback Summary

Callbacks Requested	Callbacks Successful	Callbacks Unsuccessful	Patient Cancelled Callbacks
366	332	27	2

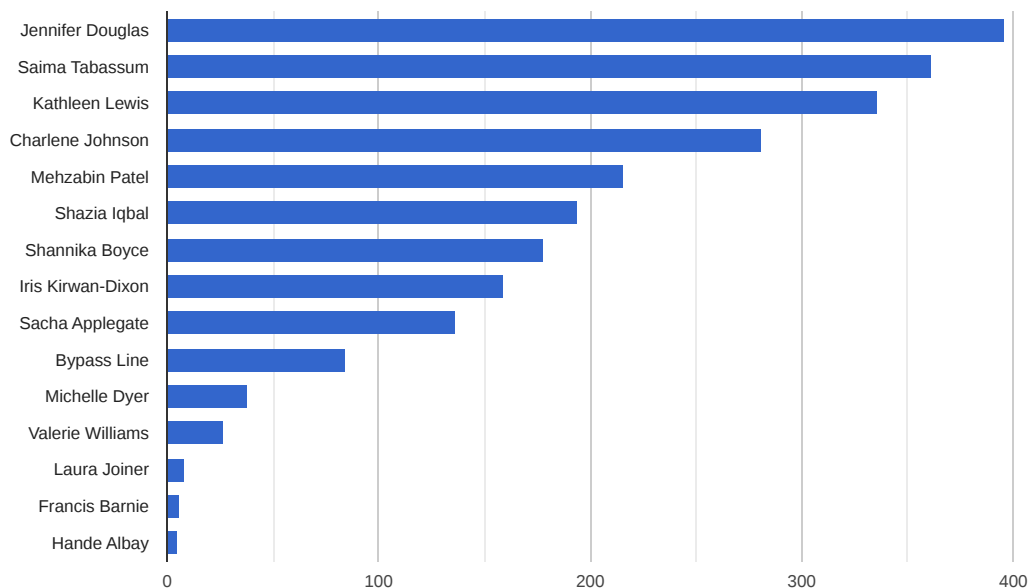
This data helps inform the reporting for the GP Contract. Read [this article to learn more](#)

2. Which Numbers Took the Most Inbound Calls?



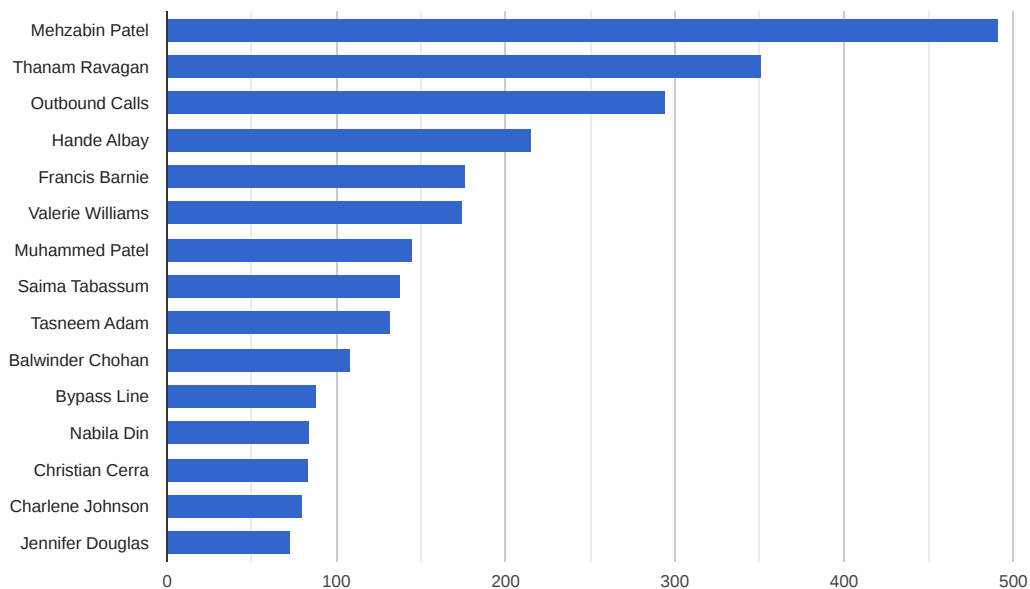
3. Which Users Answered the Most Inbound Calls?

Top 15 Users Answering Calls

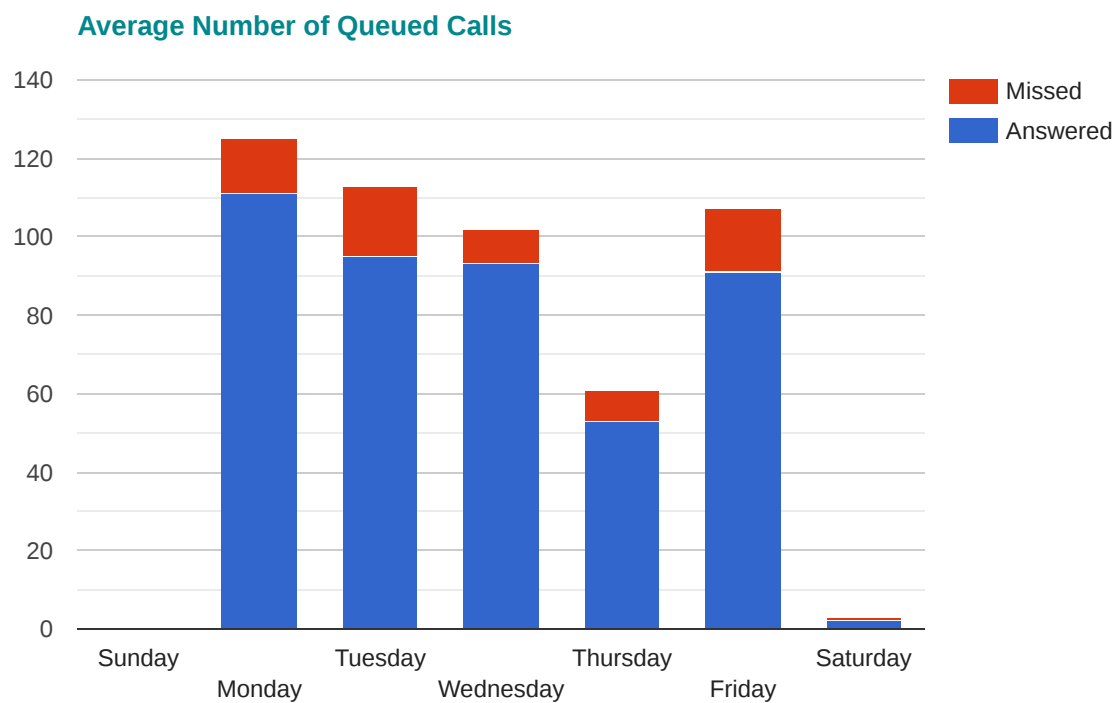


4. Which Users Dialed the Most Outbound Calls?

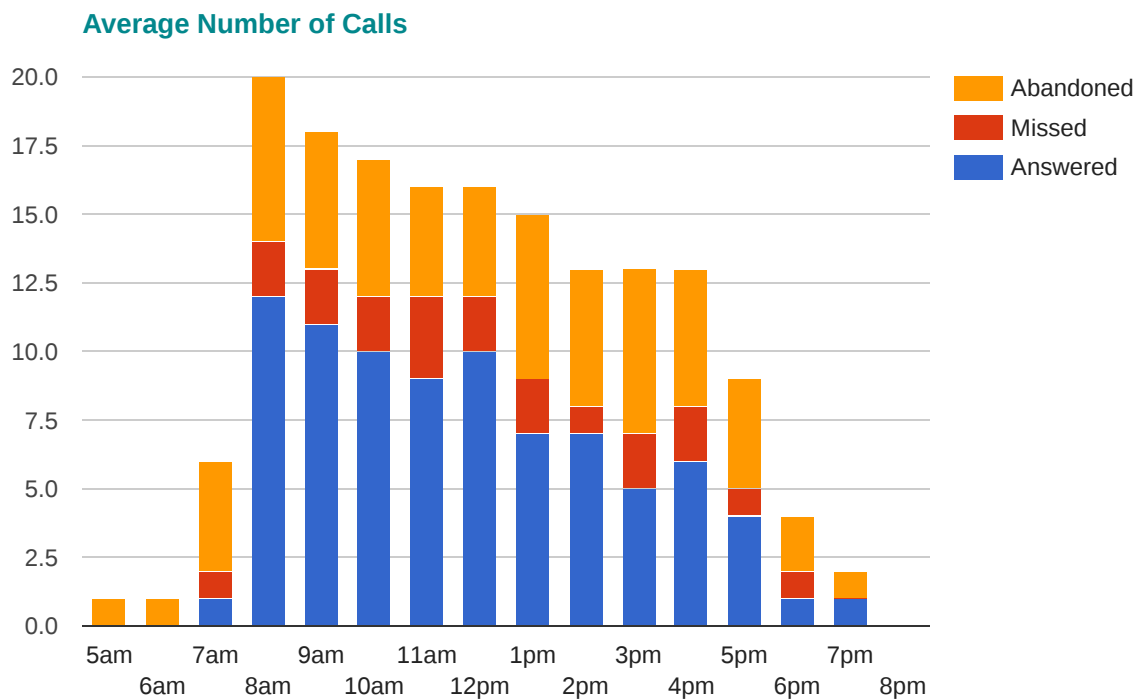
Top 15 Users Dialling Calls



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

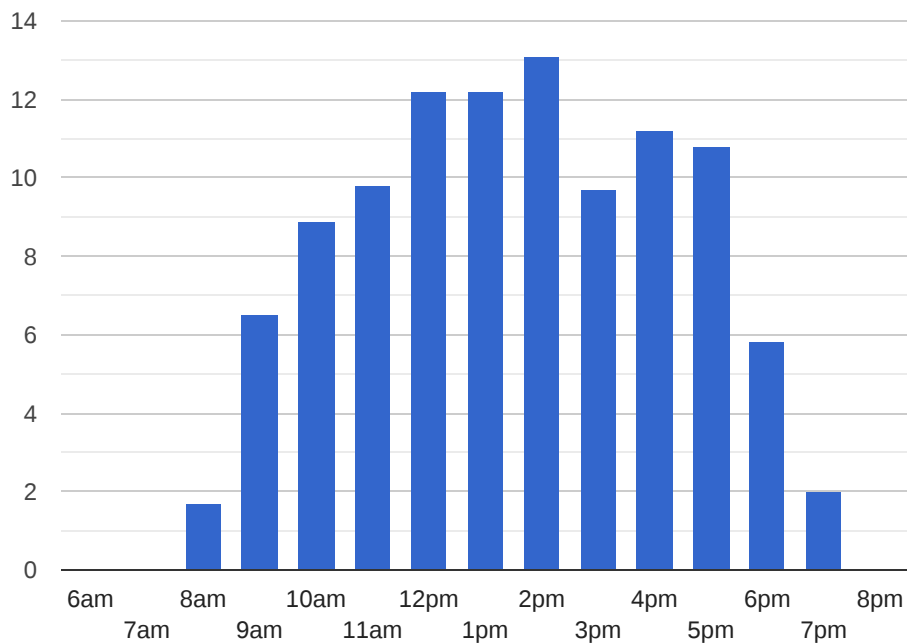


6. What Times of the Day are Busiest for Calls?

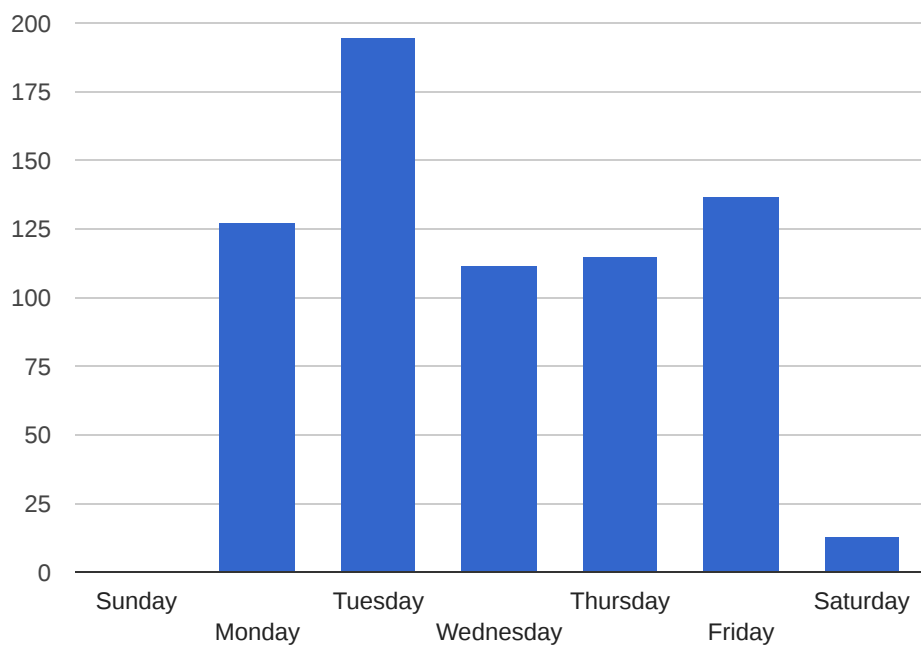


7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

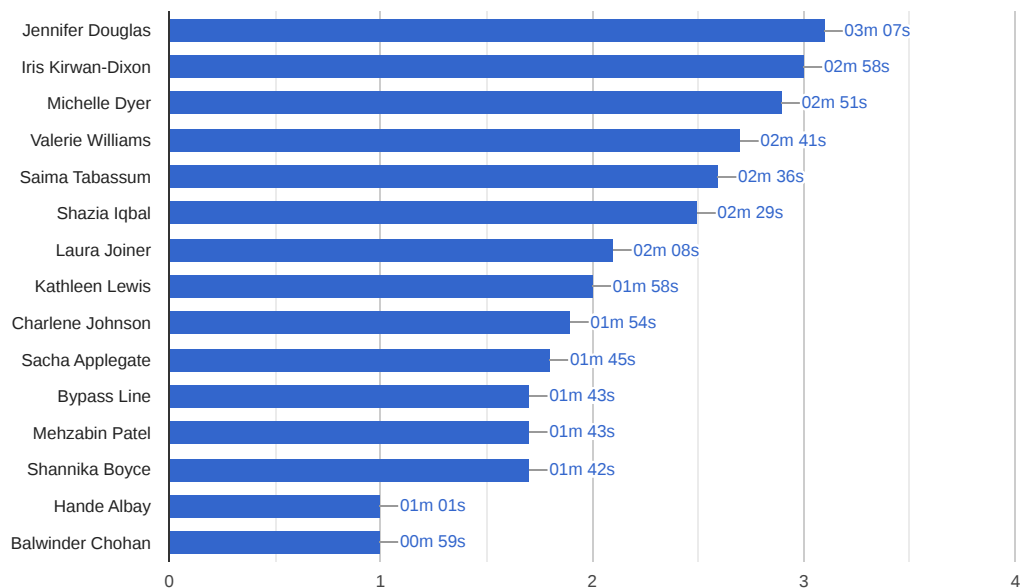


Average Outbound Calls By Day

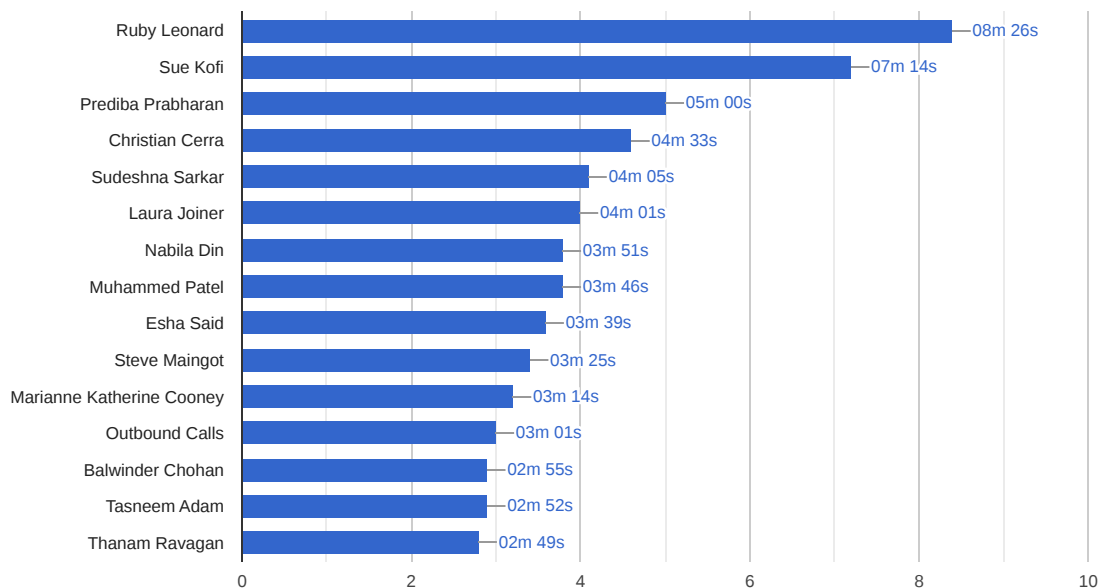


8. How Long do Users Spend on Calls?

Inbound: Average Call Lengths

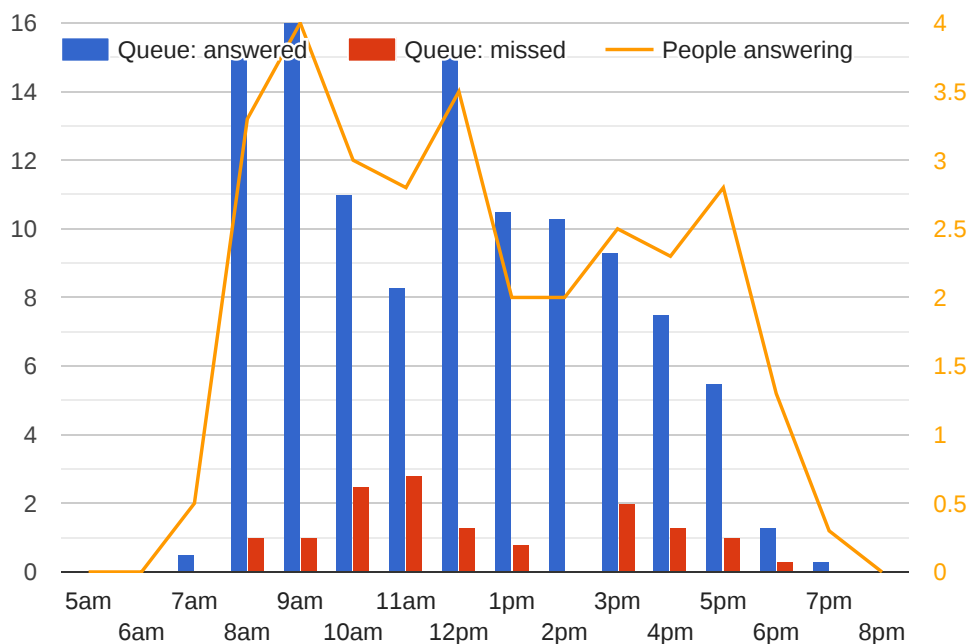


Outbound: Average Call Lengths

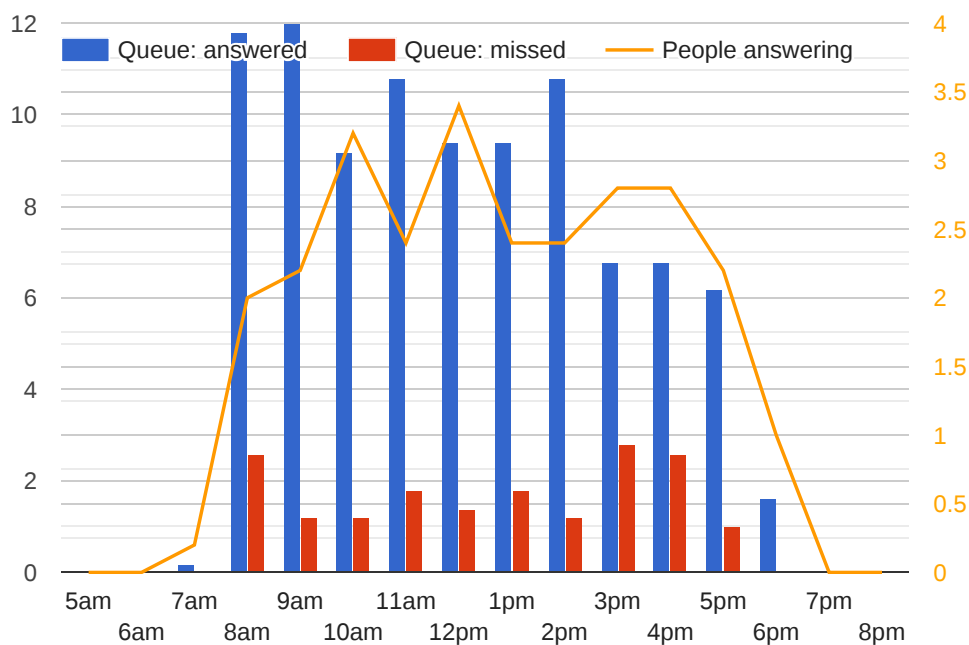


9. How Many People are Answering Queued Calls?

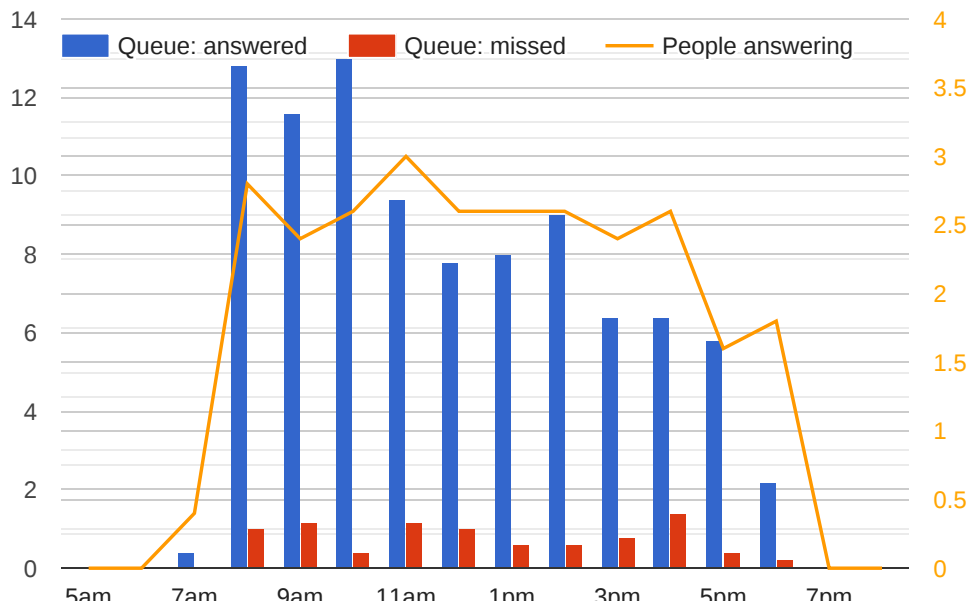
Monday Average



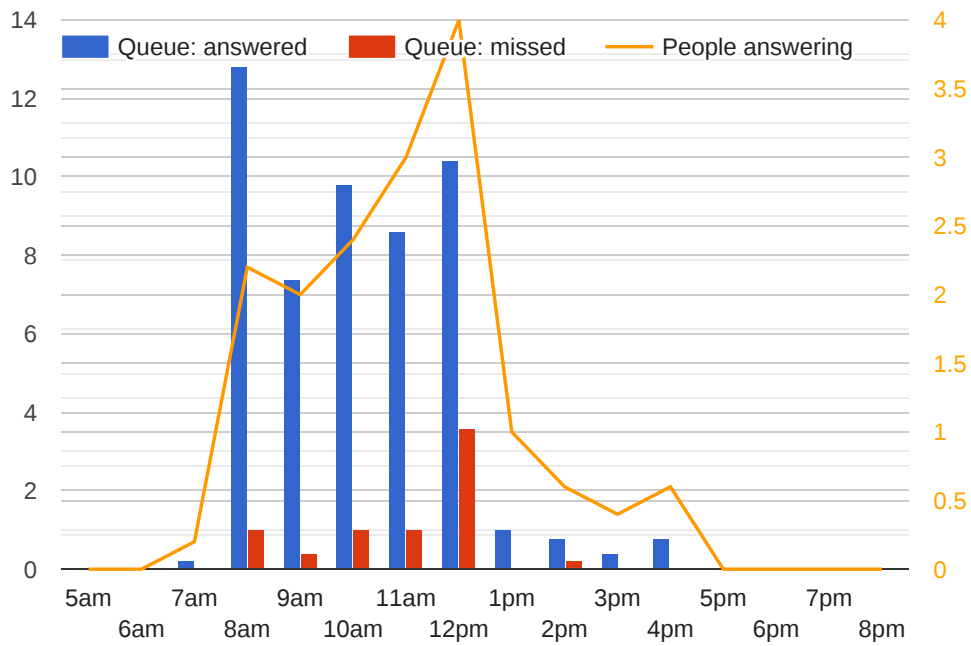
Tuesday Average



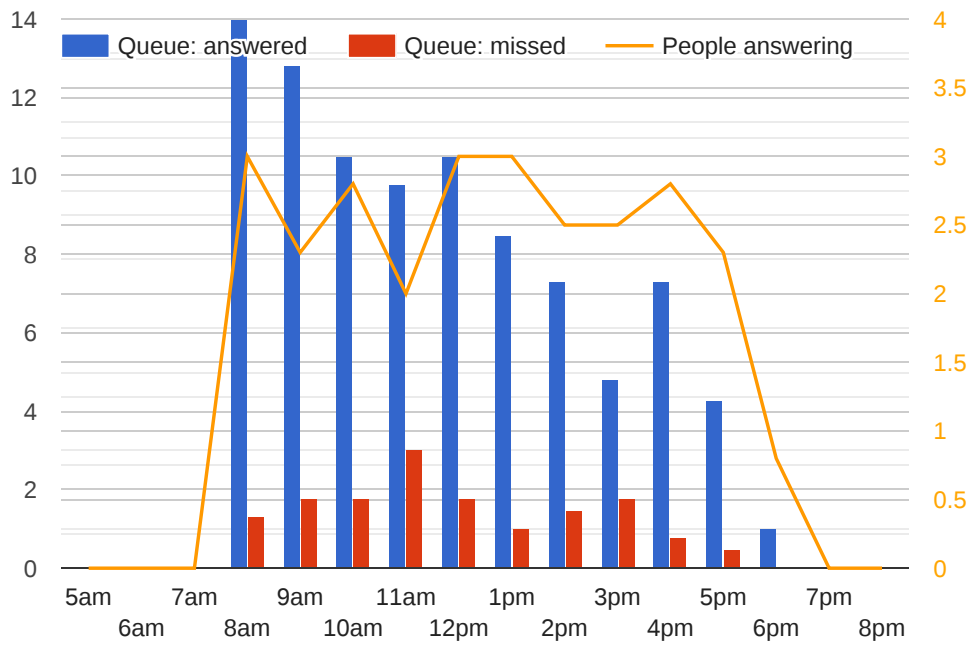
Wednesday Average



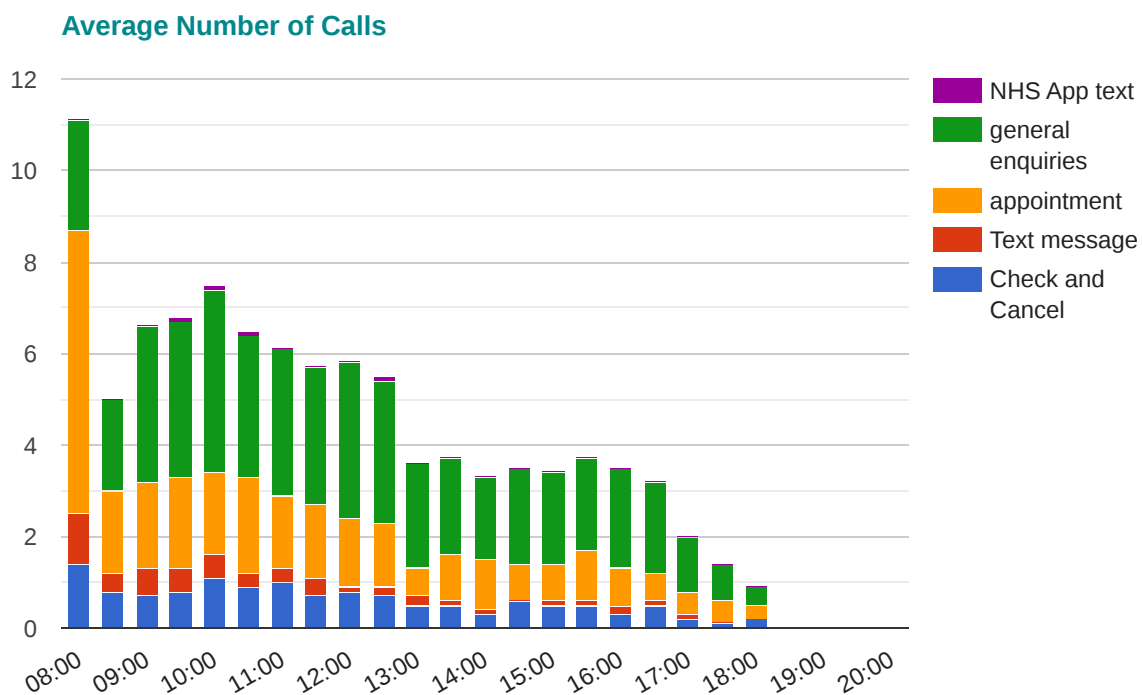
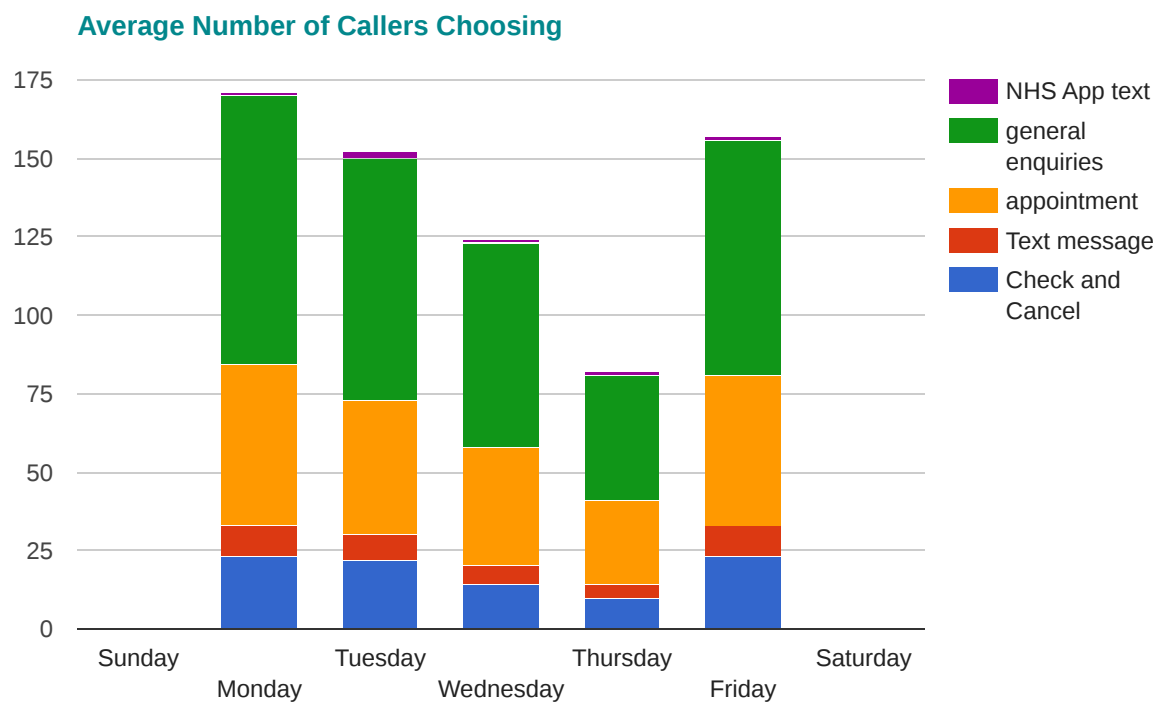
Thursday Average



Friday Average



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



11. Monthly Summary

