

# 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

**3,522**

Inbound Answered

**2,064**

Average Inbound Talk  
Time

**2m 31s**

Outbound Attempted

**2,673**

Outbound Connected

**2,249** (84.1%)

Average Outbound Talk  
Time

**2m 28s**

### Abandoned Summary

Abandoned Calls

**1,183** (33.6%)

Average Abandoned Call  
Time

**44s**

### Queue Summary

Calls That Queued

**2,315**

Answered From Queue

**2,048** (88.5%)

Average Queue Time  
Answered

**6m 36s**

Missed From Queue

**267** (11.5%)

Missed From Queue  
Excluding Repeat Callers

**232** (10.0%)

Repeat Callers That  
Queued

**28**

Average Queue Time  
Missed

**5m 45s**

### Callback Summary

Callbacks Requested

**308**

Callbacks Successful


**289**

Callbacks Unsuccessful

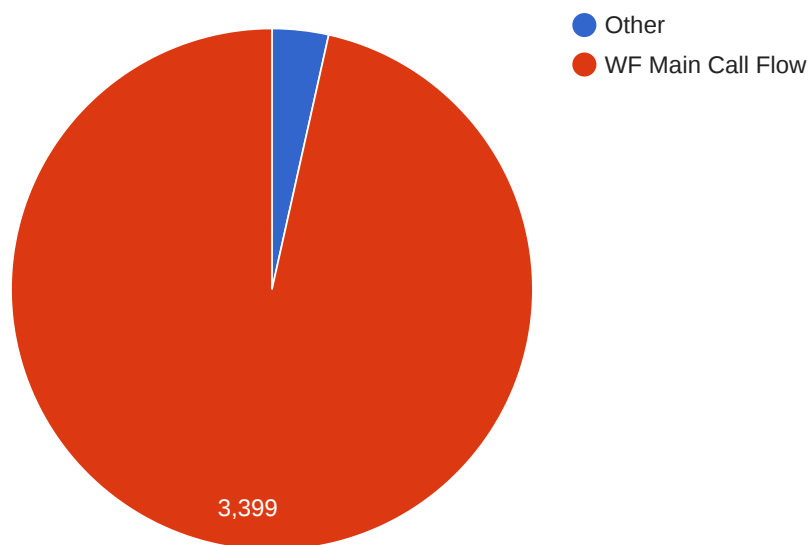
**15**

Patient Cancelled  
Callbacks

**0**

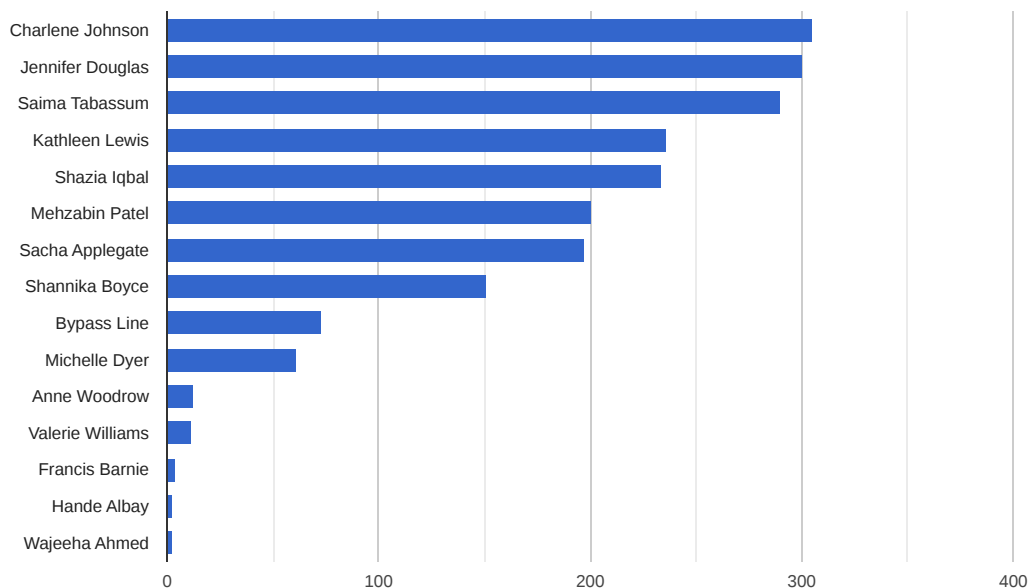
 This data helps inform the reporting for the GP Contract. Read [this article to learn more](#)

## 2. Which Numbers Took the Most Inbound Calls?



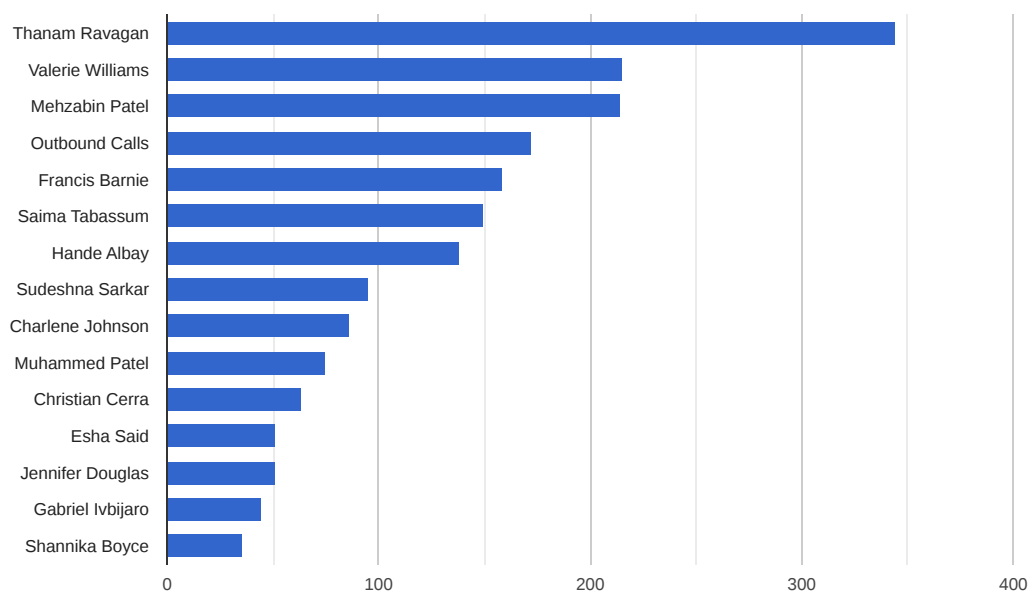
### 3. Which Users Answered the Most Inbound Calls?

Top 15 Users Answering Calls

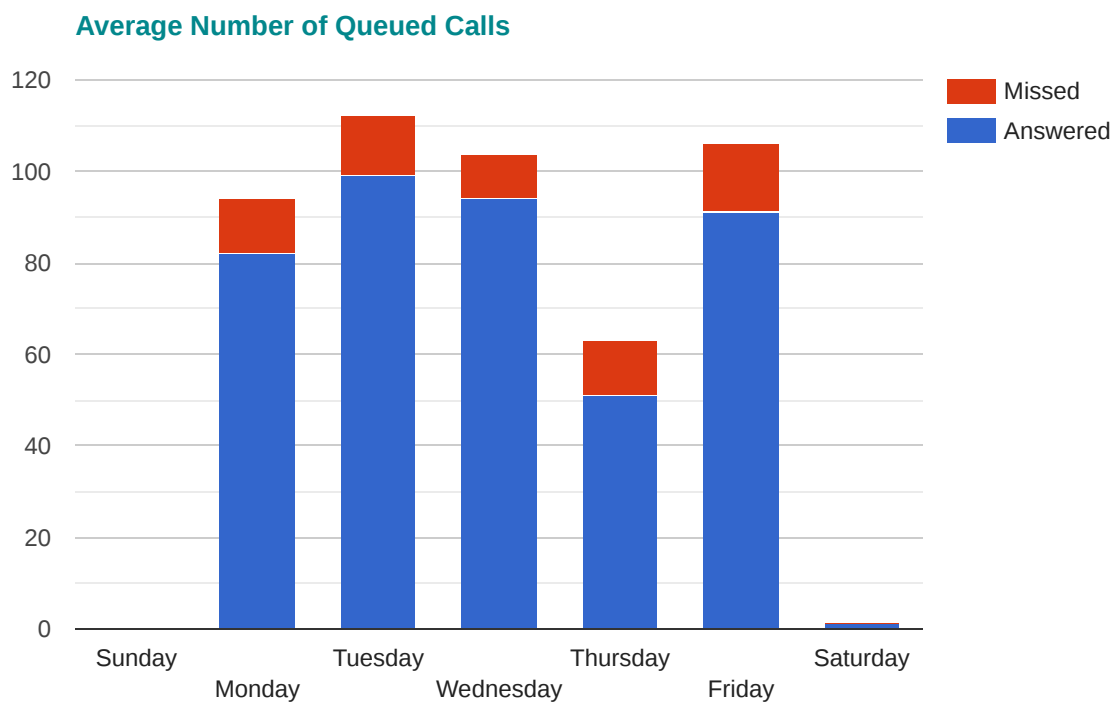


### 4. Which Users Dialed the Most Outbound Calls?

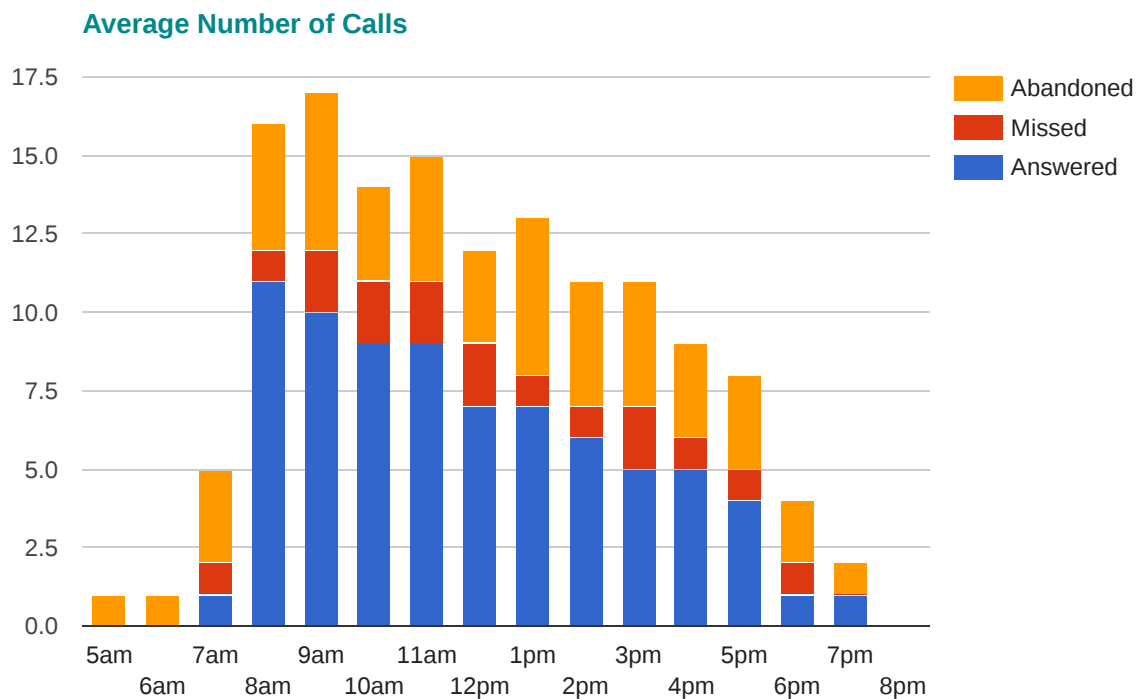
Top 15 Users Dialling Calls



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

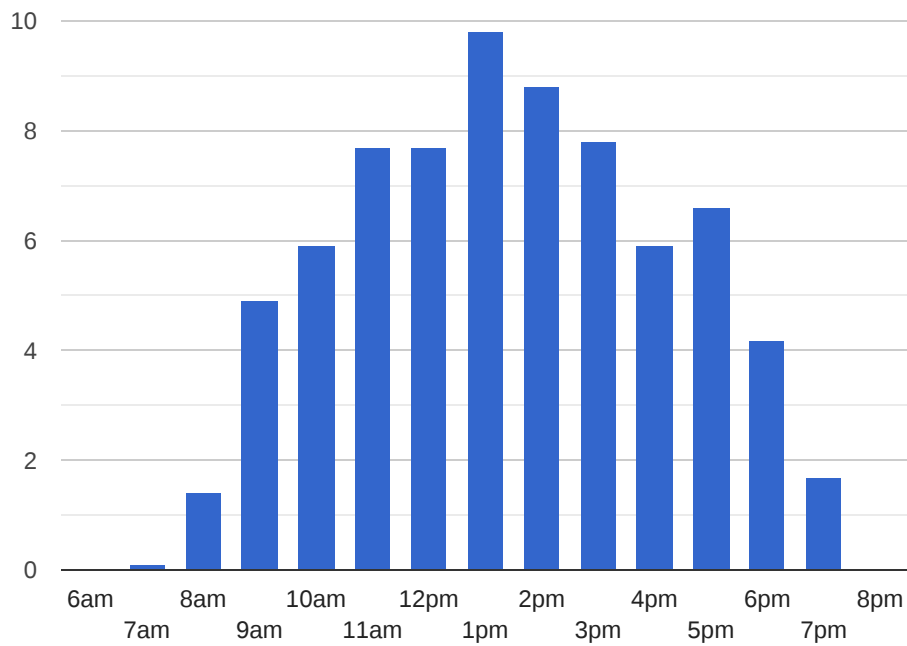


## 6. What Times of the Day are Busiest for Calls?

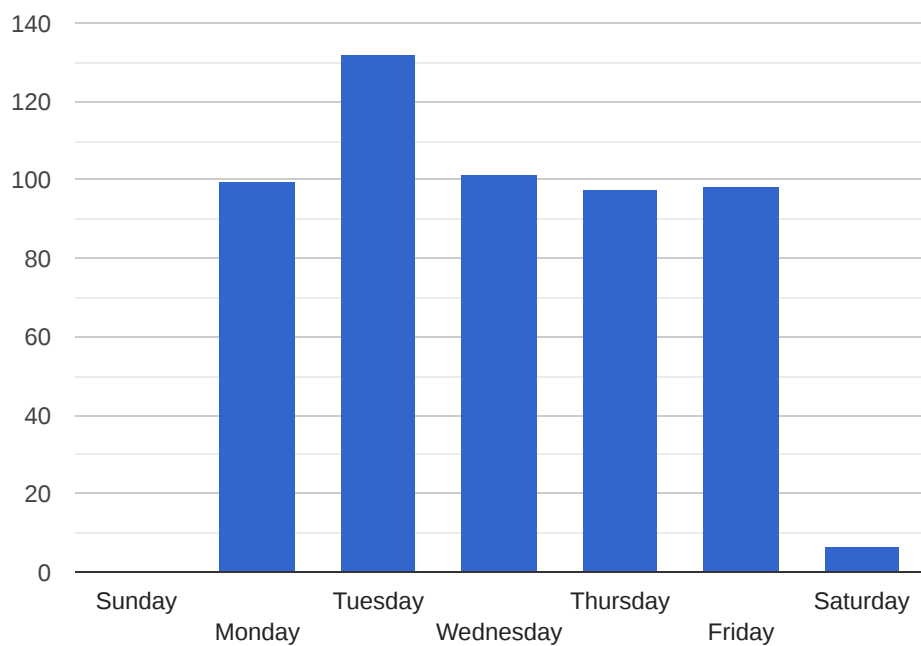


## 7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

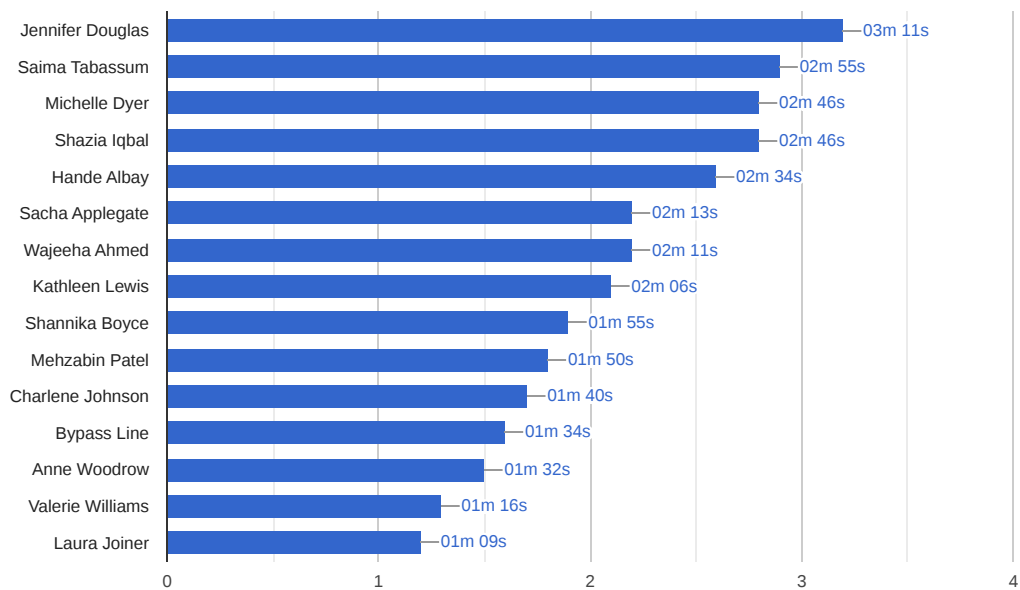


Average Outbound Calls By Day

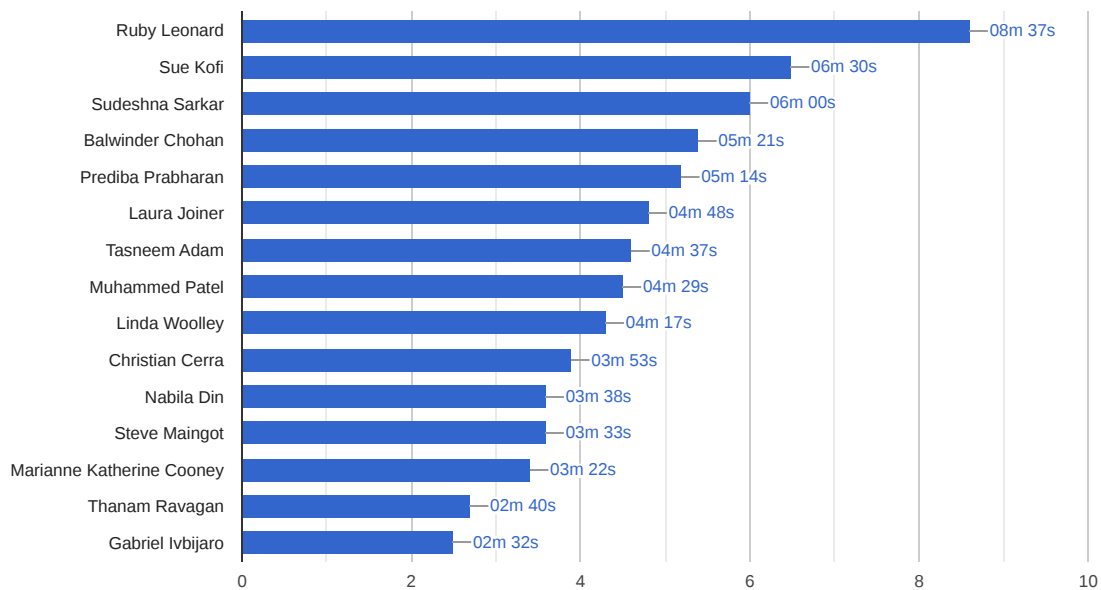


## 8. How Long do Users Spend on Calls?

### Inbound: Average Call Lengths

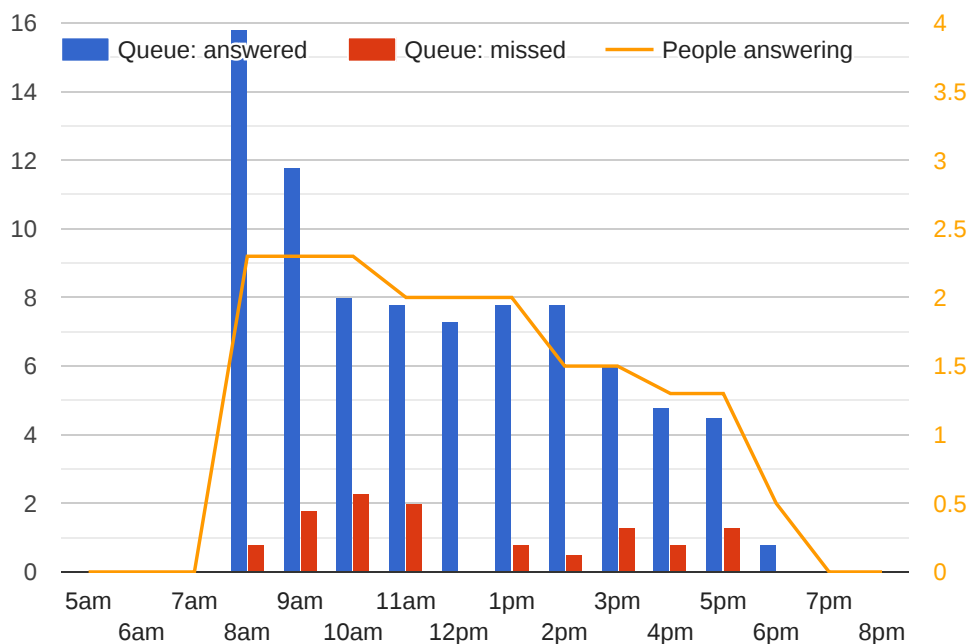


### Outbound: Average Call Lengths

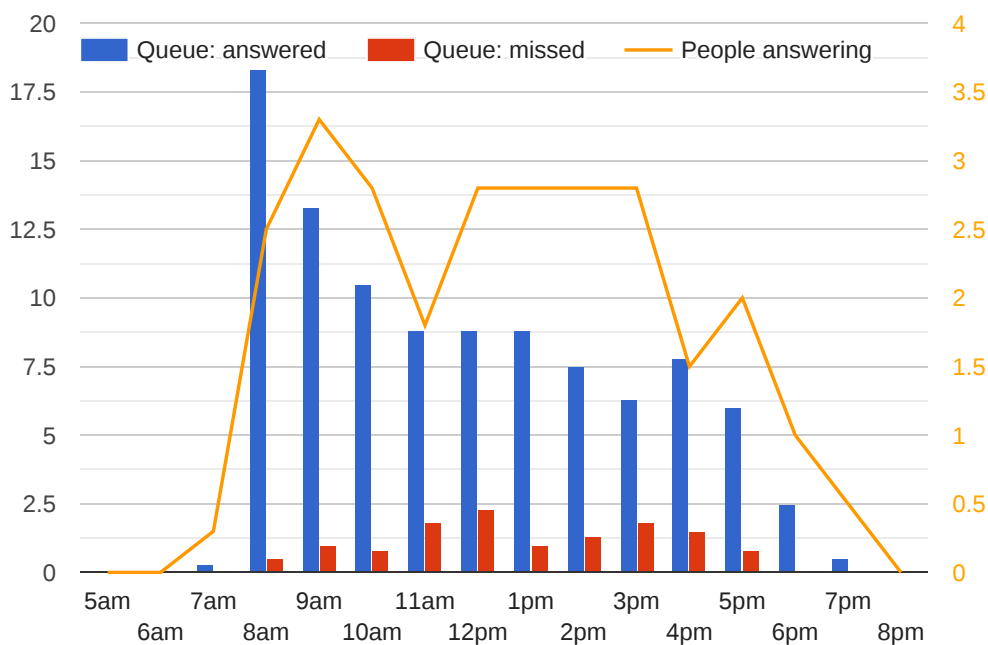


## 9. How Many People are Answering Queued Calls?

### Monday Average

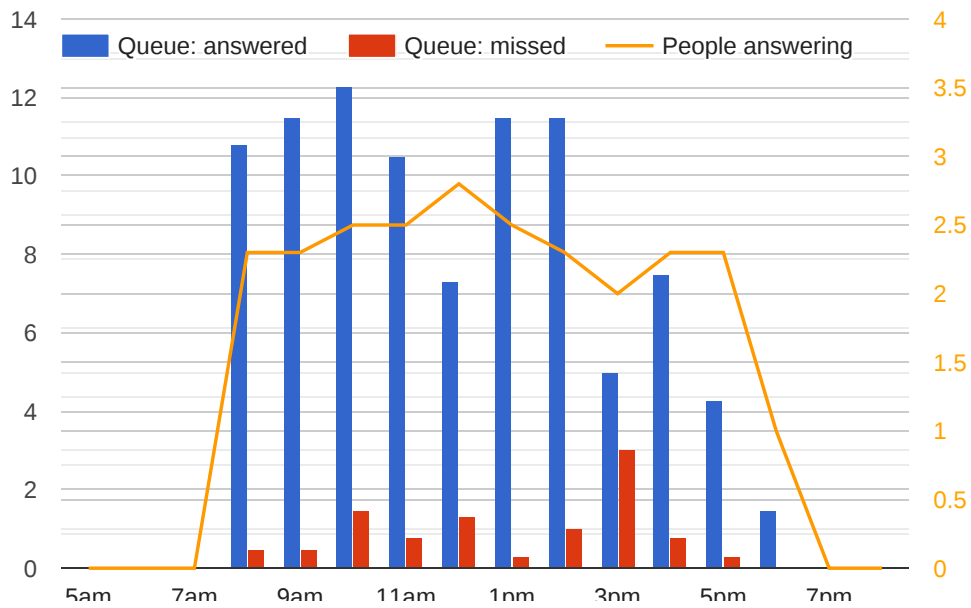


### Tuesday Average

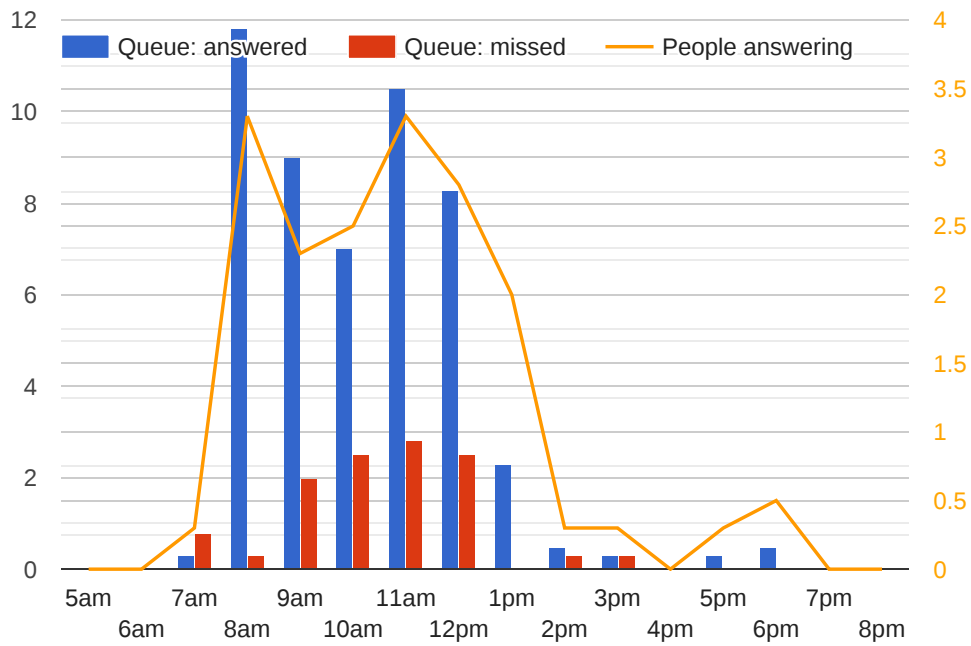




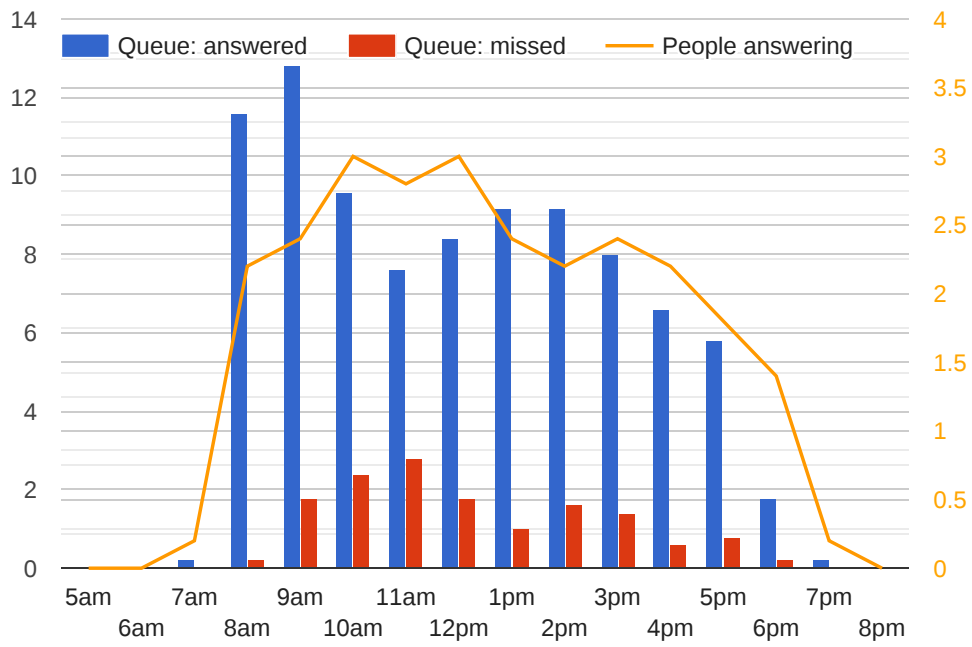
### Wednesday Average



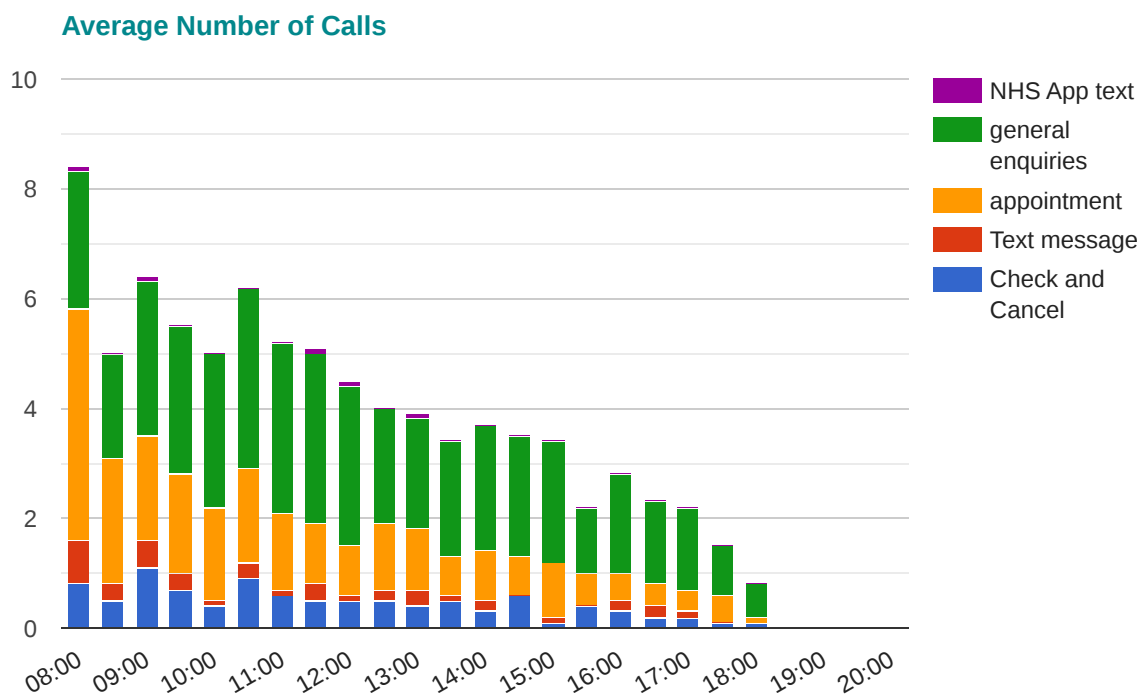
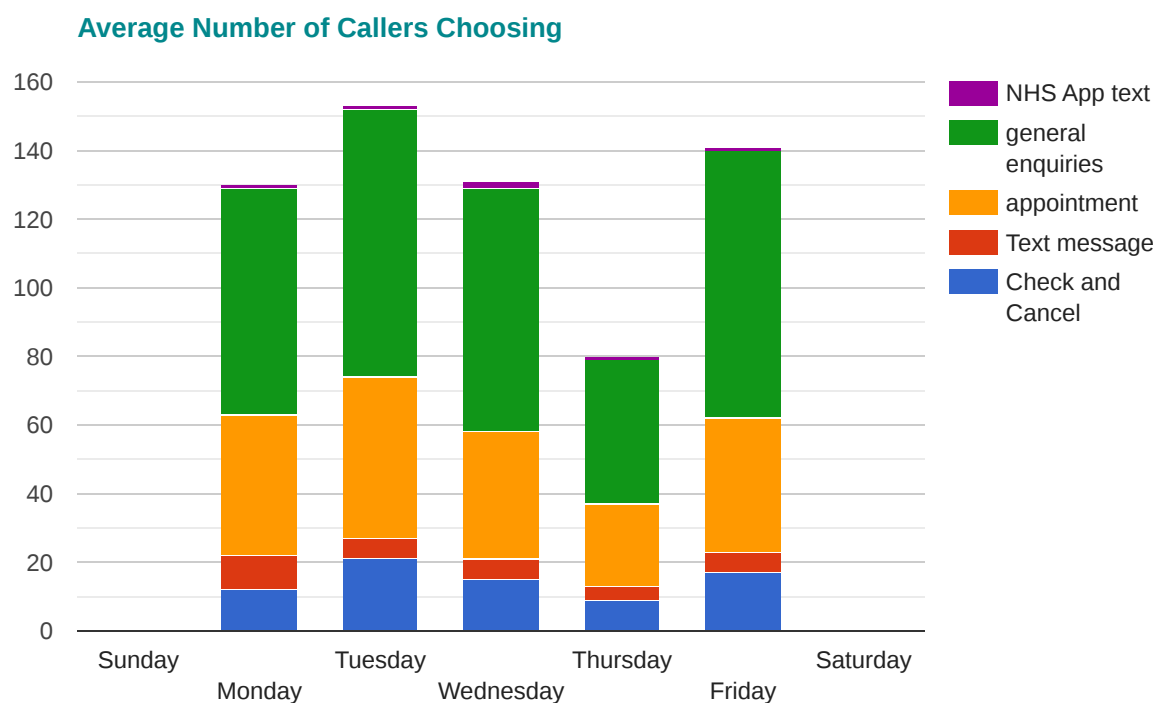
### Thursday Average



### Friday Average



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



## 11. Monthly Summary

