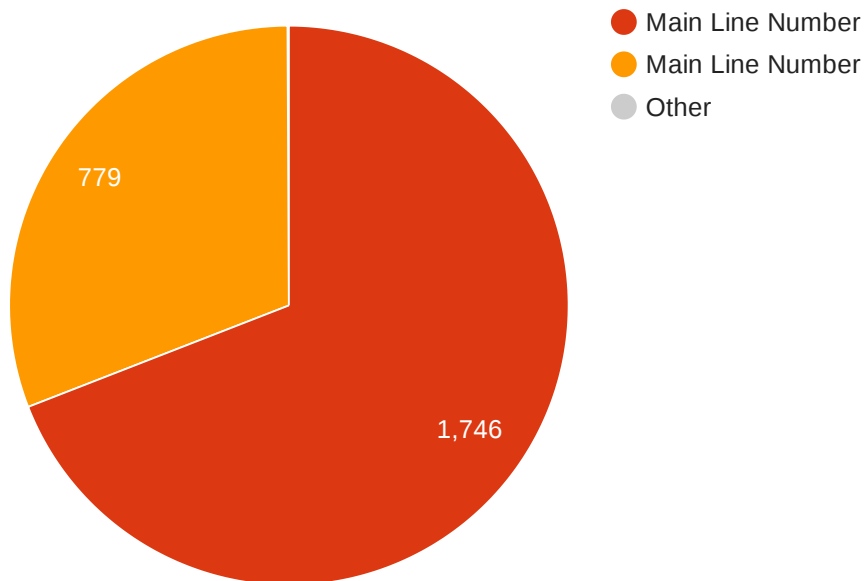


1. Call Summary

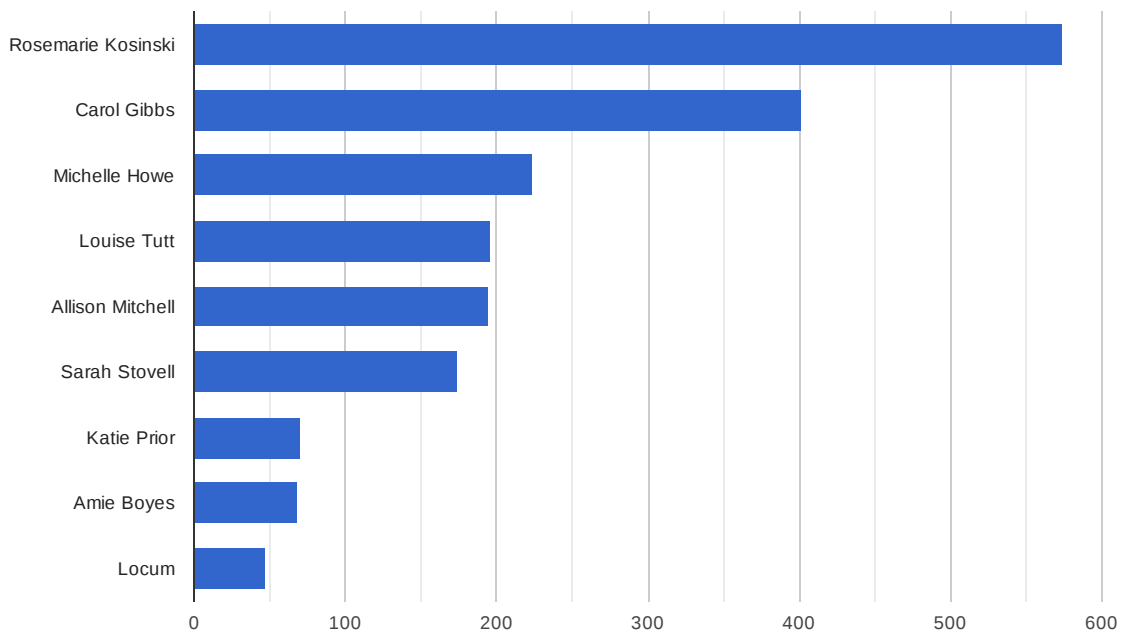
Total Inbound:	2,527	Calls That Queued:	2,156
Answered:	2,048	Answered from Queue:	2,048 (95.0%)
Dialled Calls:	1,422	Missed from Queue:	108 (5.0%)
Average Queue Time Answered	35s	...Ignoring Repeat Callers:	82 (3.8%)
Average Queue Time Missed	4m 34s		

2. Which Numbers Took the Most Inbound Calls?



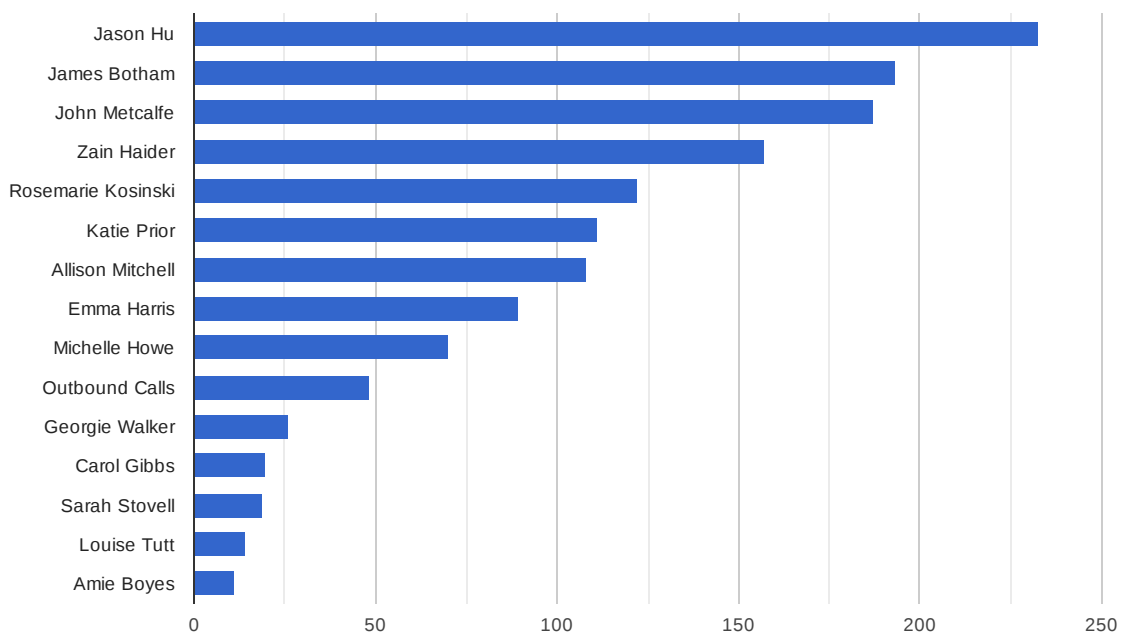
3. Which Users Answered the Most Inbound Calls?

Users Answering Calls

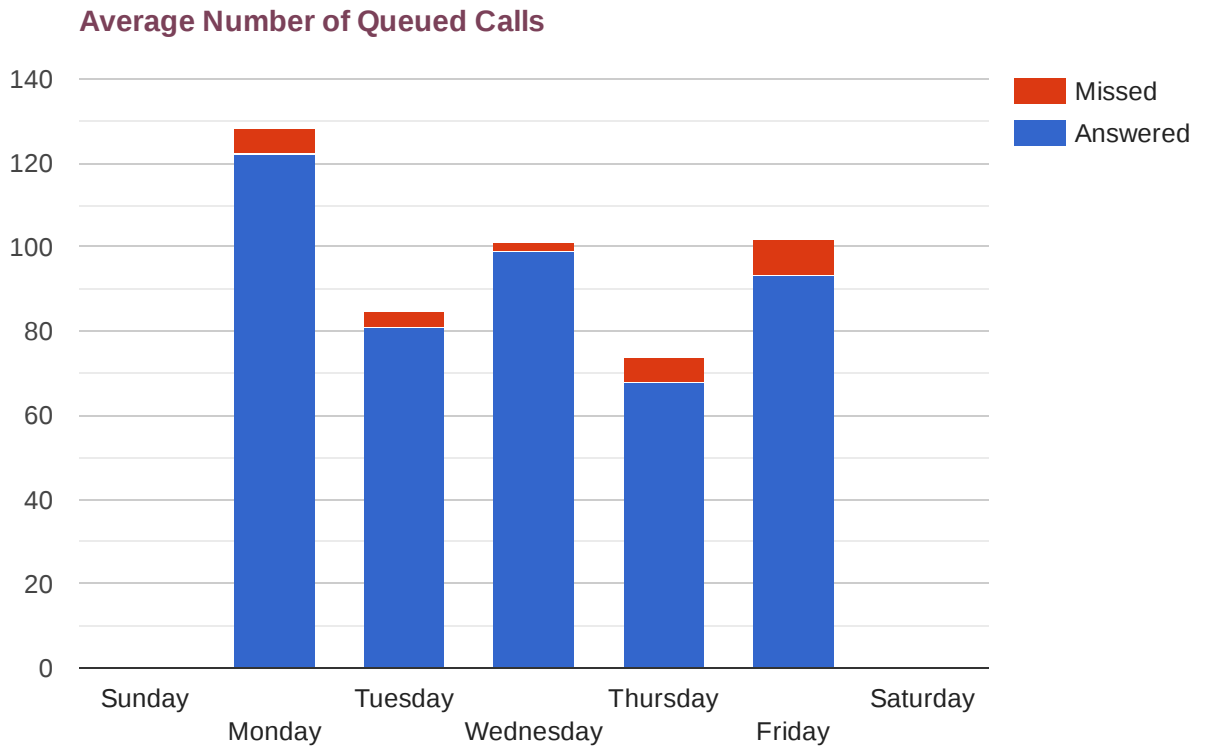


4. Which Users Dialed the Most Outbound Calls?

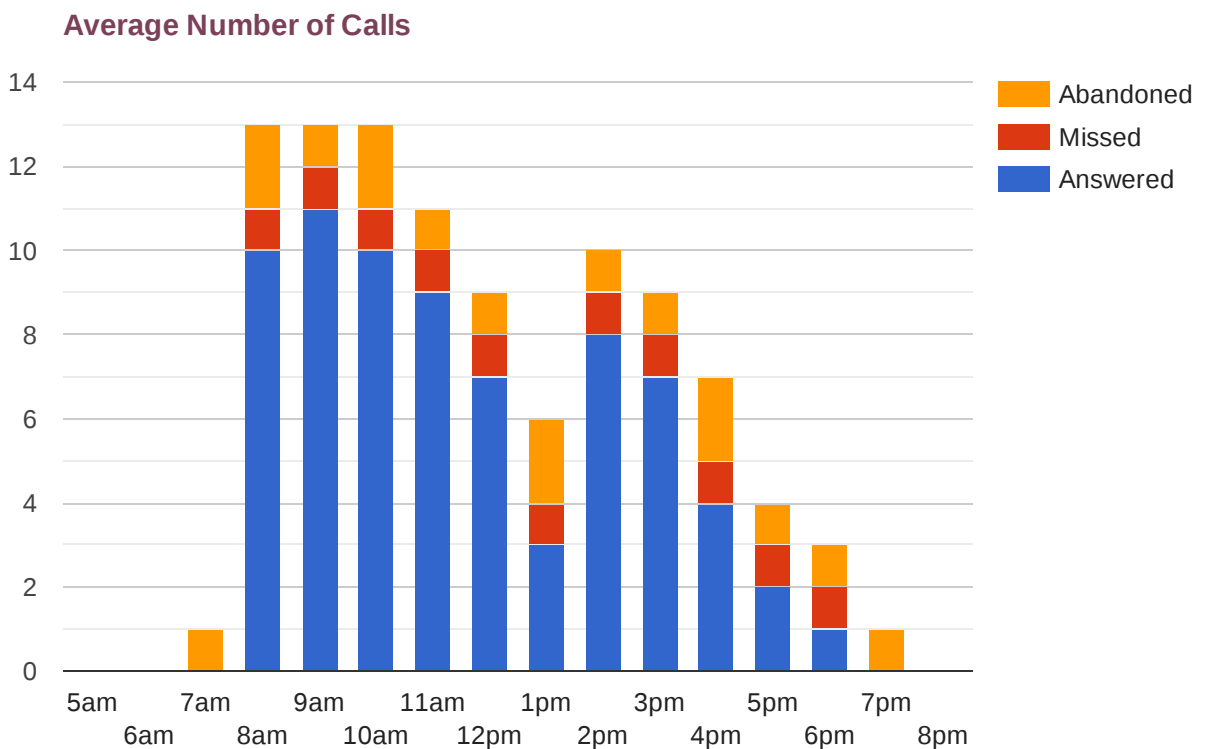
Top 15 Users Dialling Calls



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

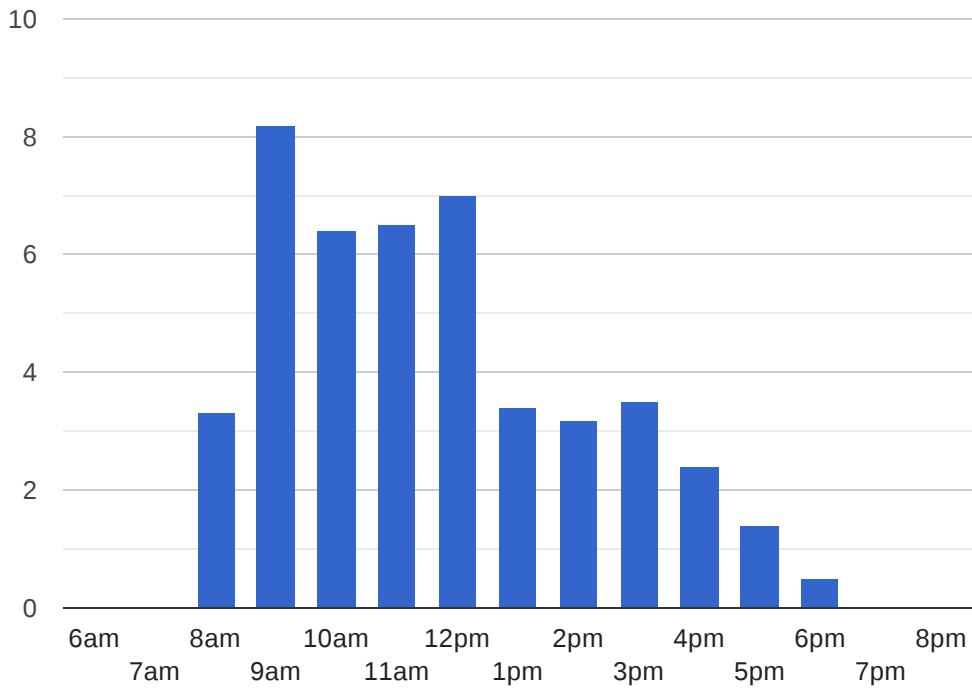


6. What Times of the Day are Busiest for Calls?

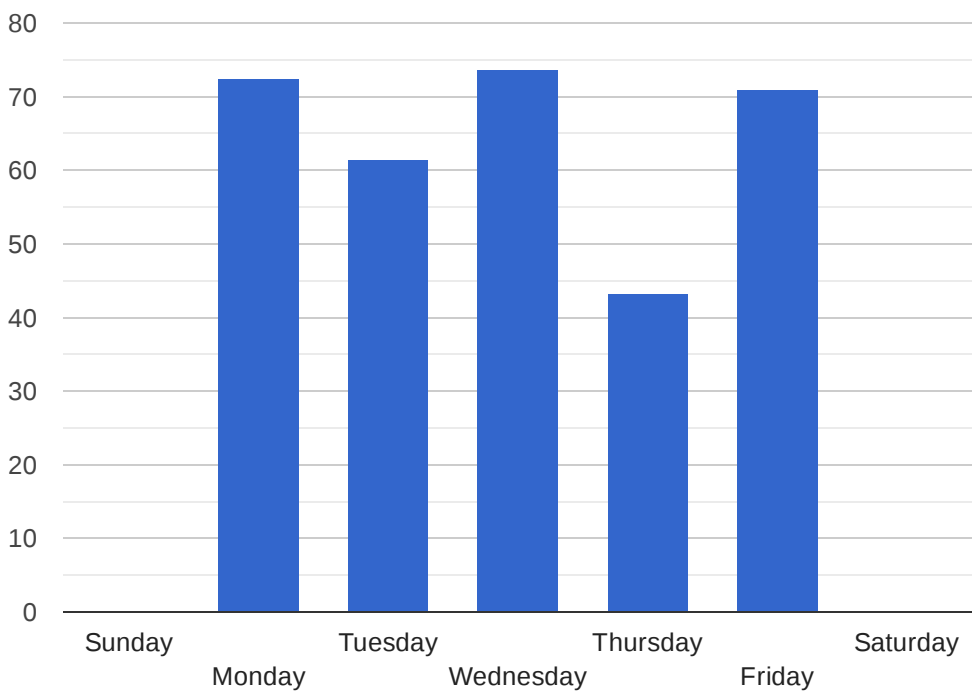


7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

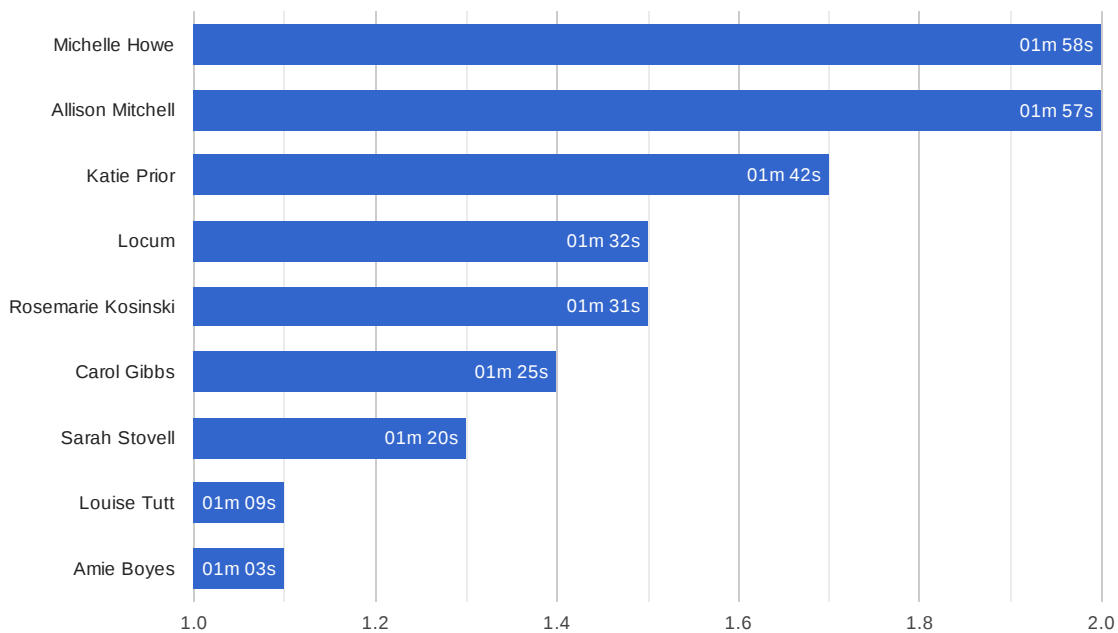


Average Outbound Calls By Day

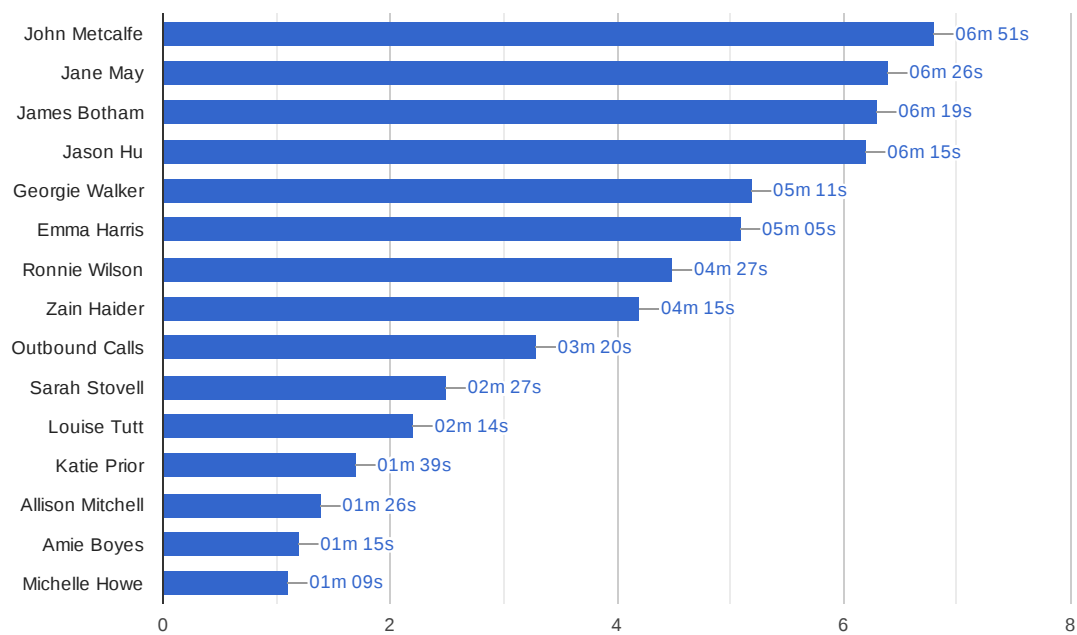


8. How Long do Users Spend on Calls?

Inbound: Average Call Lengths

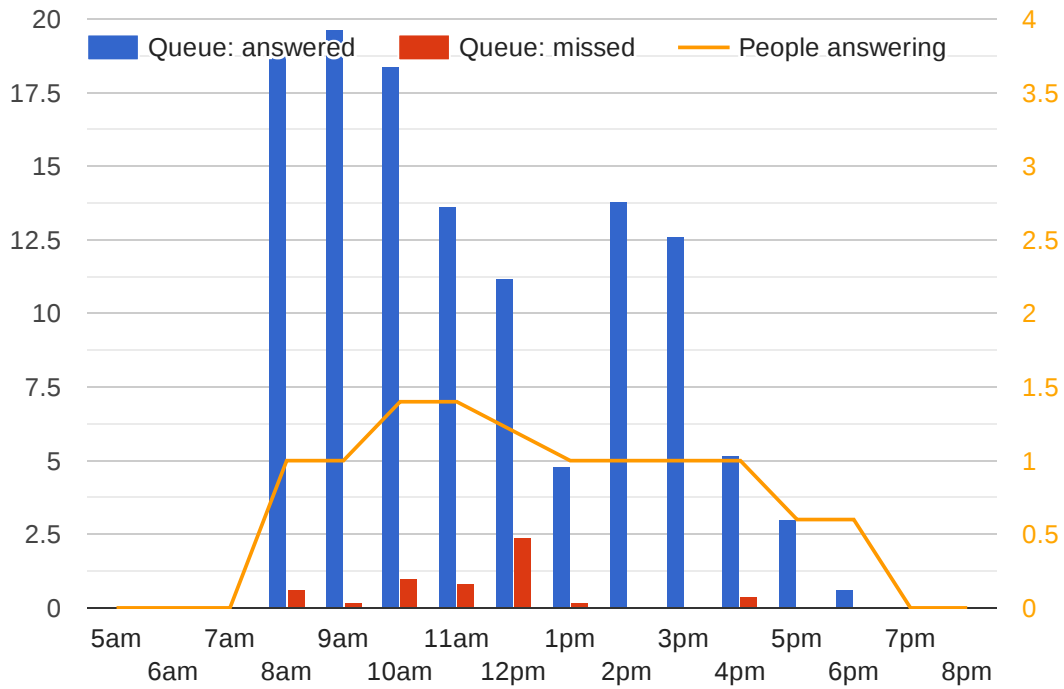


Outbound: Average Call Lengths

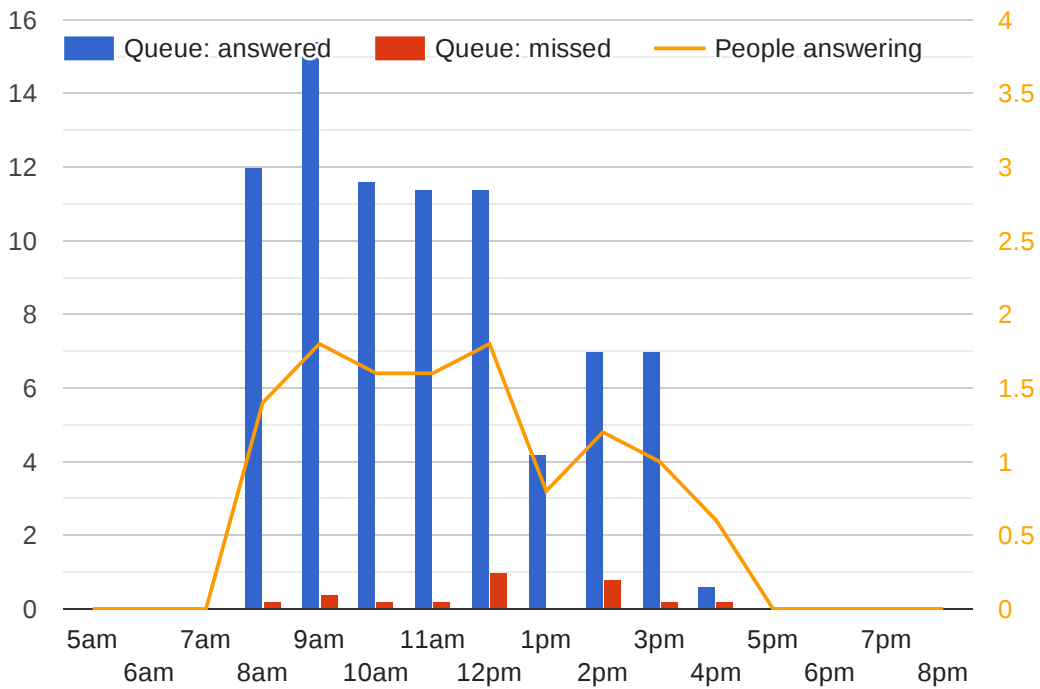


9. How Many People are Answering Queued Calls?

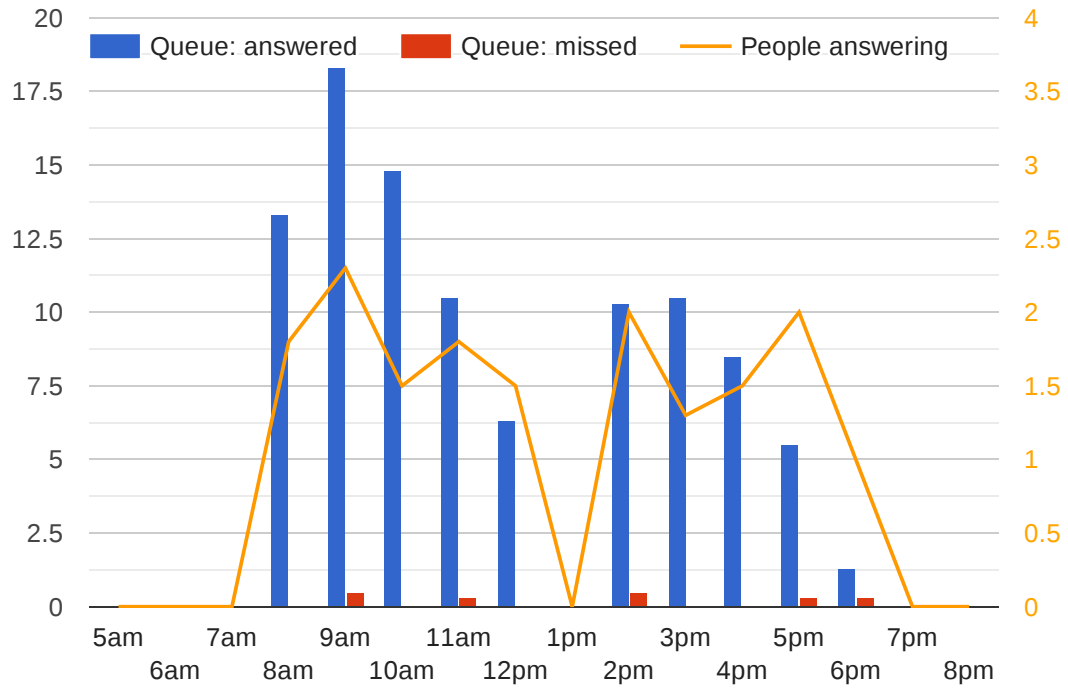
Monday Average



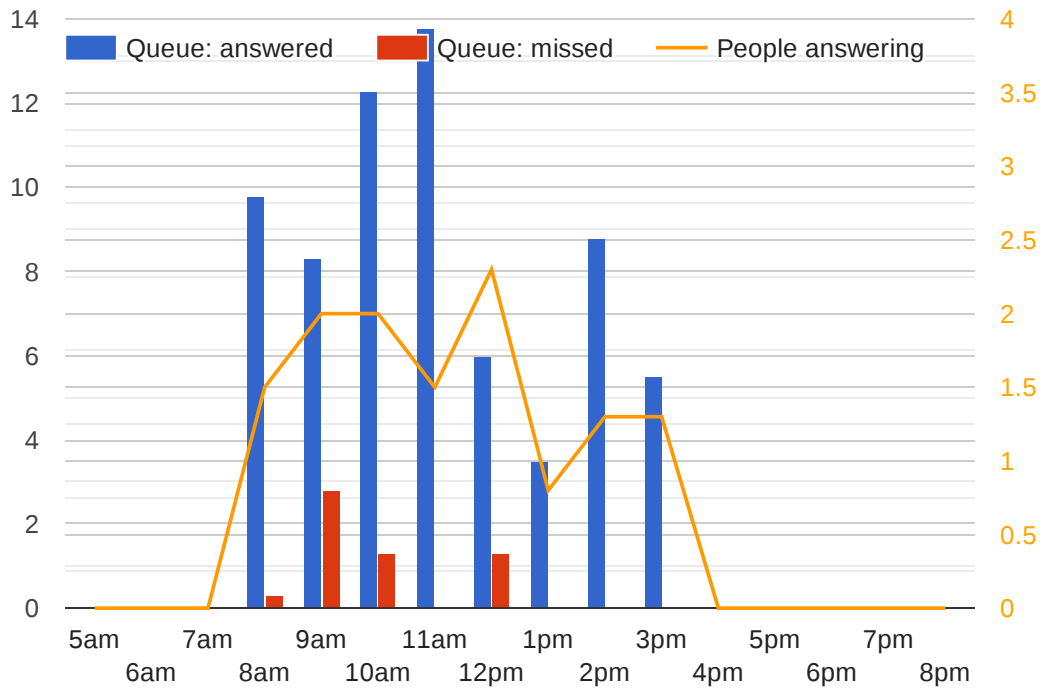
Tuesday Average



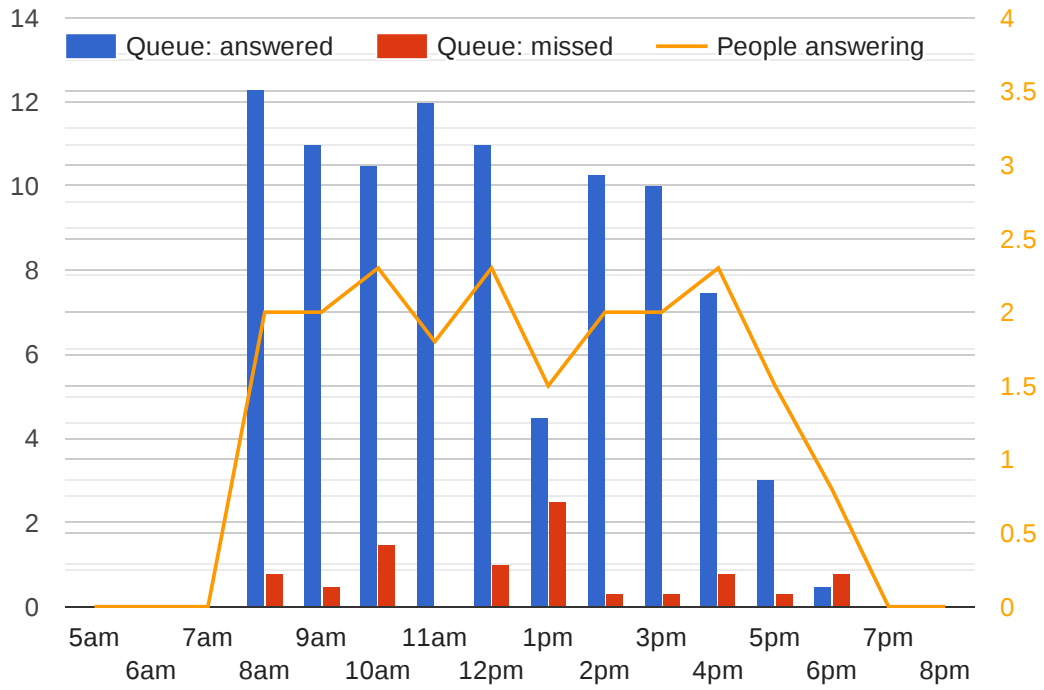
Wednesday Average



Thursday Average

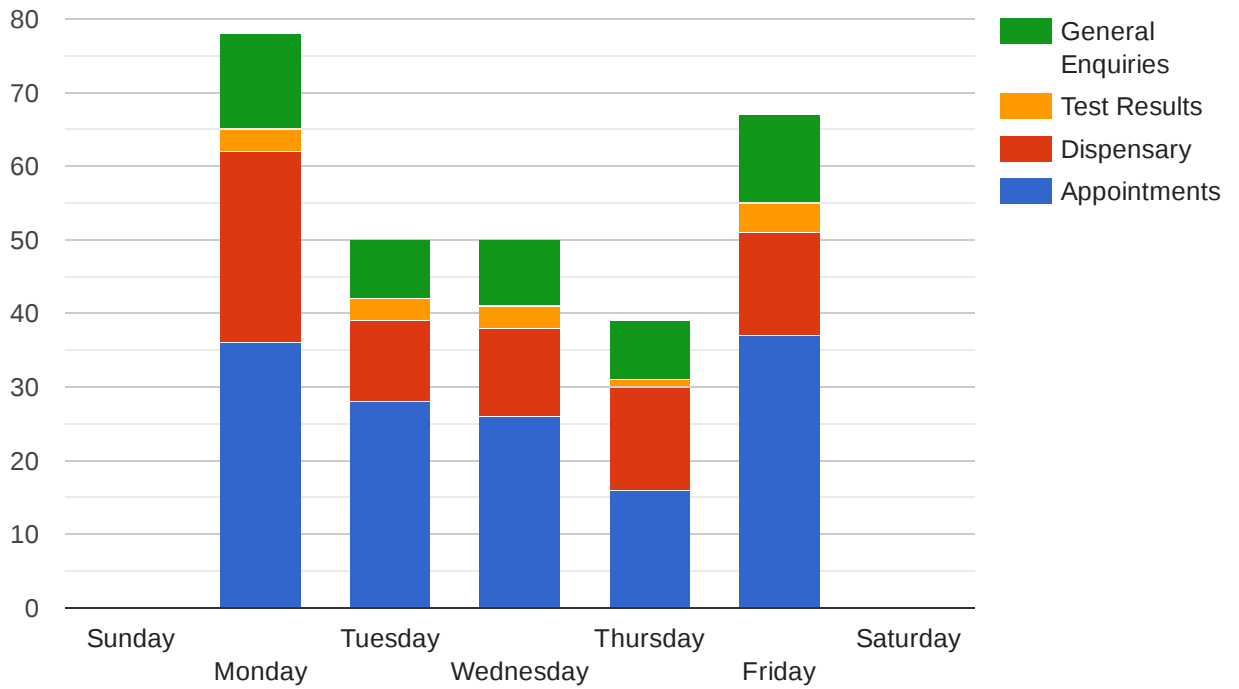


Friday Average

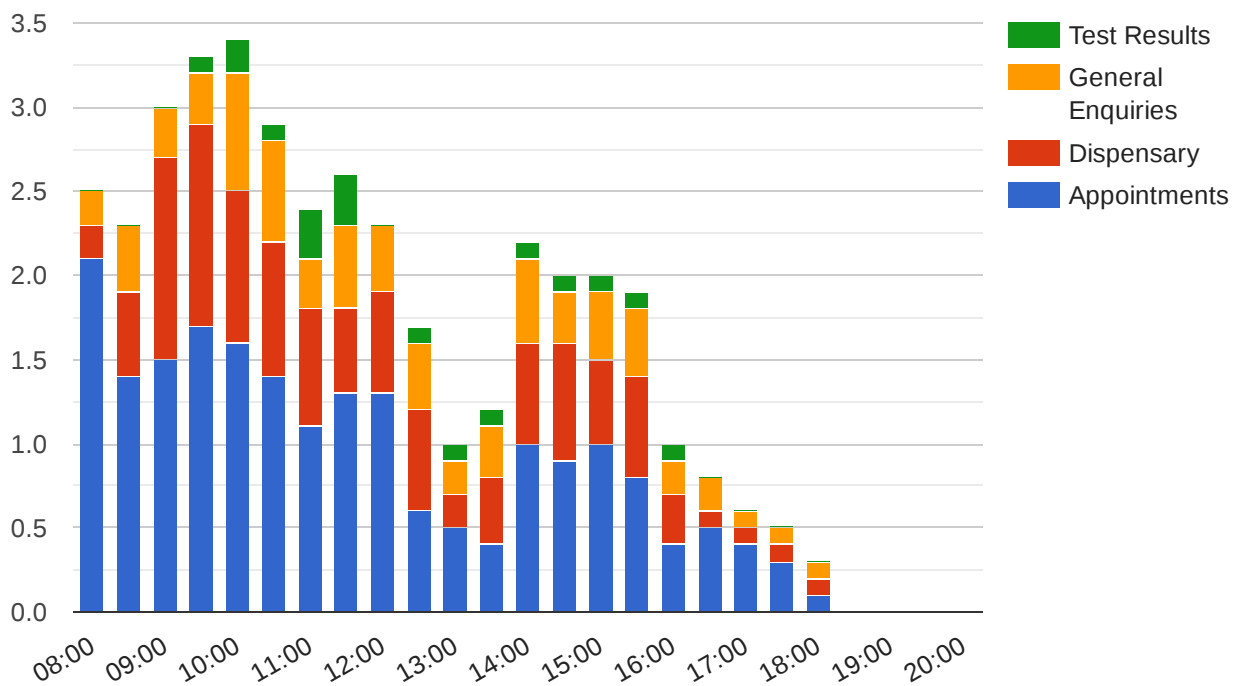


10. What Choices did Callers Make in the Busiest Menu?

Average Number of Callers Choosing



Average Number of Calls



11. Monthly Summary

