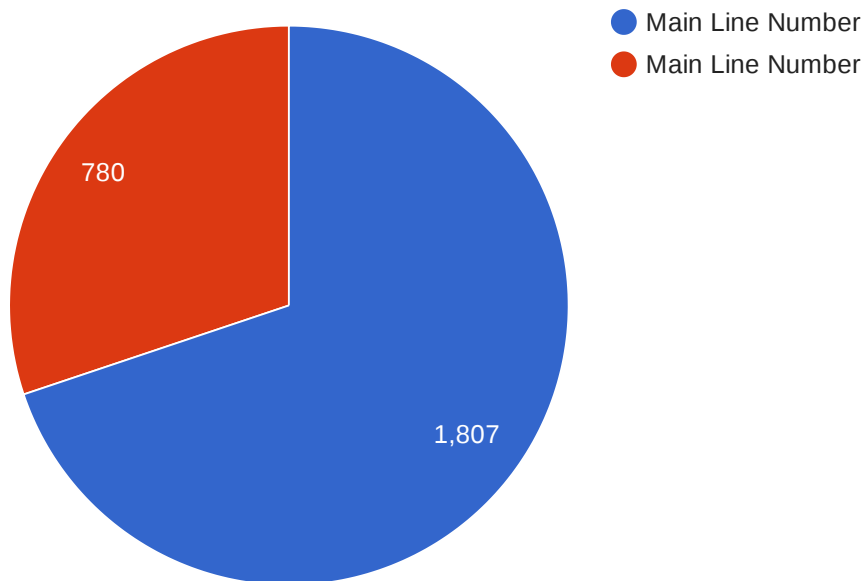


1. Call Summary

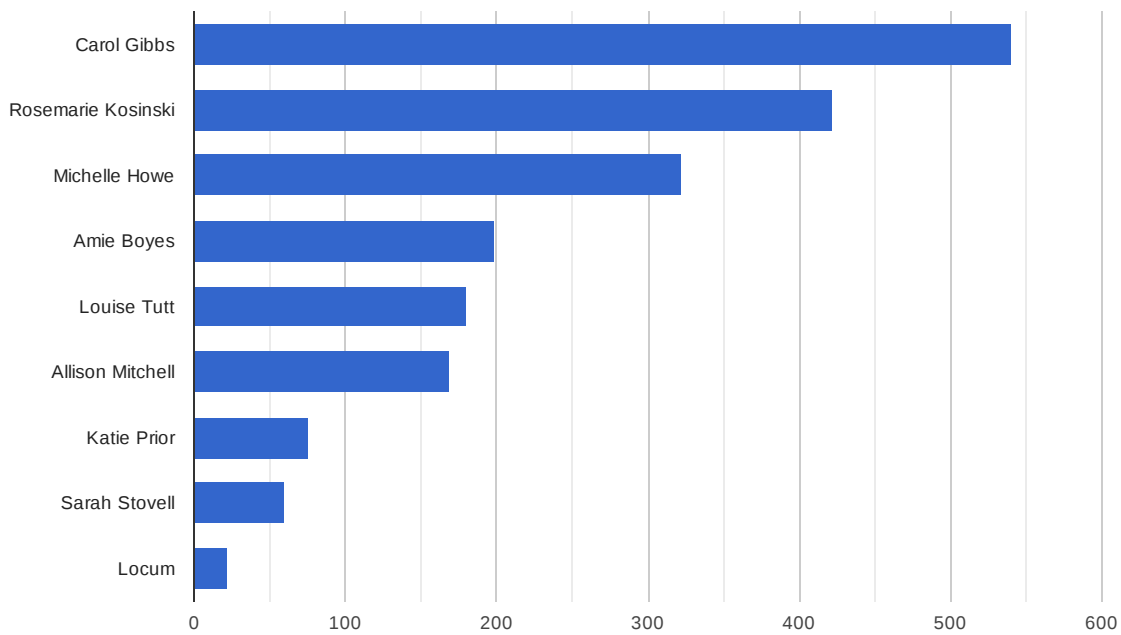
Total Inbound:	2,587	Calls That Queued:	2,218
Answered:	2,058	Answered from Queue:	2,058 (92.8%)
Dialled Calls:	1,409	Missed from Queue:	160 (7.2%)
Average Queue Time Answered	45s	...Ignoring Repeat Callers:	116 (5.2%)
Average Queue Time Missed	4m 41s		

2. Which Numbers Took the Most Inbound Calls?



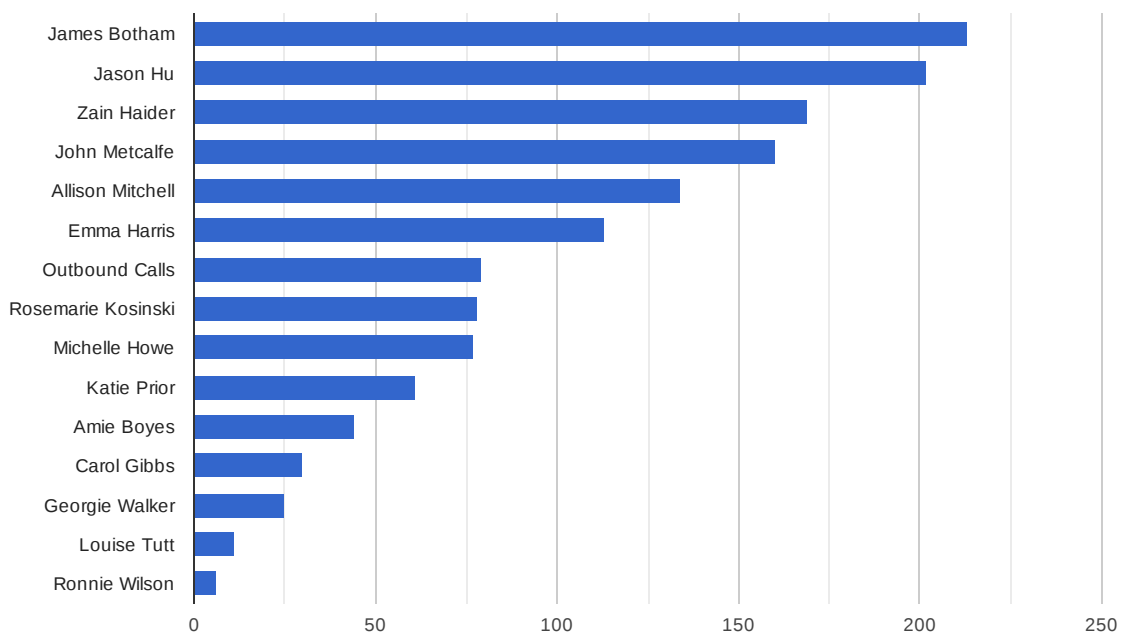
3. Which Users Answered the Most Inbound Calls?

Users Answering Calls

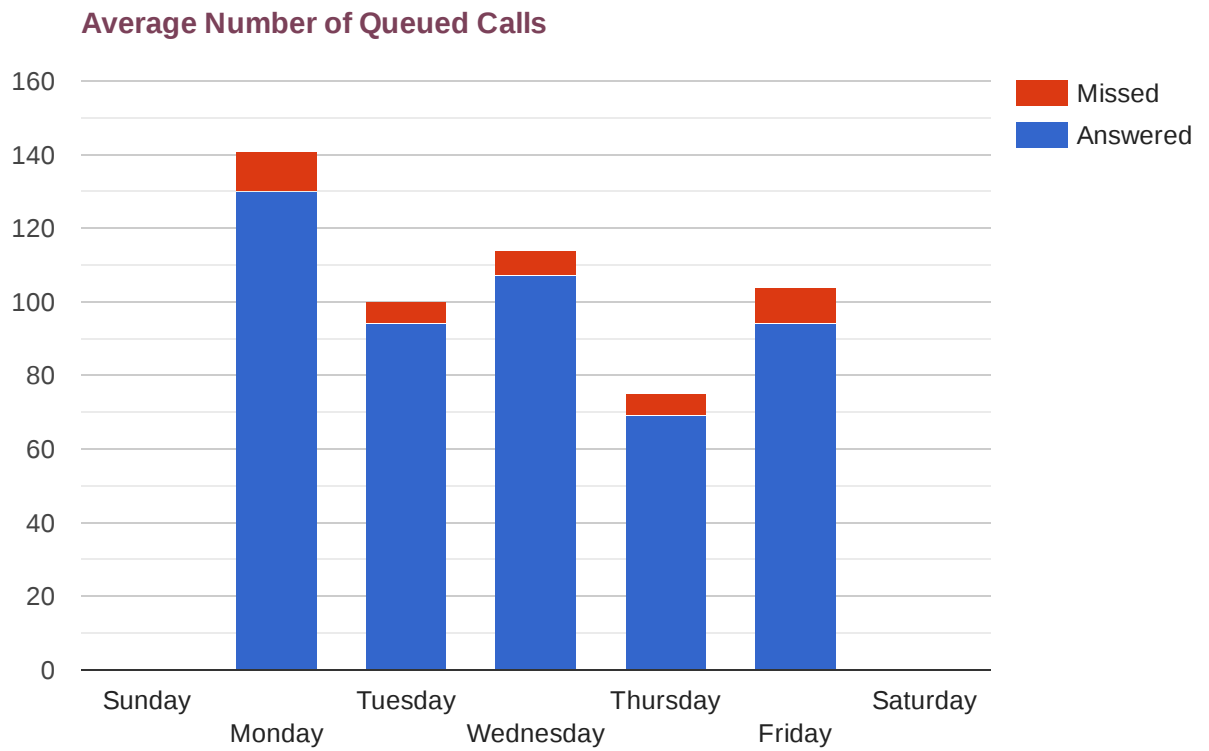


4. Which Users Dialed the Most Outbound Calls?

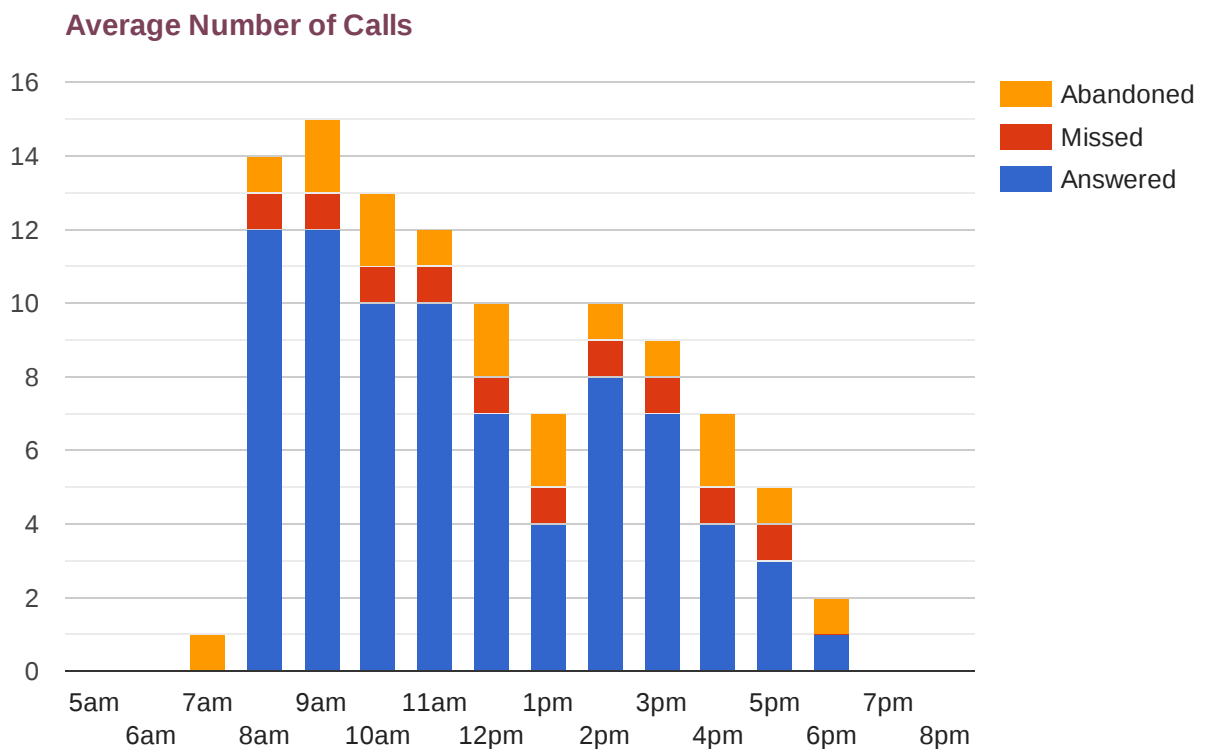
Top 15 Users Dialling Calls



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

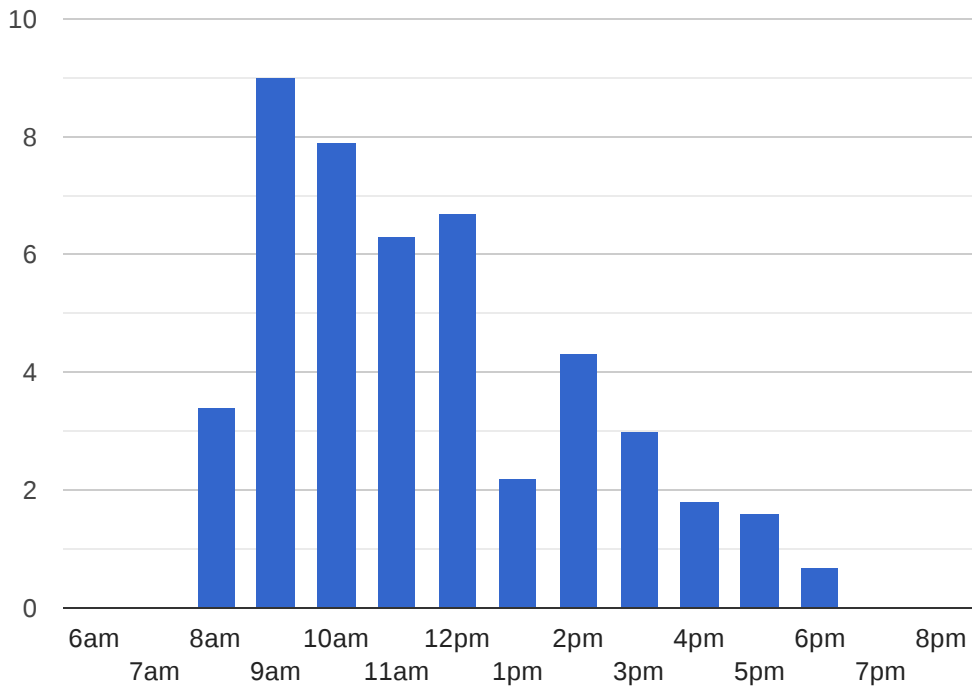


6. What Times of the Day are Busiest for Calls?

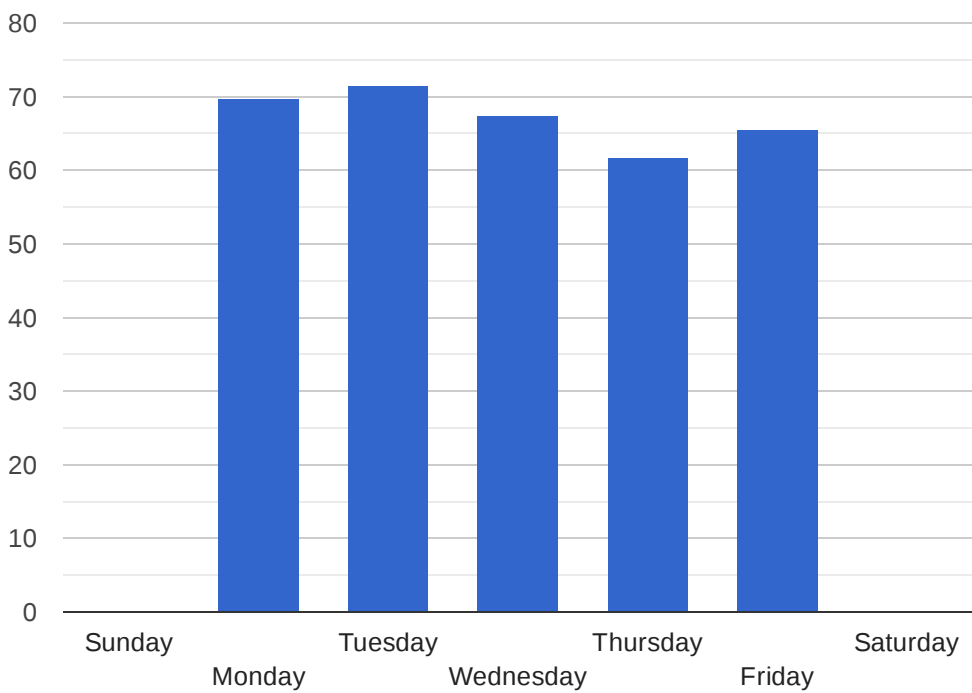


7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

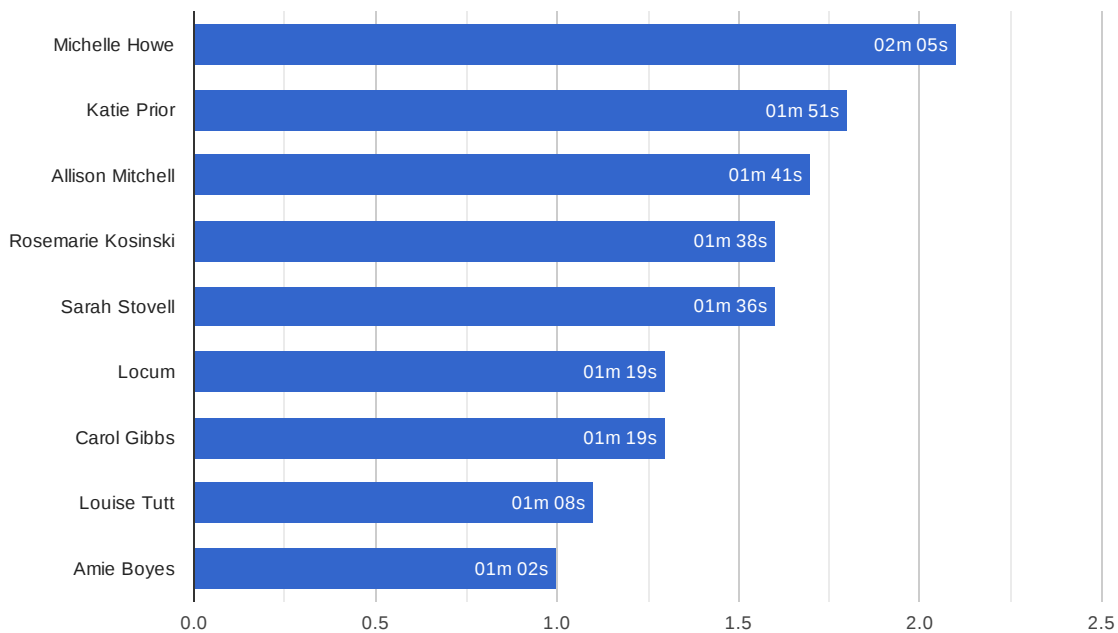


Average Outbound Calls By Day

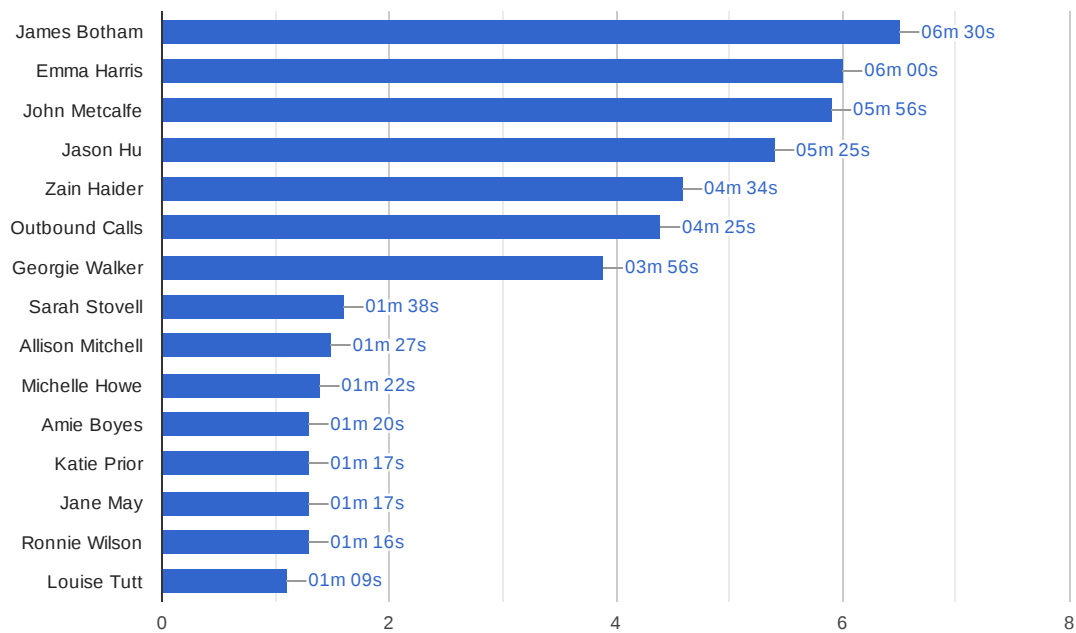


8. How Long do Users Spend on Calls?

Inbound: Average Call Lengths

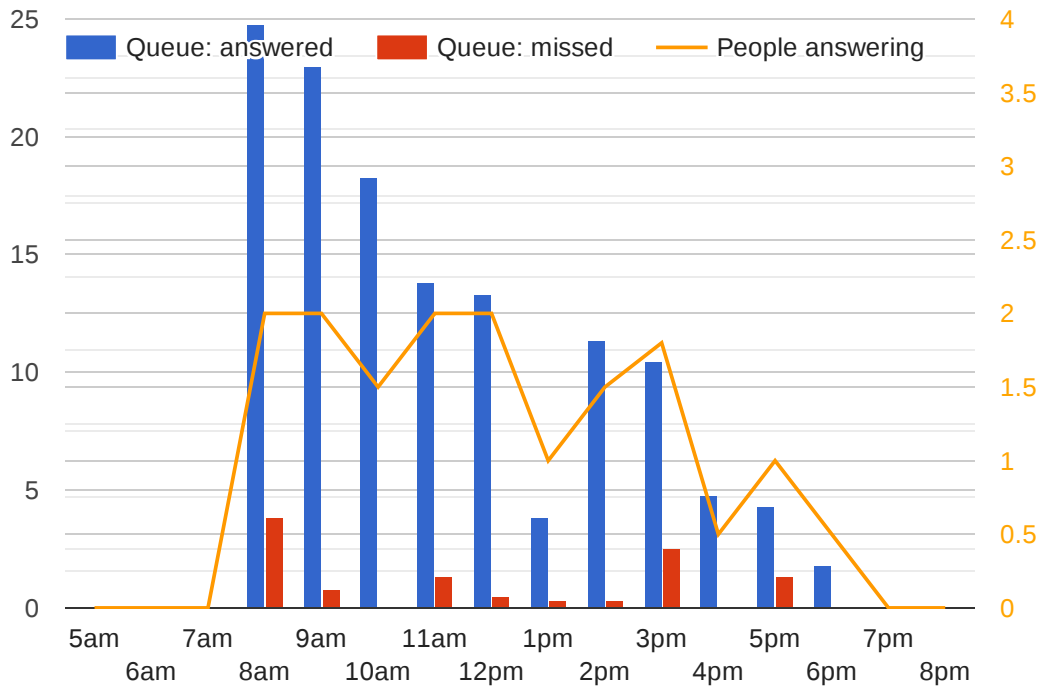


Outbound: Average Call Lengths

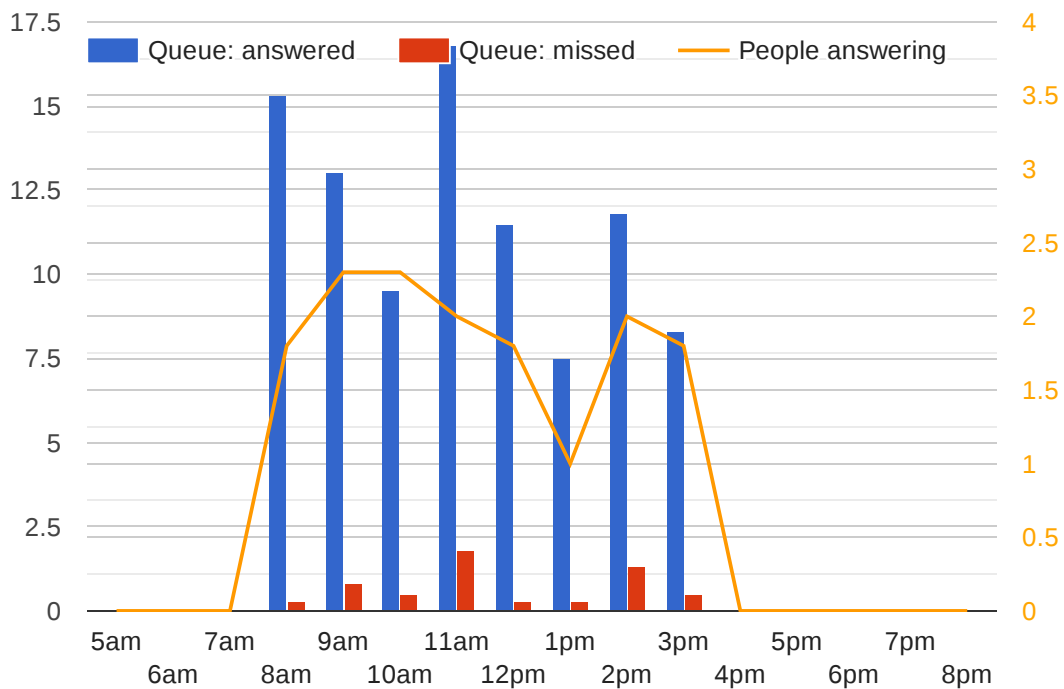


9. How Many People are Answering Queued Calls?

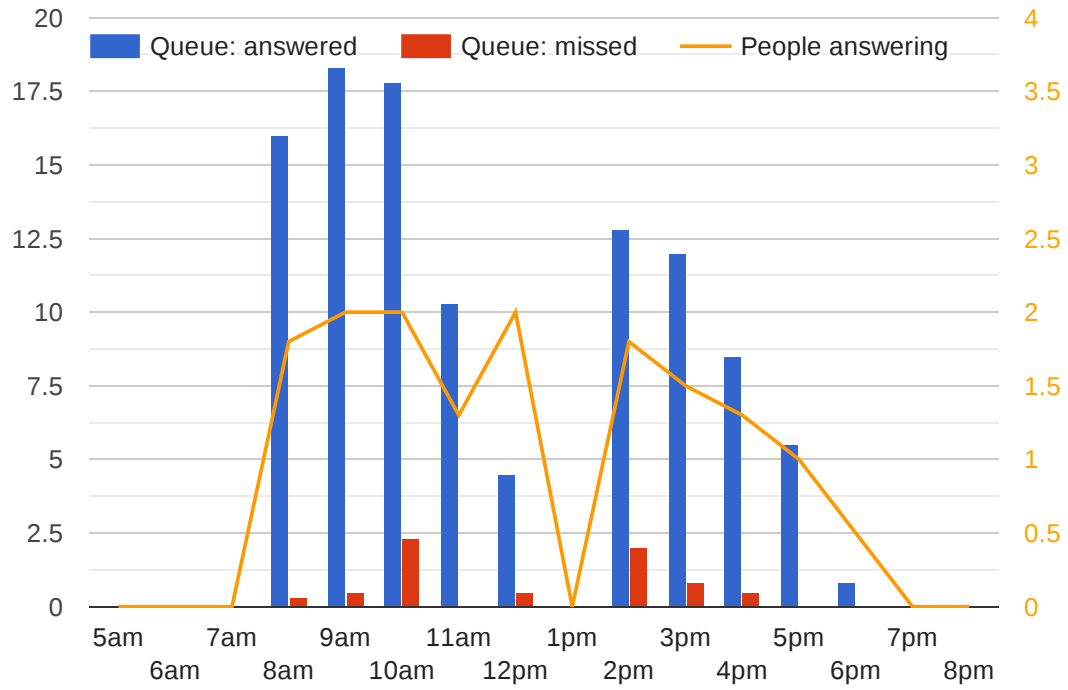
Monday Average



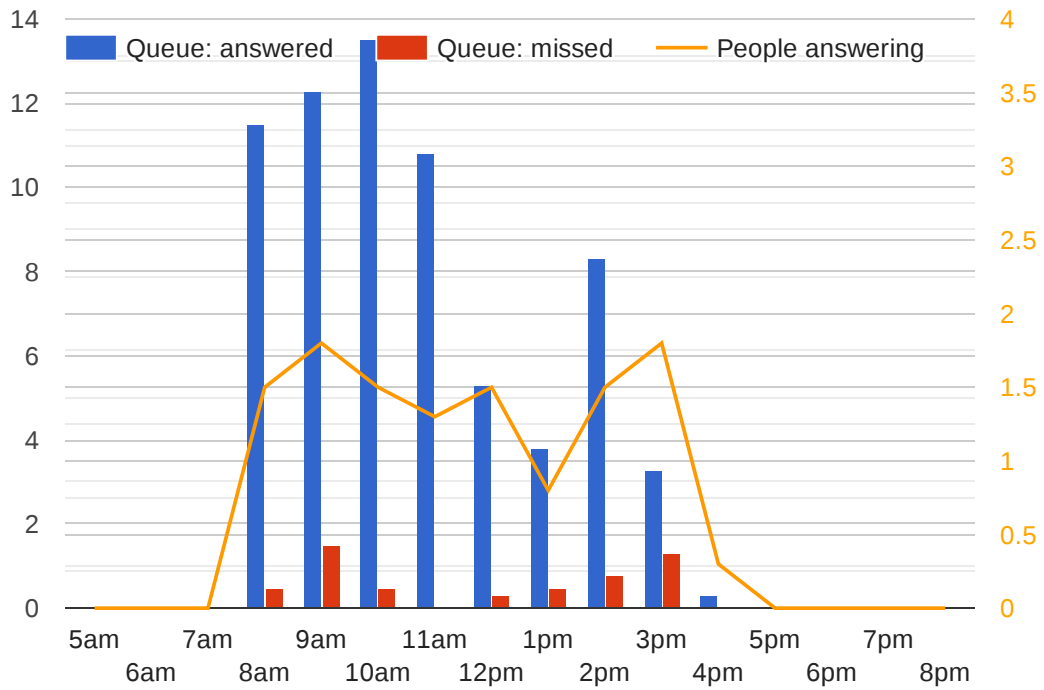
Tuesday Average



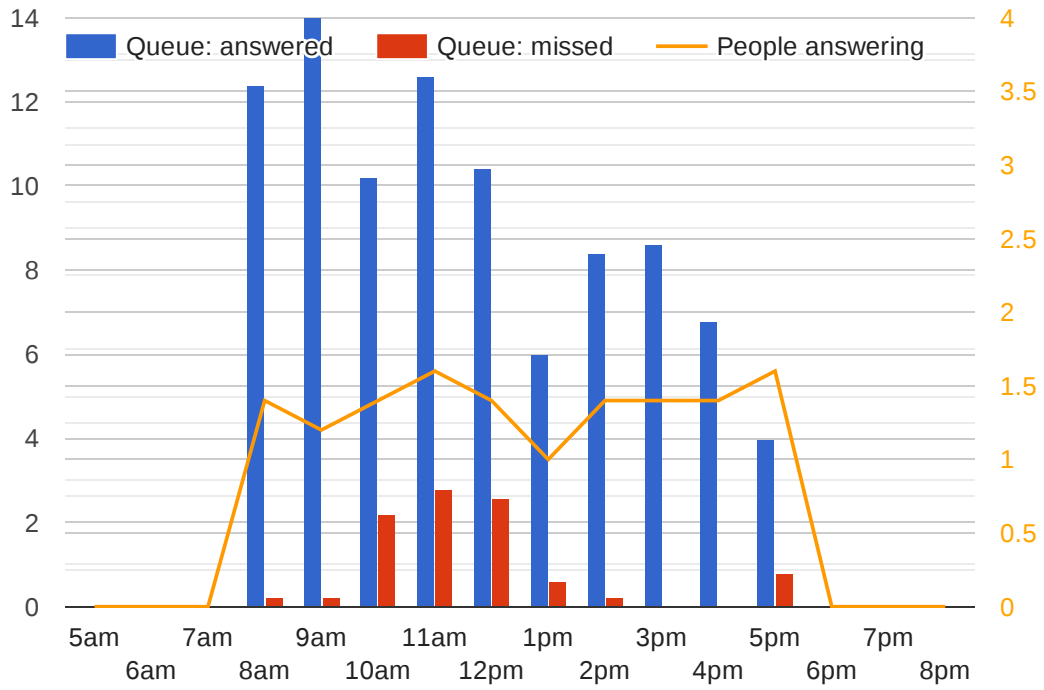
Wednesday Average



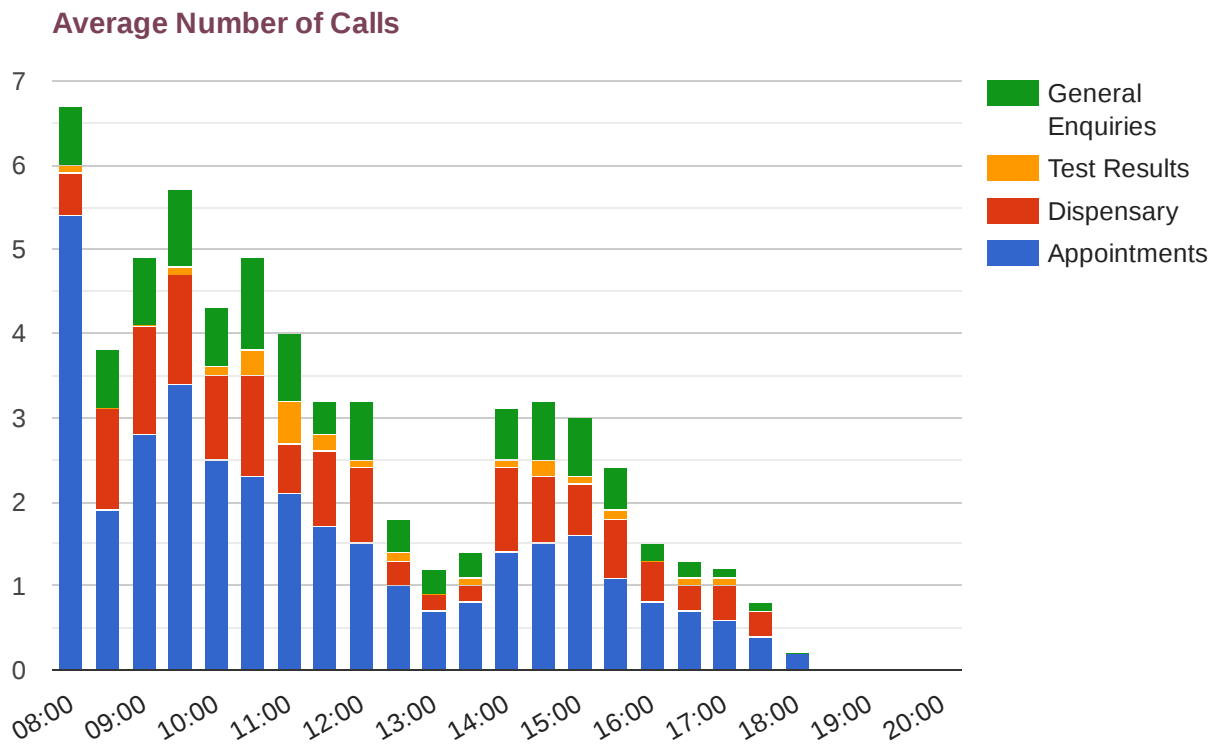
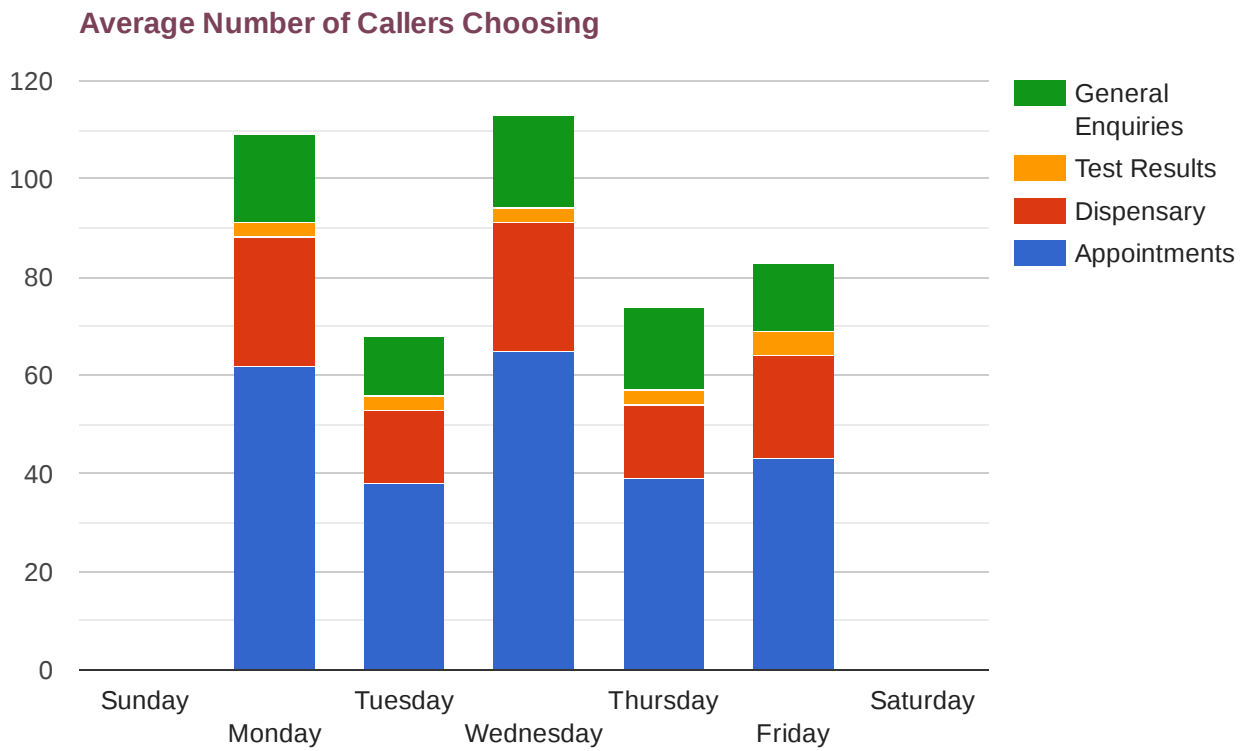
Thursday Average



Friday Average



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



11. Monthly Summary

