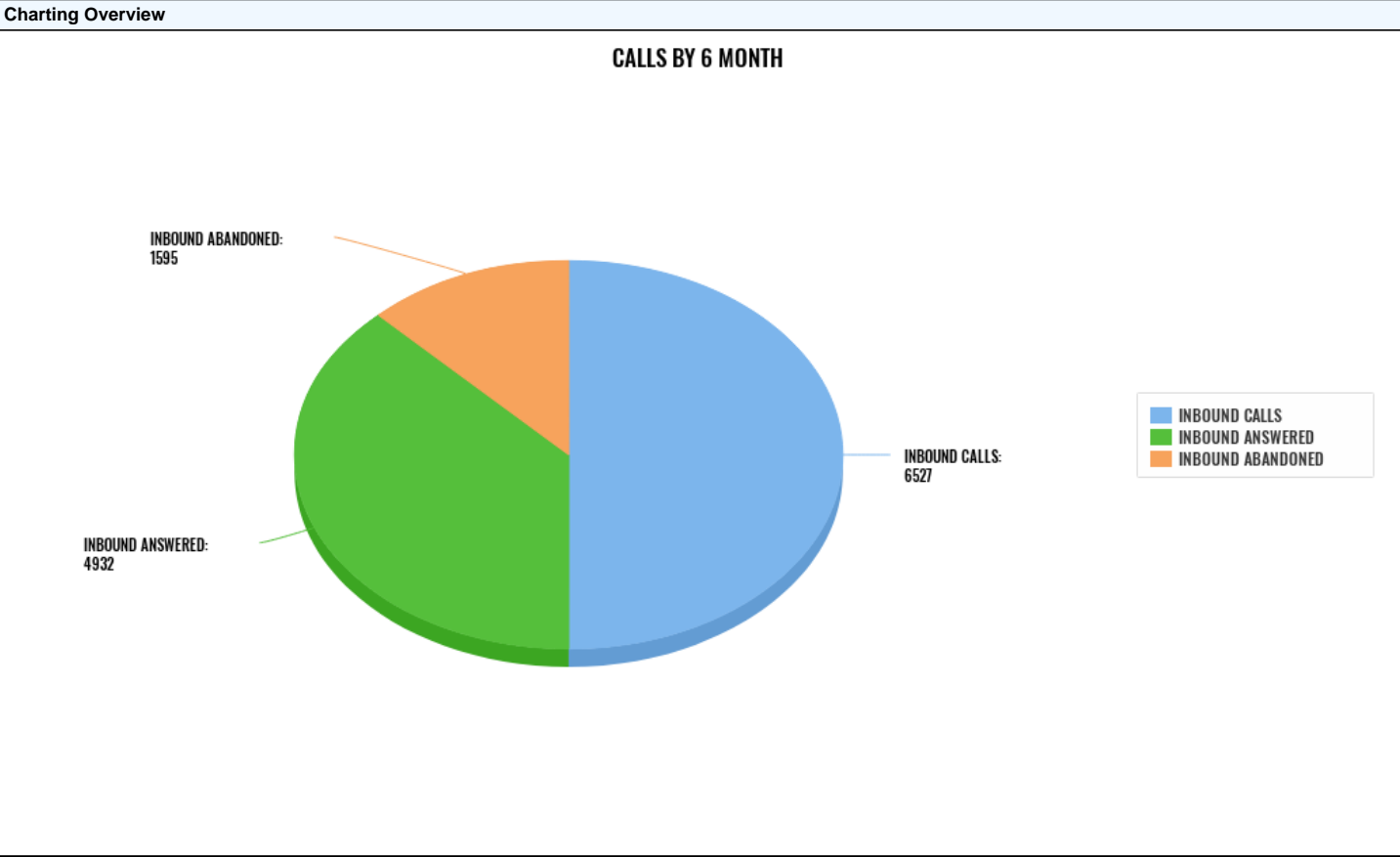


| Report Summary Information | |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| Report Description: | Calls By 6 Month |
| Run For Duration: | Between Mon 06-Jan-2025 08:00:00 am GMT And Mon 30-Jun-2025 06:30:00 pm BST (Run At Tue 22-Jul-2025 09:38:59 am BST Local Time) |
| Report Type/Style: | Contact Items By Interval |
| Run By User: | Surjit Kaur |
| Filter Options: | Tel Server='16431-13P-BSOL', Partitions='16431-13P-BSOL', Device(s)='01215062512', CallType='External (Inbound Only)' |
| Sorted By: | [No Field Sorting Configured - Using Default Row Ordering] |
| Total Rows: | 6 Row(s) |



| Detailed Report Fields/Statistics | | | | | | | | |
|-----------------------------------|---------------|------------------|-------------------|--------------------|----------------------|------------------|--------------------|--------------------|
| Interval | Inbound Calls | Inbound Answered | Inbound Abandoned | Avg Abandoned Time | Avg Answer Time (In) | Avg Waiting Time | Avg Talk Time (In) | % Inbound Answered |
| 01/2025 | 969 | 768 | 201 | 00:02:27 | 00:02:42 | 00:02:39 | 00:03:29 | 79.3% |
| 02/2025 | 1061 | 822 | 239 | 00:02:43 | 00:03:24 | 00:03:15 | 00:04:17 | 77.5% |
| 03/2025 | 1109 | 851 | 258 | 00:03:08 | 00:04:25 | 00:04:07 | 00:03:59 | 76.7% |
| 04/2025 | 1135 | 830 | 305 | 00:07:50 | 00:03:42 | 00:04:49 | 00:03:49 | 73.1% |
| 05/2025 | 1129 | 810 | 319 | 00:04:35 | 00:04:14 | 00:04:20 | 00:04:11 | 71.7% |
| 06/2025 | 1124 | 851 | 273 | 00:04:17 | 00:04:33 | 00:04:29 | 00:03:53 | 75.7% |
| | 6527 | 4932 | 1595 | 00:04:22 | 00:03:51 | 00:03:59 | 00:03:57 | 75.6% |