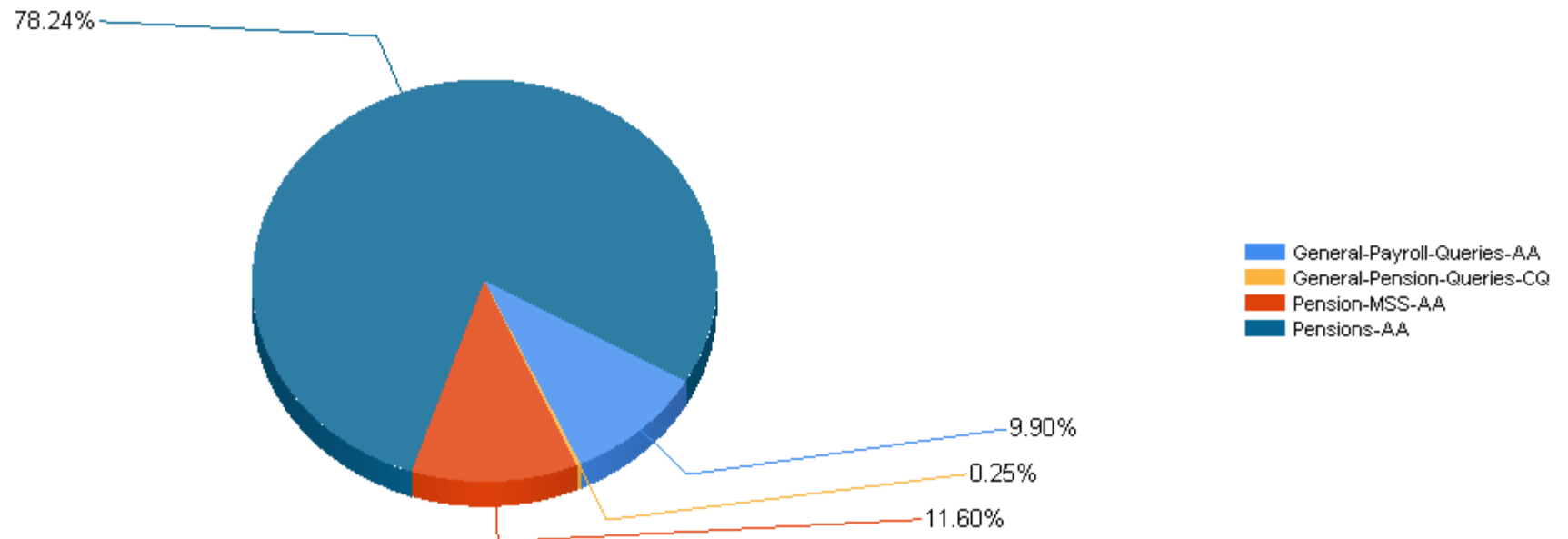


Summary grouped by Auto attendants, Queue

10/01/2024 - 12/31/2024 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
Call Direction Out In Internal



Summary grouped by Auto attendants, Queue

10/01/2024 - 12/31/2024 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

Call Direction Out In Internal

Auto attendant	Queue name	Total Calls	Answered Calls	Answered Calls %	Missed Calls	Missed Calls %	Incoming Calls	Internal Calls	VM Calls	Answered Calls RT 0-60sec	Answered with RT over 61sec	Avg Ring time	Total Duration	Avg Duration
General-Payroll-Queries-AA	Pensions-Systems-Team-CQ	274	256	93.43	18	6.57	274	0	47	209	47	0:00:24	12:46:08	0:02:59
General-Pension-Queries-CQ	General-Pension-Queries-CQ	7	4	57.14	3	42.86	7	0	1	3	1	0:00:40	0:41:31	0:10:22
Pension-MSS-AA	Pension-MSS-CQ	321	297	92.52	24	7.48	321	0	84	209	88	0:00:40	13:48:12	0:02:47
Pensions-AA	pension-benefit-administration-CQ	1747	1626	93.07	121	6.93	1747	0	538	765	861	0:01:04	109:41:25	0:04:02
Pensions-AA	Pension-employer-team-CQ	99	95	95.96	4	4.04	99	0	76	56	39	0:00:58	1:54:23	0:01:12
Pensions-AA	pension-Fire-Service-Pension-Scheme-CQ	68	66	97.06	2	2.94	68	0	45	39	27	0:00:53	1:21:02	0:01:13
Pensions-AA	pension-payroll-CQ	172	163	94.77	9	5.23	172	0	79	117	46	0:00:53	5:15:54	0:01:56
Pensions-AA	pension-self-service-CQ	79	77	97.47	2	2.53	79	0	39	39	38	0:00:59	2:53:14	0:02:14

Total for 2767 calls

2767 2584 93.39 183 6.61 2767 0 909 1437 1147 0:00:56 148:21:49 0:03:26