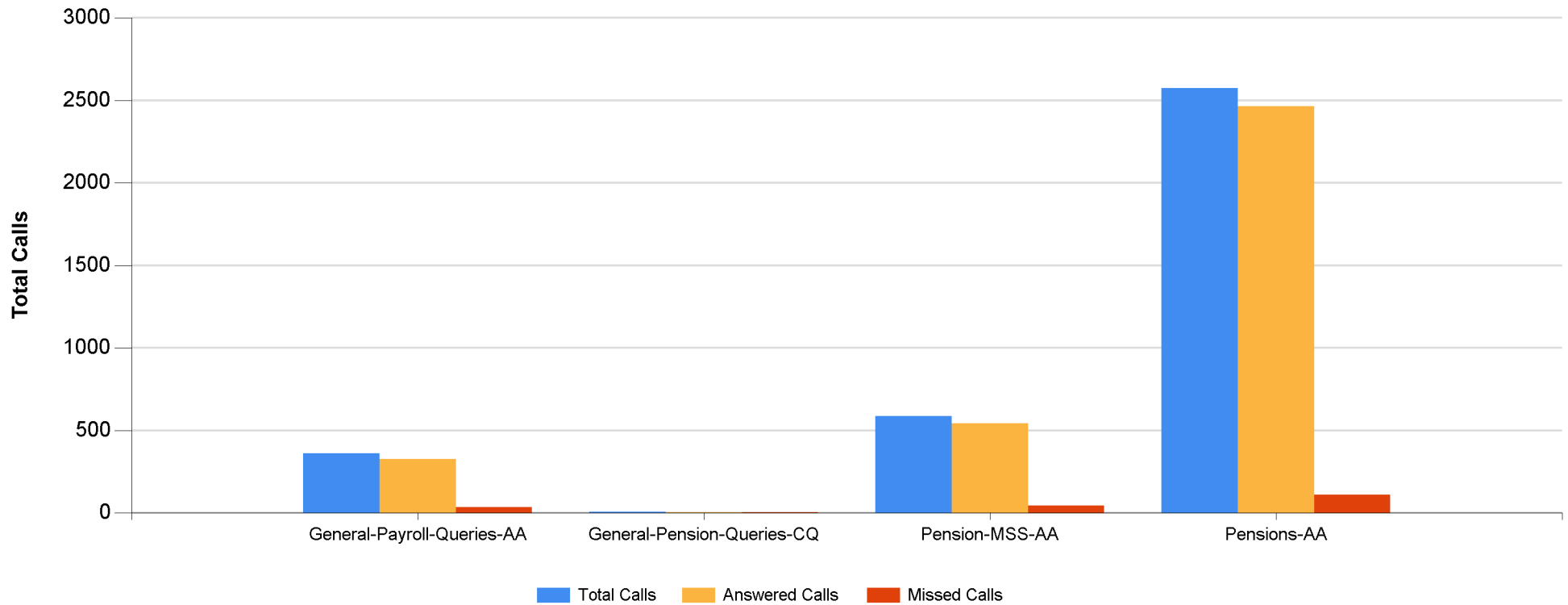


Summary grouped by Auto attendants, Queue

31/12/2025 - 31/03/2026 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
Call Direction Out In Internal



Summary grouped by Auto attendants, Queue

31/12/2025 - 31/03/2026 (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	362	327	90.33	35	9.67	362	0	61	264	63	0:00:25	18:07:33	0:03:19
General-Pension-Queries-CQ	General-Pension-Queries-CQ	7	3	42.86	4	57.14	7	0	2	1	2	0:00:35	0:02:13	0:00:44
Pension-MSS-AA	Pension-MSS-CQ	588	542	92.18	46	7.82	588	0	148	385	157	0:00:39	28:31:02	0:03:09
Pensions-AA	pension-benefit-administration-CQ	2046	1955	95.55	91	4.45	2046	0	400	1295	660	0:00:53	141:05:00	0:04:19
Pensions-AA	Pension-employer-team-CQ	110	106	96.36	4	3.64	110	0	89	53	53	0:00:59	1:33:18	0:00:52
Pensions-AA	pension-Fire-Service-Pension-Scheme-CQ	22	21	95.45	1	4.55	22	0	13	8	13	0:00:59	0:36:39	0:01:44

Summary grouped by Auto attendants, Queue

31/12/2025 - 31/03/2026 (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
Pensions-AA	pension-payroll-CQ	267	255	95.51	12	4.49	267	0	108	188	67	0:00:52	11:44:38	0:02:45
Pensions-AA	pension-self-service-CQ	130	128	98.46	2	1.54	130	0	66	51	77	0:01:00	4:44:45	0:02:13
Total for 3532 calls		3532	3337	94.48	195	5.52	3532	0	887	2245	1092	0:00:48	206:25:08	0:03:42