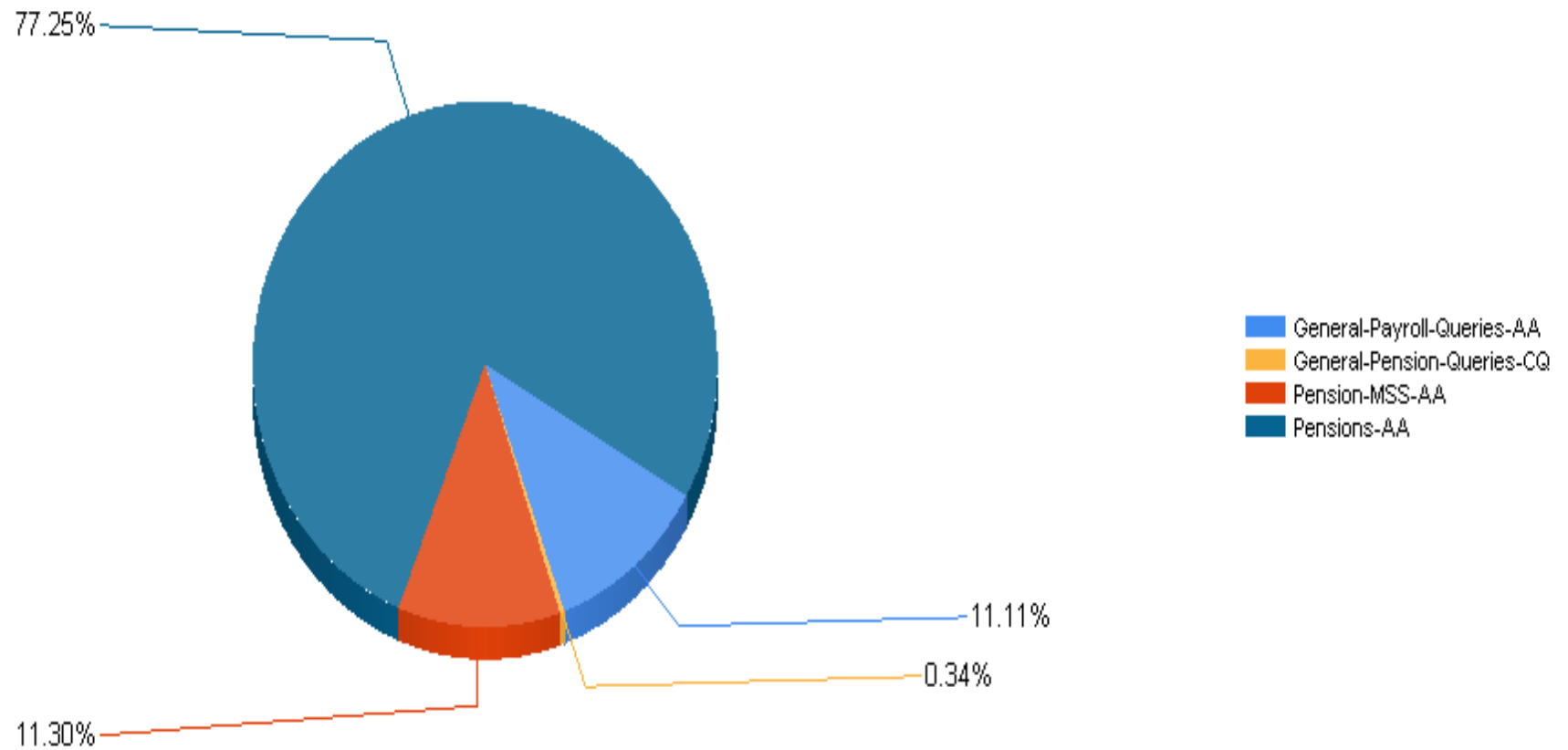


Pensions Incoming calls

31/12/2024 - 31/03/2025 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
Call Direction Out In Internal



Pensions Incoming calls

31/12/2024 - 31/03/2025 (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	360	320	88.89	40	11.11	360	0	67	253	67	0:00:26	16:31:14	0:03:05
General-Pension-Queries-CQ	General-Pension-Queries-CQ	11	7	63.64	4	36.36	11	0	3	7	0	0:00:32	0:14:42	0:02:06
Pension-MSS-AA	Pension-MSS-CQ	366	329	89.89	37	10.11	366	0	102	213	116	0:00:40	15:41:38	0:02:51
Pensions-AA	pension-benefit-administration-CQ	2011	1900	94.48	111	5.52	2010	1	577	1010	890	0:01:00	142:02:58	0:04:29
Pensions-AA	Pension-employer-team-CQ	100	97	97.00	3	3.00	100	0	69	59	38	0:00:59	2:35:55	0:01:36
Pensions-AA	pension-Fire-Service-Pension-Scheme-CQ	25	24	96.00	1	4.00	25	0	14	10	14	0:00:57	0:45:35	0:01:53
Pensions-AA	pension-payroll-CQ	245	242	98.78	3	1.22	245	0	123	179	63	0:00:51	9:07:40	0:02:15
Pensions-AA	pension-self-service-CQ	121	120	99.17	1	0.83	121	0	53	57	63	0:00:56	4:40:00	0:02:20
Pensions-AA	Pensions-Systems-Team-CQ	1	1	100.00	0	0.00	0	1	1	0	1	0:01:04	0:00:03	0:00:03

Pensions Incoming calls

31/12/2024 - 31/03/2025 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
Call Direction Out In Internal

Total for 3240 calls													
	3240	3040	93.83	200	6.17	3238	2	1009	1788	1252	0:00:53	191:39:45	0:03:46