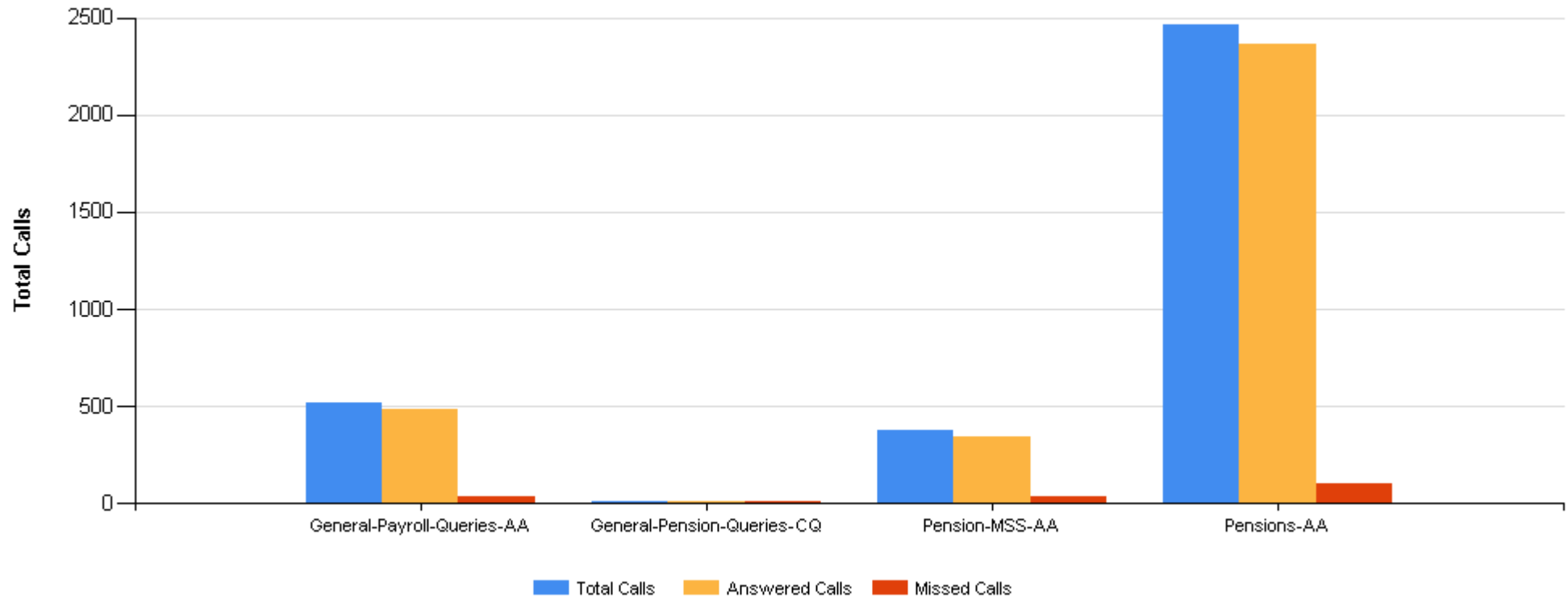


Summary grouped by Auto attendants, Queue

01/04/2025 - 30/06/2025 (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	519	483	93.06	36	6.94	519	0	71	411	72	0:00:22	24:30:07	0:03:02

Summary grouped by Auto attendants, Queue

01/04/2025 - 30/06/2025 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

Call Direction Out In Internal

General-Pension-Queries-CQ	General-Pension-Queries-CQ	12	5	41.67	7	58.33	12	0	2	3	2	0:00:32	0:07:00	0:01:24
Pension-MSS-AA	Pension-MSS-CQ	375	339	90.40	36	9.60	375	0	82	247	92	0:00:37	16:36:46	0:02:56
Pensions-AA	pension-benefit-administration-CQ	1901	1813	95.37	88	4.63	1899	2	509	1053	760	0:00:57	129:45:15	0:04:17
Pensions-AA	Pension-employer-team-CQ	142	135	95.07	7	4.93	142	0	100	75	60	0:00:58	3:33:42	0:01:34
Pensions-AA	pension-Fire-Service-Pension-Scheme-CQ	36	35	97.22	1	2.78	36	0	25	14	21	0:00:57	1:22:11	0:02:20
Pensions-AA	pension-payroll-CQ	277	276	99.64	1	0.36	277	0	131	192	84	0:00:52	11:06:18	0:02:24
Pensions-AA	pension-self-service-CQ	107	107	100.00	0	0.00	107	0	46	50	57	0:00:57	4:22:52	0:02:27

Total for 3369 calls

3369	3193	94.78	176	5.22	3367	2	966	2045	1148	0:00:49	191:24:11	0:03:35
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