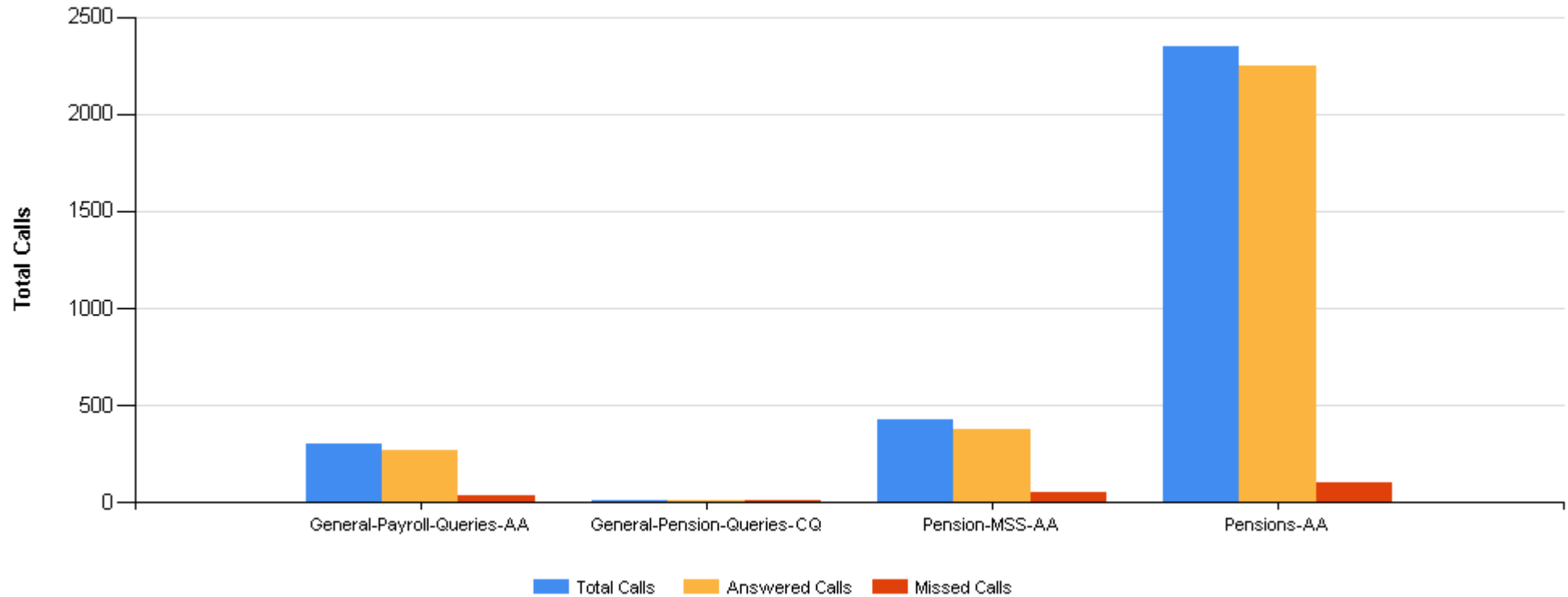


Summary grouped by Auto attendants, Queue

01/07/2025 - 01/10/2025 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
Call Direction Out In Internal



Summary grouped by Auto attendants, Queue

01/07/2025 - 01/10/2025 (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	297	266	89.56	31	10.44	296	1	50	216	50	0:00:25	12:08:22	0:02:44
General-Pension-Queries-CQ	General-Pension-Queries-CQ	8	7	87.50	1	12.50	8	0	3	4	3	0:00:37	0:29:57	0:04:16
Pension-MSS-AA	Pension-MSS-CQ	426	375	88.03	51	11.97	426	0	132	234	141	0:00:43	15:26:31	0:02:28
Pensions-AA	pension-benefit-administration-CQ	1906	1827	95.86	79	4.14	1905	1	388	1206	621	0:00:53	141:23:51	0:04:38
Pensions-AA	Pension-employer-team-CQ	110	99	90.00	11	10.00	110	0	91	50	49	0:01:00	1:03:54	0:00:38
Pensions-AA	pension-Fire-Service-Pension-Scheme-CQ	32	32	100.00	0	0.00	32	0	24	13	19	0:01:00	0:59:55	0:01:52
Pensions-AA	pension-payroll-CQ	191	186	97.38	5	2.62	191	0	99	126	60	0:00:53	6:20:58	0:02:02
Pensions-AA	pension-self-service-CQ	105	101	96.19	4	3.81	105	0	50	42	59	0:00:59	3:26:46	0:02:02

Total for 3075 calls

3075 2893 94.08 182 5.92 3073 2 837 1891 1002 0:00:49 181:20:14 0:03:45