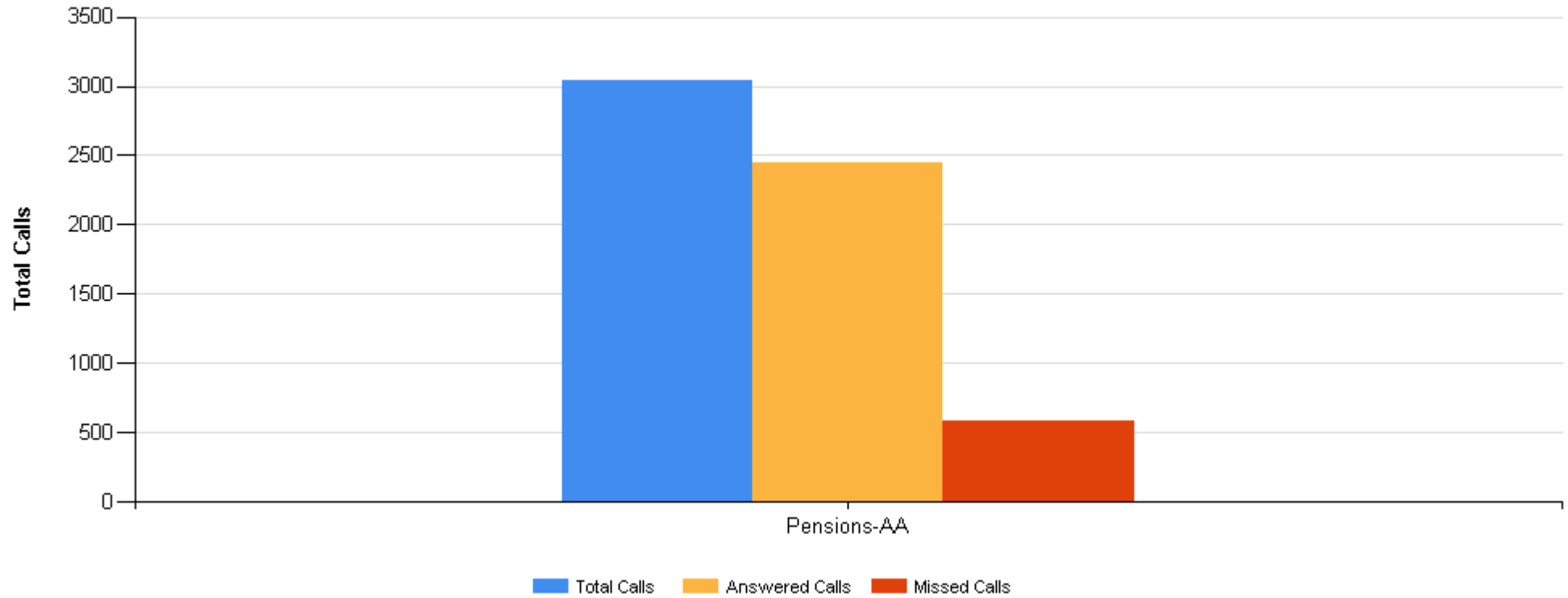


Pensions incoming calls stats

07/01/2024 - 10/01/2024 (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
Pensions-AA		436	38	8.72	398	91.28	435	1	42	33	5	0:00:24	0:09:53	0:00:15
Pensions-AA	pension-benefit-administration-CQ	2179	2011	92.29	168	7.71	2179	0	783	873	1138	0:01:05	127:38:50	0:03:48

Pensions incoming calls stats

07/01/2024 - 10/01/2024 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

Call Direction Out In Internal

Pensions-AA	Pension-employer-team-CQ	125	115	92.00	10	8.00	125	0	105	77	38	0:00:58	0:34:22	0:00:17
Pensions-AA	pension-Fire-Service-Pension-Scheme-CQ	21	20	95.24	1	4.76	21	0	8	11	9	0:00:54	0:44:04	0:02:12
Pensions-AA	Pension-fund-communications-CQ	28	26	92.86	2	7.14	28	0	23	4	22	0:01:06	0:22:33	0:00:52
Pensions-AA	pension-payroll-CQ	192	186	96.88	6	3.13	192	0	71	146	40	0:00:50	8:17:08	0:02:40
Pensions-AA	pension-self-service-CQ	56	55	98.21	1	1.79	56	0	24	28	27	0:01:02	1:59:23	0:02:10

Total for 3037 calls

3037 2451 80.70 586 19.30 3036 1 1056 1172 1279 0:00:58 139:46:13 0:03:25