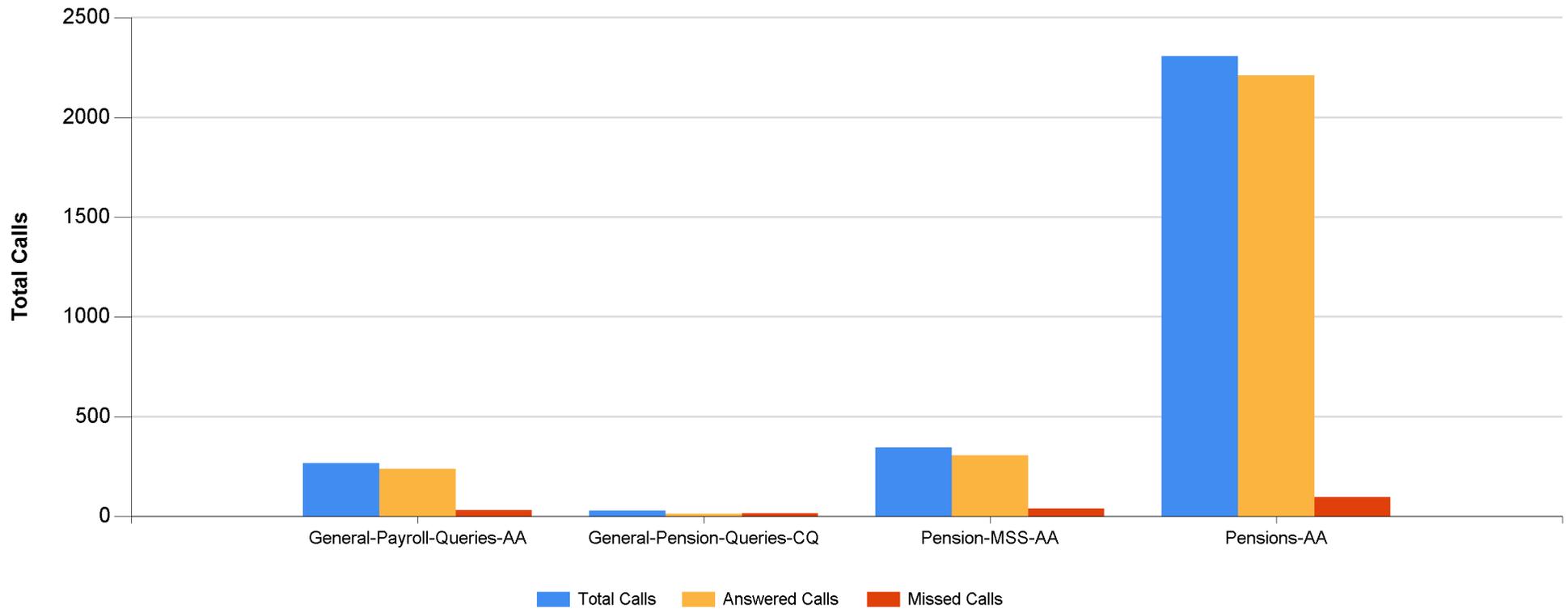


Summary grouped by Auto attendants, Queue

01/10/2025 - 31/12/2025 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
Call Direction Out In Internal



Summary grouped by Auto attendants, Queue

01/10/2025 - 31/12/2025 (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	268	237	88.43	31	11.57	268	0	60	177	60	0:00:29	11:22:52	0:02:52
General-Pension-Queries-CQ	General-Pension-Queries-CQ	28	13	46.43	15	53.57	28	0	1	13	0	0:00:27	1:25:33	0:06:34
Pension-MSS-AA	Pension-MSS-CQ	346	307	88.73	39	11.27	346	0	112	190	117	0:00:43	14:20:24	0:02:48
Pensions-AA	pension-benefit-administration-CQ	1909	1826	95.65	83	4.35	1909	0	429	1182	644	0:00:53	137:02:01	0:04:30
Pensions-AA	Pension-employer-team-CQ	93	90	96.77	3	3.23	93	0	70	48	42	0:00:58	2:21:17	0:01:34
Pensions-AA	pension-Fire-Service-Pension-Scheme-CQ	25	25	100.00	0	0.00	25	0	14	8	17	0:01:01	0:43:40	0:01:44

Summary grouped by Auto attendants, Queue

01/10/2025 - 31/12/2025 (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
Pensions-AA	pension-payroll-CQ	185	175	94.59	10	5.41	185	0	88	124	51	0:00:53	6:00:25	0:02:03
Pensions-AA	pension-self-service-CQ	96	95	98.96	1	1.04	96	0	47	38	57	0:01:03	3:09:49	0:01:59
Total for 2950 calls		2950	2768	93.83	182	6.17	2950	0	821	1780	988	0:00:50	176:26:01	0:03:49